

RESEARCH REPORT

External Research Program



Housing Needs and General Well-Being
of Immigrants and Refugees in Calgary



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**HOUSING NEEDS AND GENERAL
WELL-BEING OF IMMIGRANTS AND
REFUGEES IN CALGARY**

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July, 1992

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Abstract

This research was designed to assess aspects of immigrant housing and satisfaction. From June, 1991 - February 1992, 337 recently arrived immigrants were administered a survey that examined their: 1) housing characteristics, 2) perceived housing needs, 3) satisfaction with their housing and 4) ratings of life satisfaction. The respondents were from diverse regions of the world and had resided in Canada an average of 2.7 years (residing in Calgary an average of 2.6 years).

Some findings indicated that: 1) new immigrants tended to live in apartments, 2) they typically were renters, and 3) the most common living situation was that of a married couple with children. There were two differences with regard to the housing situation encountered in Calgary, compared to the housing situation that many of the new immigrants had left in their country of origin. One was that close to 30% of the new immigrants coming to Canada had been living as a dependent with their parents or other relatives, and almost none found themselves in this situation in Calgary. The other is related to the first, that being new immigrants estimated that they used about 37% of their income for housing needs. Other indices evaluated in this study showed that the vast majority of new immigrant housing was within the acceptable range of crowdedness (suitability) and physical adequacy. The new immigrants reported that they were, in general, satisfied with the location, size and layout of their accommodation. Many of them expressed a desire to own their own homes.

The life satisfaction of these new immigrants leaves some room for improvement. However, the solution of improving of life satisfaction through improving housing was not able to be examined given the cross-sectional nature of this study. In order to adequately assess how new immigrants' life satisfaction changes over time, and the influence of housing at those points in time would require a longitudinal approach.

Executive Summary

This research was designed to shed some light on several questions that are of relevance to both resettlement agencies and accommodation suppliers. From June, 1991 - February 1992, 337 newly arrived immigrants (defined as "having arrived in Canada within the past 3 years") were administered a survey that examined their:

- 1) housing characteristics
- 2) perceived housing needs
- 3) satisfaction with their housing and
- 4) ratings of life satisfaction

The surveys were administered by 24 different interviewers.

The housing characteristics findings indicated that:

- 1) new immigrants tended to live in apartments
- 2) they typically were renters/leasers
- 3) the most common living situation was that of a married couple with children
- 4) close to 30% of the new immigrants coming to Canada had been living as a dependent with their parents or other relatives, while almost none found themselves in this situation in Calgary
- 5) the new immigrants estimated that they used about 37% of their income for housing needs. This compares unfavourably with the notion that affordable housing should not require the dweller to spend more than 30% of their income on housing. Thus, accommodation costs should be anticipated by any resettlement agency to be a very formidable issue for newly arrived immigrants. They will most likely experience some dismay over the high cost of housing when they reach Canada.
- 6) the two "crowdedness" indices evaluated in this study indicated that the vast majority of new immigrants were within the acceptable range of crowdedness (suitability)
- 7) most of the dwellings fared quite well with regard to the condition of the yard, the external condition of the building and the internal condition of the building
- 8) 84% of the dwellings of the immigrants compared favourably or about the same as other dwellings in their neighbourhoods.
- 9) about 60% of the dwellings needed no internal or external repairs and only 5% needed major external repairs and 3% needed major internal repairs

The perceived housing satisfaction and needs findings indicated that:

- 1) the new immigrants were, in general, satisfied with the location, size and layout of their accommodation
- 2) 2/3 indicated that they were either very satisfied or satisfied with their perception of their overall accommodation in Calgary
- 3) the most salient issue in this regard was size; if they indicated they were not satisfied with the size of their accommodation, it was because most wanted to have larger dwellings - either larger in terms of number of rooms or size of the existing rooms
- 4) many of those who did not already own their own homes expressed a desire to do so
- 5) almost all of the individuals interviewed had the basic convenience items such as a refrigerator, telephone, television set, and stove
- 6) about half of them did not own their own clothes washer, clothes dryer or microwave oven, which were the three items that were reported to be the ones they most desired to obtain

The ratings of life satisfaction findings indicated that:

The life satisfaction of the new immigrants leaves some room for improvement. However, the solution of improving of life satisfaction through improving housing was not able to be examined given the cross-sectional nature of this study. In order to adequately assess how new immigrants' life satisfaction changes over time, and the influence of housing at those points in time would require a longitudinal approach. However, the descriptive data on two standardized Life Satisfaction scales were presented for information for future research.

Résumé

«Besoins en matière de logement et bien-être global des immigrants et des réfugiés de Calgary»

La recherche visait à éclaircir plusieurs questions touchant les organismes de rétablissements et les fournisseurs de logements. De juin 1991 à février 1992, 337 immigrants nouvellement arrivés (définis comme «étant arrivés au Canada au cours des trois dernières années») ont fait l'objet d'une enquête qui portait sur les points suivants;

- 1) les caractéristiques de logement;
- 2) les besoins perçus en matière de logement;
- 3) la satisfaction par rapport à leur logement;
- 4) le degré de satisfaction de vivre.

Les enquêtes ont été menées par 24 personnes différentes.

Les résultats relatifs aux caractéristiques de logement ont indiqué que :

- 1) les nouveaux immigrants ont tendance à vivre en appartement;
- 2) ils sont habituellement locataires;
- 3) la forme de ménage la plus observée est celle du couple marié ayant des enfants;
- 4) près de 30 p. 100 des nouveaux immigrants arrivant au Canada avaient vécu à la charge de leur famille ou d'autres parents et presque tous ne vivaient pas cette situation à Calgary;
- 5) les nouveaux immigrants estiment consacrer environ 37 p. 100 de leur revenu au logement. Ce chiffre ne correspond pas à la notion selon laquelle le loyer d'un logement abordable ne doit pas dépasser 30 p. 100 du revenu de ses occupants. Toute organisme de rétablissement peut donc s'attendre que les frais de logement représentent une question redoutable pour les nouveaux immigrants. Ils seront sans doute consternés à leur arrivée en apprenant le prix élevé des logements;
- 6) les deux indices de «densité» mesurés dans cette étude ont indiqué que la vaste majorité de nouveaux immigrants se situait dans l'échelle de densité convenable;
- 7) la plupart des habitations ont obtenu une assez bonne note en ce qui a trait à l'état de la cour, à l'état extérieur de l'immeuble et à son état intérieur;

8) 84 p. 100 des habitations d'immigrants soutenaient la comparaison avec les autres habitations du quartier,

9) environ 60 p. 100 des habitations ne nécessitaient aucune réparation à l'intérieur ou à l'extérieur, seulement 5 p. 100 nécessitaient des réparations extérieures importantes et 3 p. 100, des réparations de ce genre à l'intérieur.

Les résultats sur la satisfaction et les besoins perçus en matière de logement ont indiqué ceci :

- 1) de façon générale, les nouveaux immigrants étaient satisfaits de l'emplacement, de la taille et de l'aménagement intérieur de leur logement;
- 2) les deux tiers ont révélé être satisfaits ou très satisfaits du logement en général à Calgary;
- 3) le point le plus saillant à cet égard était la taille; la plupart des insatisfaits souhaitaient un logement plus grand, soit un plus grand nombre de pièces ou des pièces plus grandes;
- 4) un grand nombre de ceux qui ne possédaient pas déjà leur propre maison ont exprimé le désir de devenir propriétaires;
- 5) presque tous les répondants bénéficiaient des commodités de base comme le réfrigérateur, le téléphone, le téléviseur et la cuisinière;
- 6) environ la moitié d'entre eux ne possédaient pas de lessiveuse, de sècheuse ou de four à micro-ondes. Ces trois articles ont été déterminés comme étant ceux que les répondants souhaitaient le plus avoir.

Les résultats en matière de satisfaction de vivre ont indiqué que :

La satisfaction de vivre des nouveaux immigrants pourrait être améliorée. La solution visant l'amélioration de la vie par l'entremise de celle du logement n'a cependant pas pu être examinée étant donné la méthode transversale utilisée pour cette étude. Une méthode longitudinale serait nécessaire à l'évaluation dans le temps de la satisfaction de vivre des immigrants ainsi que de l'influence du logement à certains moments pendant cette période. Des données descriptives qui pourront servir à des recherches ultérieures ont cependant été présentées relativement à deux échelles normalisées de la satisfaction de vivre.



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THEORETICAL FRAMEWORK AND OBJECTIVES

Theoretical Framework

The housing needs of immigrants, refugees and their families as they resettle into their new environment have received little research attention. Information regarding the needs and characteristics of new immigrant housing as well as how that housing affects new immigrant/refugee general life satisfaction is particularly scarce. Through the use of surveys, this project was able to shed some light on these areas that are of concern to agencies that service new immigrants as well as private and public sector participants in the housing industry.

For the duration of this report, the words "immigrant" and "refugee" will be used to denote the new settlers in Canada. However, it should be pointed out that the Calgary Catholic Immigration Society (CCIS) views immigrants and refugees as "settlers". The CCIS has found the term "settlers" to be more proactive and constructive while at the same time less permanent in describing these individuals. It should also be noted that the CCIS makes a distinction between the terms "settlement" period and "resettlement" period; settlement referring to the time period beginning when the individual leaves their country of origin and ending upon their arrival into the country of resettlement, and resettlement referring to the time period beginning when the individual arrives at their country of resettlement.

The process of refugee resettlement has been described as consisting of three distinct, but inter-related phases. Phase I is the Initial Settlement Period of 6 months to 1 year. Phase II is the Secondary Settlement Period from year 2 to year 3. Phase III is the Integration Period following the 3rd year of resettlement (CIC and CEIC Report, 1989).

Phase I focuses on the provision of basic needs. These include finding independent housing, medical and other physical needs, learning the English language, enrolling children in school and preparing for and securing employment.

Phase II focuses on the introduction to and establishment into the community to which they will become a part and becoming emotionally adjusted to their new surroundings. During this phase immigrants may move to a new residence, begin to form links with ethnic groups and other organizations, as well as to function independently within their community. It is, in effect, a bridging phase that also involves the beginnings of integration into the host society.

Phase III can best be described as the new immigrants starting to feel like they belong in their community. They begin to identify themselves as part of the host society.

Housing is a basic ingredient in all of these phases of adjustment. Housing satisfies basic security needs as well as the social needs of a place for social contact, a place for a variety of activities, a measure of self-sufficiency, as well as promotes overall adaptation and acculturation.

Immigrants, and particularly refugees, are an "at risk" group in terms of their need to find adequate housing. Refugees leave their homeland as a result of persecution. Illness and deprivation, particularly for those who come from refugee camp internment become complicating factors in the resettlement process. The stressful nature of resettlement has been emphasized in previous literature. In Phase I the new immigrant may

experience one or more of the following anxiety provoking events: a) fear of the unknown in their new environment, b) fear of loss of personal contacts such as friends and family members, c) fear of social isolation and/or feelings of abandonment and d) dealing with changes in self-concept resulting from limited abilities and resources in their new environment. The satisfaction of the new immigrant with the housing that (s)he finds when arriving in Canada is expected to have a substantial effect on the overall well-being of the individual. While a few researchers, including Rubenstein (1985), stress the importance of the environment from the perspective of the individual experiencing it, the significance of housing conditions during the resettlement period has not been addressed.

From a theoretical stand point, the answers to these types of questions are important in terms of examining the successful integration of new immigrants into their host society. From a more practical perspective, resettlement agencies would benefit from knowing what the characteristics of new immigrant housing are like, what the housing needs of new immigrants are from their perspective and finally, how housing affects life satisfaction.

The classical model of immigrant adaptation assumes a gradual convergence over time of the characteristics of the immigrants and native-born populations. Two major influences of the impact of the migratory experience and the adaptation process can be distilled from the work of a variety of researchers (Berry, 1980; 1984; Beiser & Collomb, 1981; Gordon, 1964; Hull, 1979; Karl & Berkman, 1964; Padilla, 1980; Prior, 1977). These are that a) certain characteristics of the host country and b) certain characteristics of the immigrant and his/her immediate social environment influence the adaptation process. Characteristics of the host country of note are a) the strength of pressure toward assimilation, b) the extent of the multi-cultural nature of the society, c) the public esteem and status conferred on immigrants and d) the barriers to social networks. The characteristics of the new immigrant and his/her immediate social environment include variables such as a) the availability of an ethnic enclave where other immigrants from the same native country have established a viable community, b) language skills, c) education, d) appropriate job training, e) coping skills and f) family contact.

The Canadian Task Force on Mental Health Issues Affecting Immigrants and Refugees (1988) reviewed more than 1000 publications and concluded that migration *per se* does not predict an increased risk of mental disorders. However, factors such as a drop in socio-economic status, inability to speak the host country's language, separation from family, isolation from persons of a similar cultural background, traumatic experiences prior to the migration, adolescent or senior age at the time of migration, and lack of friendly reception of the host country do seem to be contributory to greater risk of mental disorder some time between 3-18 months after arrival. However, there was no attempt to examine housing, specifically, and its affects on mental health.

Canada serves as a significant host country for immigrants and refugees. Recently, there has been a sharp increase in the number of immigrants accepted into Canada - from 84,302 in 1985 to 190, 286 in 1989 (representing a 125% increase) (Statistics, CEIC, 1990). During the period from 1985-1989 Alberta has consistently accepted 8-10% of the newly arrived Canadian immigrants. Of those immigrants to Alberta, most (approximately 80%) choose to live in Edmonton or Calgary.

Concern over the difficulties these new immigrants encounter in the resettlement process has been raised as an important social issue (e.g., Indra, 1984). There are concerns about language barriers, unemployment, high levels of physical and mental health needs, financial and cultural difficulties, lack of training opportunities and inaccessible social and community resources (e.g., Salvendy, 1983). Thus, while many new immigrants make the transition with ease into their host country, there is evidence of difficulty on the parts of many newcomers. Even less is known about new immigrant housing needs and characteristics in general. In addition, there is very little to indicate what the effect(s) of housing is/are on the life satisfaction of these new members of society. This study will attempt to rectify, to some degree, this knowledge gap.

Project Objectives

The research project "Housing Needs, General Well-Being and Support Services for Immigrants and Refugees in Calgary" (hereafter called "Housing Survey") was proposed in October of 1990 by Ann Wilson, Executive Director of the CCIS. The Canada Mortgage and Housing Corporation (CMHC) decided to fund the project, under the External Research Program, and the work on the project began in earnest in April, 1991. The primary team member, Renato Pablo, who was named in the original proposal, and was to act as the research coordinator, was unable to fulfill this role as he accepted a two-year research project in Africa. Subsequently, Theresa Kline was brought in to carry out this role, and due to this change, the project, which was to be completed by the end of December, 1991 was not completed until the end of March, 1992.

The original objectives of the project included:

- a) obtain baseline data on the housing needs, characteristics and circumstances of immigrants and refugees
- b) provide data in relation to supportive housing services for immigrants and refugees in the City of Calgary
- c) examine the impact of housing on the perceived general well-being and life satisfaction of refugees and immigrants
- d) explore some of the psychological variables relating to housing circumstances, characteristics and needs and their implications for the optimal integration and adaptation of immigrants and refugees.

The research team was able to gather a fairly comprehensive amount of information on the housing situation of newly arrived immigrants, as well as measuring the Life Satisfaction of new immigrants using two standardized scales. However, given the time constraints of the project, a longitudinal study rather than a cross-sectional approach, as was used in this study, would be necessary to adequately respond to objectives c), examine the impact of housing on the perceived general well-being and life satisfaction of refugees and immigrants and d) explore some of the psychological variables relating to housing circumstances, characteristics and needs and their implications for the optimal integration and adaptation of immigrants and refugees. Thus, these objectives were not able to be met in this study. More comprehensive and detailed models of the new immigrant experience need to be proposed and assessed in order to facilitate studies of this nature in the future.

METHOD AND PROCEDURE

The Survey

A survey was developed to assess housing characteristics and needs of recent immigrants and refugees as well as their life satisfaction. In determining what the questions in the section of the survey devoted to assessing housing characteristics and needs should be, assistance was provided by the "Housing and Welfare" study (Government of Saskatchewan, 1972) as well as Statistics Canada (1981; 1988) and CMHC Research Division (1988; 1991). The three quality of life measures that were used in developing the survey came from Lehman, Ward and Linn (1982) and Neugarten, Havinghurst and Tobin (1961). In addition, several other items that were deemed appropriate to assess satisfaction of housing were created. Drafts of this survey were sent to CMHC project director, Jamie Angus for his review. The final draft of the Pilot Interview was completed on April 19, 1991. See Appendix A for a copy of the Pilot Questionnaire. (The following information regarding the pilot interviews is also contained in the Substantive Progress Report submitted to CMHC on July 31, 1991. It is included in this report for completeness.)

Names from the CCIS's files were obtained to carry out the pilot interviews. Every 3rd name from the alphabetical listing of the files was pulled, and if the person had landed in Canada between 1987 and 1990, and spoke a language that the interviewers could administer the interview in, the name was selected for potential interviewing. Five interviewers were trained to use the interview and completed the pilot interviews between May 2, 1991 and May 15, 1991. The interviewers were fluent in one or more of the following languages:

- English
- Spanish
- Polish
- Farsi/Persian
- Arabic
- French

Five names of potential interviewees were given to each of the interviewers. Results of the pilot interviews were as follows:

1. nine pilot interviews were completed
2. breakdown of the interviewee countries of origin were:
 - 5 Poland
 - 1 Iran
 - 1 Kenya
 - 1 Philippines
 - 1 El Salvador
3. breakdown of the languages the interviews were administered in were:
 - 5 English
 - 3 Polish
 - 1 Spanish
4. interviews lasted, on average, 1 hour and 40 minutes, with a range of 1 hour to 2 1/2 hours

5. the pilot interviewees had been in Calgary on average for 1 3/4 years, with a range of 1 to 3 years

Discussions with the interviewers indicated that:

1. the questionnaire was too long to be completed in 1 hour
2. potential interviewees were difficult to get hold of (phone lines had been disconnected, the person had moved, etc.)
3. interviewees contacted were generally very helpful
4. some of the interviewees were weary of answering such intimate questions, as they are often asked to participate in survey research
5. some of the items were not clear

After these discussions, changes were made to the Pilot Interview resulting in the Calgary Catholic Immigration Society Housing Questionnaire (Appendix B), completed on May 23, 1991. The changes included:

1. removing one of the three quality of life questionnaires
2. clarifying or deleting items that were not clear

The Calgary Catholic Immigration Society (CCIS)

The information for this section of the report is provided in the CCIS Annual Report (1991). CCIS has been in operation since 1981. Its mandate is to "assist 'the strangers in our midst', serving all refugees with no barriers to religion, ethno-cultural groups, political affiliations and/or other distinctions" (p. 8). The CCIS provides a variety of services to newly arrived immigrants including a cross-cultural children's centre, a job finding club, a settlement language program, an immigrant resource library, and health awareness program. Between April 1990 and March 1991, CCIS served 12,861 individual clients, with counsellors having 45,580 contacts overall.

The groups served by CCIS include individuals from Vietnam (18%), Poland (13%), El Salvador (12%), Ethiopia (6%), Nicaragua (6%), Iran (5%), Chile (4%), Guatemala (3%), Romania (3%), India (2%), Mexico (2%) and Cambodia (2%). Most (47%) of the clients served by CCIS have been in Canada less than one year and an additional 23% have been in Canada for 1-3 years. The immigration status of most of the CCIS clients are Government Sponsored Designated Class Refugees (42%), followed by Privately Sponsored Designated Class Refugees (17%), followed by Family Sponsored Designated Class Refugees (13%). CCIS also serves clients who are classified as Independent (8%), Family Class (8%) and Refugee Claimant (6%). Members of the "Designated Class" of refugee are those people who are oppressed in their own country (e.g., through an authoritarian regime, limitations of civil liberties, human rights violations exist in the country) or are displaced by an emergency situation (e.g., civil war or natural catastrophes such as floods, earthquakes, etc.); and they may be recognized by the Canadian government as a special Designated Class. Those who apply for immigration to Canada as a Designated Class individual does so from outside of Canada. Those who are "Refugee Claimants" arrive in Canada with or without a visa and apply to gain landed immigrant status from within Canada. Family Class are those who apply for landed immigrant status through a sponsoring relative. Family Class are close relatives such as spouse, children, parents, grandparents or dependent siblings. Independent immigrant have a more difficult time getting into Canada; they must demonstrate work

skills, work experience, that they speak English, etc. All of these classes are examples of the more general classification as "immigrant".

The education level of most of the clients is completion of high school (46%). Approximately 18% of the clients completed elementary school, 18% completed university and 18% completed technical school. The CCIS clients speak English at various levels; 21% speak English at an advanced level, 23% speak English at an intermediate level, 34% speak English at a basic level and 22% do not speak English.

The Selection Process for Survey Participants

Names of potential interviewees from the CCIS client files were selected by choosing every 3rd name from the overall pool of files. If the person was over 18, had used the services of CCIS in the past 3 years (1987-1990), spoke a language that the survey could be administered in and was not someone who had participated in the pilot testing of the Housing Survey, then that individual was listed as a potential interviewee. In the first round of selection, a listing of 759 potential interviewees was made, grouped according to language spoken.

A second round of selection was necessary, as so many of the potential interviewees were not able to be contacted (they had moved and left no forwarding address or the phone was disconnected, etc.). This second round of selection used the same process and criteria, with the additional criterion of "not in the original selected group" added. This produced another 477 possible individuals to interview. Thus, a total of 1,236 attempts to contact CCIS clients was made in this study. (In the research plan and method section of the proposal, it was indicated that 450 interviews would be attempted, while the actual attempt number was almost 3 times as many.)

A total of 337 interviews was carried out (27% of the attempted 1,236). Although the team had hoped to interview 450 individuals, it was simply impossible, given the time allotted for the project, to complete that many. The major stumbling block in this regard was that many of the potential interviewees had moved and left no forwarding address and/or had their phone disconnected, so were untraceable. This was wholly consistent with the experience of CCIS counsellors, who have reported that some of their new immigrant clients move as many as 8 times in their first year of resettlement. This phenomenon, of course, should be taken into consideration in the design and implementation of any further immigrant research. While we were not able to track the exact number of individuals who did not want to participate, the interviewers reported that very few individuals they managed to contact refused to participate once they were contacted.

Of the 337 interviews, 8 of them were carried out with individuals who were not on the randomly selected list of potential contacts. This occurred specifically because one of the interviewers was only able to work through the summer months before returning to school. Only about 10% of the randomly selected contact names she was given were able to be contacted. She was in a counselling position at the CCIS, was in contact often with members of the Vietnamese-speaking community, and suggested that she should ask her clients who were eligible (i.e., had been in Canada for less than 3 years) if they were willing to participate. They made similar responses to the other randomly selected immigrants and since they constitute such a small number of the total sample, they were included in the data reduction and analyses.

The Interviewers

The interviewers for the project numbered 24. They spoke many languages including English, Spanish, Polish, Vietnamese, Chinese and Farsi/Persian. They were paid \$35 for each completed interview, and carried the interview out in the dwelling of the interviewee. Interviewers were trained in how to contact potential interviewees and by going through each item on the questionnaire for its intent.

The Interview Process

The interviewers were given the names of potential interviewees to contact. The interviewee was phoned and given a brief description of the study as well as an indication of the time it would take to complete the survey if they agreed to participate. The interviewees were volunteers for this study, as they had the opportunity to turn down the invitation to participate. A script for the interviewers to use in the introductory phone call is attached as Appendix C. If the individual did agree to participate, the interviewer would arrange for a convenient meeting time to administer the survey in the participant's home. Interviewers verbally asked the participants the questions in the survey and recorded the responses on the survey form. If they so chose, participants were allowed to refuse to answer individual questions in the survey. Some questions on the survey proved to be problematic for the interviewers to ask and for the interviewees to answer (e.g., those with regard to income), and will be noted in the results section of this report as they arise. In addition, for the reported data, sample sizes are provided the reader (N) so that accurate interpretation of the presented data can be made.

The interviews were carried out between June 4, 1991 and February 4, 1992. The interviews lasted, on average, 65 minutes (range of 25 minutes to 3 hours).

The Core Housing Need Model

This model was developed by the Research Division of the Canada Mortgage and Housing Corporation (1991) to determine housing needs of Canadians. This approach to the measurement of housing needs has evolved to reflect changes in housing standards over time. It takes into account the suitability, adequacy and affordability of housing. These three aspects of core housing need, with regard to the sample of new immigrants in this study, will be expanded on and addressed in this report. We were unable to fully test the core housing need of new immigrants compared to Canadians in general, nor provide an adequate estimate of how many households of the new immigrants were "core need" because of the difficulty in obtaining accurate information on both income and household expenditures.

RESULTS

DEMOGRAPHIC INFORMATION

The 337 completed surveys yielded the following information:

The immigrants interviewed averaged 36 years of age (range 19 - 69). 64% of the sample were males while remaining 36% were female. The immigrants had been in Canada for an average of 2.7 years and in Calgary for an average of 2.6 years. Some of their demographic characteristics follow.

COUNTRY OF ORIGIN:

AFRICA (N=19 - 6% of the sample)

Ethiopia	11
Uganda	2
Eritrea	2
Tanzania	1
Ghana	1
Botswana	1
Angola	1

ASIA (N = 69 - 20% of the sample)

Vietnam	27
Hong Kong	22
China	9
Philippines	5
Cambodia	2
Fiji	1
India	1
Pakistan	1
Tibet	1

EASTERN EUROPE (N = 102 - 30% of the sample)

Poland	94
Czechoslovakia	3
Bulgaria	2
Romania	2
Hungary	1

LATIN AMERICA (N = 100 - 30% of the sample)

El Salvador	42
Nicaragua	24
Guatemala	20
Chile	4
Peru	4
Bolivia	2
Argentina	1
Columbia	1
Honduras	1
Mexico	1

MIDDLE EAST (N = 47 - 14% of the sample)

Iran	30
Afghanistan	7
Iraq	4
Egypt	3
Lebanon	3

Table 1 compares this sample with the CCIS population clientele and with national immigration statistics (Employment and Immigration Canada (1991)).

Table 1: Immigrant Sample

<u>Area</u>	<u>Present Study</u>	<u>CCIS Clientele</u>	<u>Canadian Immigration</u>
Africa and Middle East	20%	19%	6%
Asia	20%	28%	49%
Europe	30%	19%	27%
Latin and North America	30%	34%	17%

While the immigrants were originally from a large number of countries, they arrived in Canada DIRECTLY from different locations. The following indicates the percentages of the participants who arrived from various areas.

COUNTRY IMMIGRATED DIRECTLY FROM: (N = 333)

Western Europe	28%
Asia	25%
Latin America	22%
United States	9%
Middle East	7%
Africa	5%
Eastern Europe	5%

The religions of the participants were represented in the following manner:

RELIGION: (N = 321)

Catholic	52%
Christian (non-Catholic)	18%
Muslim	10%
Buddhist	6%
Baha'i	2%
Mormon	1%
Other	1%
No Religious Affiliation	6%
non-responses	5%

The native languages of the participants were represented as follows:

NATIVE LANGUAGE: (N = 337)

Spanish	30%
Polish	28%
Chinese	9%
Vietnamese	8%
Farsi/Persian	8%
Arabic	3%
Dari	2%
Kurdish	1%
Other	11%
English	0%

Despite the number of languages spoken by the participants, the surveys were administered in six languages. They are represented as follows:

LANGUAGE IN WHICH SURVEY ADMINISTERED: (N = 332)

English	27%
Polish	26%
Spanish	25%
Iranian (Farsi, Dari, Kurdish)	8%
Vietnamese	8%
Chinese	6%

The sample of immigrants that participated in this study represented a variety of countries and cultures. It is reasonable to presume that this is a representative sample of the clientele served by the CCIS.

GENERAL HOUSING CHARACTERISTICS

The areas of Calgary where the participants lived were represented in the following manner. 10% lived in the Northwest, 16% lived in the Northeast, 47% lived in the Southwest, and 26% lived in the Southeast. All areas of the city were represented with members of the immigrant population.

Figure 1 shows where, with regard to central downtown, the immigrants tended to be located. Most lived in the Downtown Core area (32%). 18% lived in the Inner City (surrounds directly the Downtown Core), 30% in the Outer Inner City (between the Inner City and suburbs), and 20% lived in the Suburbs. Some of the neighbourhoods that would be "Downtown Core" include Eau Claire, Chinatown, Connaught, and Victoria Park. Some of the neighbourhoods that make up the "Inner City" are Hillhurst, Rideau Park, Regal Terrace, and Mills Estate. Some of the neighbourhoods that are in the "Outer Inner City" are Charleswood, Richmond Park, Inglewood, and Marlborough. Finally, some of the neighbourhoods that represent the "Suburbs" are Dalhousie, Lakeview, Valleyfield, and Whitehorn. A map of the City of Calgary is enclosed as Figure 2, and should be helpful in orienting individuals unfamiliar with Calgary. The majority of the new immigrants lived in what might be called the more crowded districts of Calgary, close to many businesses, restaurants and stores.

Figure 3 indicates that most of the respondents lived in apartment houses (47%) or single dwellings (19%). These were followed by row houses (16%), duplexes (8%), semi-detached (4%) and "other" (6%). While Figure 4 shows that by far most of the immigrants are renters, either renting the entire dwelling (69%) or renting a single room only (12%). It was found that 14% of the immigrants owned their own home, while 3% leased the entire dwelling and 1 person leased a room only. About 1% of the sample indicated they "lived with their family" - not paying rent/mortgage/lease. The difference between renting and leasing is that renters usually do so on a short-term basis (e.g., month to month), and those that lease are usually in the same dwelling for a year.

The participants had been in Canada for an average of 2.7 years, and in Calgary for an average of 2.6 years. Figure 5 shows that most of the immigrants interviewed (37%) had been at their present residence for 1-2 years. Those who had been in their current place of residence for 6 months to 1 year and for 2-3 years were the next most common groups with 18% each. Still fewer had been at their present residence for 3-6 months (11%), more than 3 years (9%), and less than 3 months (8%). The participants had lived in an average of 2 residences since arriving in Canada, and the same for the number of residences in Calgary. They were more likely to own their own homes the longer they had been in Canada (point-biserial correlation = .20, $p < .01$, $N = 336$).

Most of the immigrants lived in non-subsidized housing (72%), while 21% indicated that they did live in subsidized housing, and 6% said they did not know or that the question was not applicable. For those who lived in subsidized housing, 50% were in public housing, 20% were in non-profit organization housing, 18% were in co-operative housing and 8% were receiving rental supplements. The other 4% either did not know or responded "other".

Taken together this data indicates that the typical newly arrived immigrant is a renter or leaser living in a non-subsidized multiple unit dwelling. Presumably, since they do not, in general, own their dwellings they are quite mobile at this point.

Figure 1: RESPONDENT REPRESENTATION IN CITY OF CALGARY NEIGHBOURHOODS

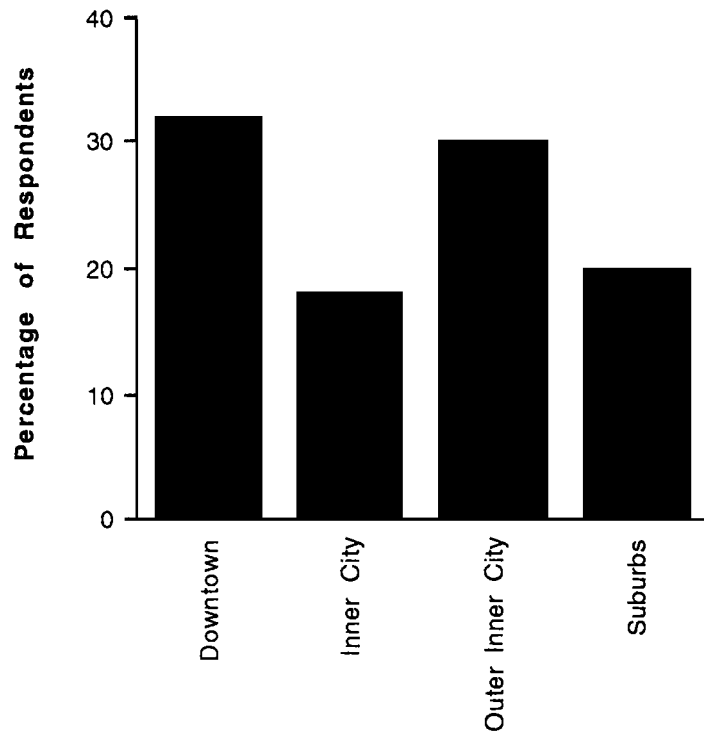


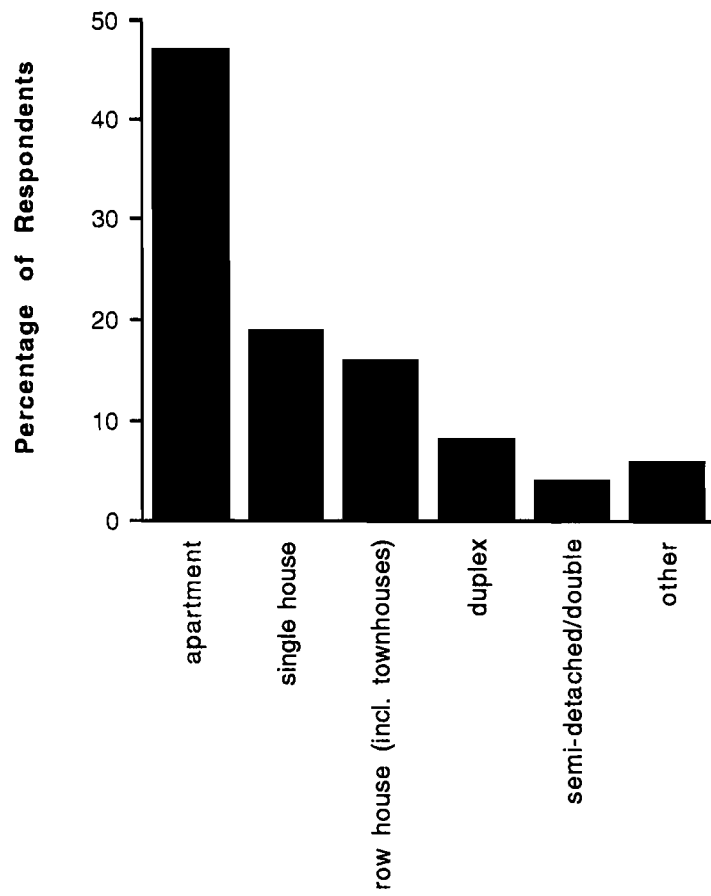
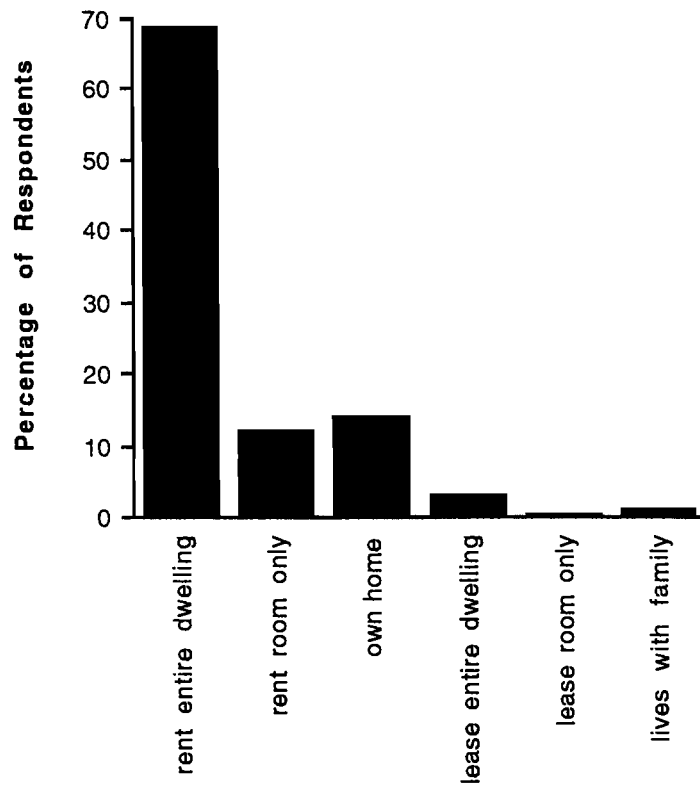
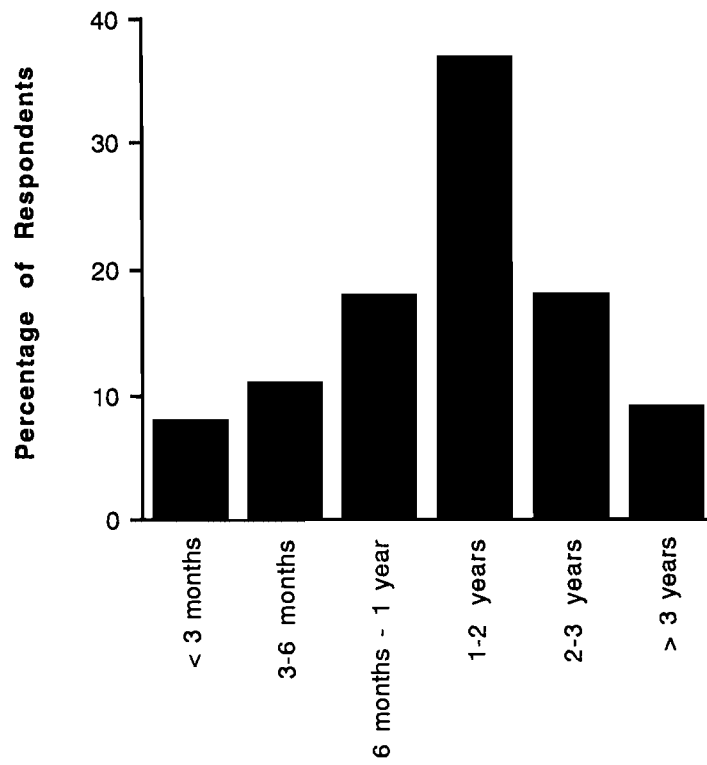
Figure 3: RESPONDENT DWELLING TYPES

Figure 4: RESPONDENT TENURE TYPES



**Figure 5: RESPONDENTS' LENGTH OF OCCUPANCY
AT CURRENT RESIDENCE**



INCOME AND HOUSING AFFORDABILITY CHARACTERISTICS

The average income for the respondents was \$1547/month (range of \$0/month - \$6400/month), based on a sample size of 293. Table 2 summarizes the information gain from the interviews.

Table 2: Income Levels of Immigrants (dollars/month) (N = 293)

0 - 999	22%
1000 - 1999	51%
2000 - 2999	20%
3000 - 3999	5%
4000 - 4999	1%
5000 - 5999	<1%
6000 - 6999	<1%

As Figure 6 shows, most of the immigrants' main source of income was from employment (69%), followed by Social Assistance (17%), unemployment insurance (8%), student loans/training allowance (3%), disability or Workers' Compensation (1%) and finally savings/investments (1%). Most of the respondents indicated they had no secondary source of income (85%). For those who did have a secondary source of income, most of them indicated it was from Social Assistance (6%), employment (5%), unemployment insurance (2%), savings/investments (1%), student loans/training allowance (1%) and finally Old Age Pension (<1%). While most of the immigrants are employed, many of them live on fixed, low incomes (social assistance and unemployment insurance).

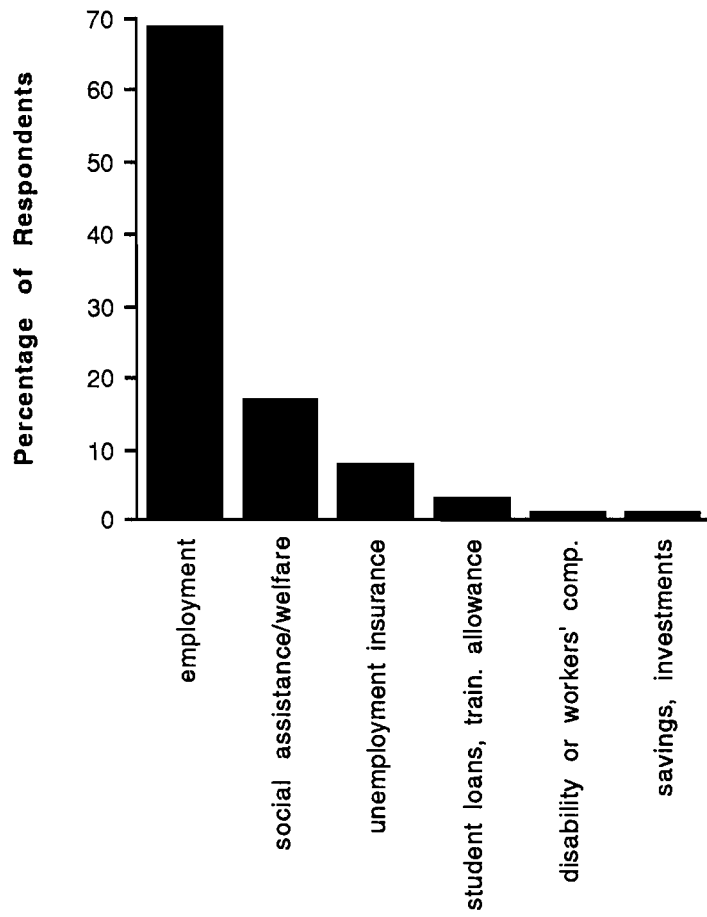
The questions regarding the amount of total household income and the amount of money spent on housing expenditures were difficult for many of the respondents to answer, or else they refused to give the information. As a result, there were so many missing responses, that it was decided to report only the information obtained when the participants were asked to estimate the percentage of total income that was spent on housing needs. The average percentage reported was 37%. This, of course has some problems attached to it in that we asked people to estimate the cost, and some of them may not have done an accurate job. Thus, these figures must be interpreted with some degree of caution. Table 3 shows the frequencies of several categories of estimated housing costs.

Table 3: Housing Cost/Income Percentage Estimates (N = 299)

0 - 15%	4%
16 - 30%	42%
31 - 45%	28%
46 - 60%	17%
61 - 75%	5%
> 75%	3%

This information indicates that about 53% of these newly arrived immigrants were paying more than is acceptable for their accommodation (30% of income spent on housing is the accepted limit). This compares somewhat less favourably with the CMHC Research Division report (1991), that indicated Canada-wide, 17% of households were paying 30% or more of their income on housing. Obviously this is a problem that affects newly arrived immigrants particularly.

Figure 6: RESPONDENTS' MAIN SOURCE OF INCOME



arrived immigrants particularly.

A similar problem with estimating housing costs occurred, except worse, when the participants tried to estimate the specific costs of housing in their country as well as estimate their monthly income. The problems of remembering as well as conversion rates, inflation rates, etc. caused no end of trouble with these questions. However, again most of them were able to estimate the percentage of their monthly income that was spent on housing costs in their country of origin. The average for these individuals was 16%. One reason for this low average cost was revealed in the next question, which asked about the housing situation in their country of origin, with 30% having lived as a dependent (i.e., paying no rent) with parents or other relatives. Certainly there are caveats when comparing housing costs in Canada vs. the country of origin, such as memory issues in estimating the costs and the question of whether the housing in Canada is comparable in the country origin. However, the cost of housing in Canada comes as "sticker shock" to many of the newly arrived immigrants, where one of their first priorities is to find adequate shelter for their families. Given that the accepted maximum "shelter costs" for Canadian household is 30% of their income, and the average new immigrant spends approximately 37%, when they are used to paying 16% in their country of origin, indicates that housing/accommodation costs will probably be severely underestimated before they arrive. Thus, finding adequate and affordable housing/accommodation is an absolutely crucial issue for resettlement agencies.

HOUSEHOLD AND "CROWDEDNESS" CHARACTERISTICS

Most of the households can best be described as "married with children" (61%), followed by "married with no children" (10%). The other categories were not well represented among this immigrant sample, (living alone - 7%, one adult with children - 6%, two or more unrelated persons - 5%) with the exception of "other (i.e., mixed family)" (11%). The data for this are summarized in Figure 7. A follow-up on this question by the interviewers revealed that a variety of household situations is not covered in this question. For example many of the immigrants lived with a sibling or two siblings, lived with nephew/niece, lived with cousins, lived with single parent, lived with parents and siblings, lived with spouse and sibling/sibling-in-law. The question as stated by the Survey of Tenants Leaving Public Housing (CMHC Research Division, 1991) reads as follows:

"Which of the following types best describes your current household? (circle one number only.)

- One person, living alone
- One adult with children
- A married or common-law couple, without children
- A married or common-law couple, with children
- Two or more unrelated persons
- Other (please specify)"

Given the number of individuals in this study who selected "other" for a variety of reasons indicates that this question is not very useful for the newly arrived immigrant population. Consideration should be given in the future for Canada-wide surveys to include categories that would better capture the living arrangements of the new immigrants. Perhaps additional categories including living with sibling(s), living with cousin(s)/niece(s)/nephew(s), living with spouse and other adult relative(s) would allow for fewer "other" responses.

Tables 4 - 8 describe the household with regard to a number of characteristics.

On average 3.6 persons lived in each household (range of 1 - 10).

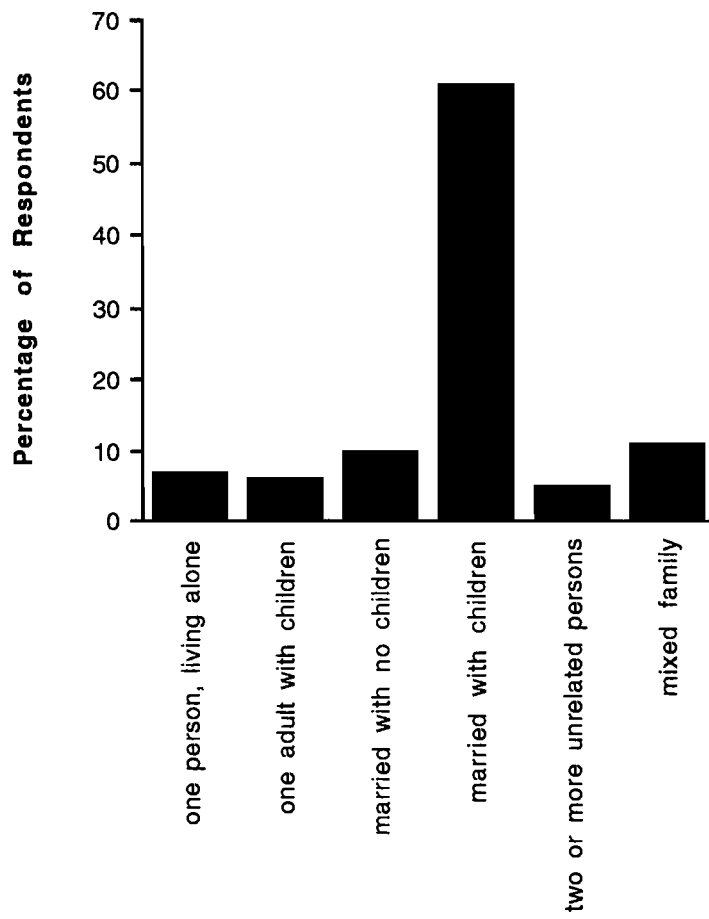
Table 4: Number of Persons Living in Each Household (N = 337)

1 - 2	25%
3 - 4	52%
5 - 6	19%
7 - 8	3%
9 - 10	<1%

The average number of rooms per household was 4.6 (range of 1 - 12).

Table 5: Number of Rooms per Household (N = 332)

1 - 2	7%
3 - 4	49%
5 - 6	31%
7 - 8	11%
9 - 10	2%
11 - 12	1%

Figure 7: HOUSING SITUATION

The average number of bedrooms was 2.4 (range of 0 - 6).

Table 6: Number of Bedrooms per Household (N = 331)

0	<1%
1	18%
2	38%
3	30%
4	10%
5	3%
6	1%

The average number of bathrooms was 1.2 (range of 1 - 3.5).

Table 7: Number of Bathrooms per Household (N = 323)

1 - 1.5	81%
2 - 2.5	17%
3 - 3.5	2%

Each dwelling had 1 kitchen unit.

One measure of suitability of housing indexes the number of people per room. Those dwellings that are labelled "crowded" have more than one person per room. In this study's sample that index equalled 0.78. Another version of suitability utilizes the ratio of the number of people per bedroom. (This standard can be used in greater detail such that the number of individuals per bedroom for adults differs than that for children. However, this information was not available to us given the difficulty in sorting out who would be called "adult" and who would be called "children" in the various household types that were described earlier.) A general notion of "crowded" describes those dwellings in which the ratio of people per bedroom is more than 2. In this study, it was found that there were 1.5 people per bedroom. Thus, using either of these two indices, the new immigrant's homes, on average, are not considered crowded. Table 8 breaks down the Persons per Bedroom Index for the interviewees' households.

Table 8: Persons per Bedroom Index (N = 330)

< 1	3%
1	67%
2	24%
3	5%
4	1%
5	0%
6	0%
7	<1%

Thus, from this information, it can be seen that less than 7% of the interviewed immigrants are living in what can be termed "Crowded", or unsuitable, housing. This is comparable with the CMHC Research Division report (1991) that indicated approximately 9% of the housing units examined Canada-wide were "Crowded". In addition, the more crowded the dwelling the more likely it was to be one that was rented or leased rather than owned (point-biserial correlation = .20, $p < .01$, $N = 327$).

PHYSICAL ADEQUACY

The basic amenities of the dwellings were characterized as follows:

TYPE OF DWELLING CONSTRUCTION: (N = 333)

wooden frame	75%
brick	8%
concrete	17%
stone	<1%

RUNNING WATER - HOT AND COLD: (N = 333)

hot and cold	99%
cold only	<1%

TYPE OF HEATING: (N = 332)

steam or hot water	27%
hot air furnace	71%
stove/space heater	3%

TOILET: (N = 334)

unshared (shared with only family members)	93%
shared	7%

BATHROOM: (N = 333)

unshared (shared with only family members)	93%
shared	7%

HEATING FUEL: (N = 321)

coal	<1%
oil	2%
natural gas	97%
other	<1%

From this information it can be concluded that the basic amenities of a household were present for almost every person interviewed.

The following tables represent the percentages of interviewers' judgments regarding the immigrants' housing condition. The same information is presented in Figures 8-13.

Table 9: Interviewer Ratings of Dwelling Conditions

<u>Condition</u>	<u>Yard</u> (N = 302)	<u>External</u> (N = 332)	<u>Internal</u> (N = 333)
very poor	2%	2%	3%
poor	16%	10%	9%
adequate	36%	37%	32%
good	37%	40%	41%
very good	9%	11%	14%

Table 10: Interviewer Ratings of Comparison to Other Neighbourhood Housing (N = 333)

<u>Condition</u>	
very unfavourable	1%
unfavourable	9%
about the same	56%
favourable	30%
very favourable	4%

Table 11: Interviewer Ratings of Dwelling Repair Needs

<u>Condition</u>	<u>External Dwelling</u> (N = 333)	<u>Internal Dwelling</u> (N = 333)
major repairs needed	5%	3%
minor repairs needed	33%	38%
no repairs needed	62%	59%

According to national standards (CMHC Research Division, 1991), dwellings are considered adequate if they include basic plumbing facilities (hot/cold running water, inside toilet, bath or shower) as well as not needing major repairs. From the above data it can be seen that only 5% of the dwellings of the immigrants were in need of major repairs and that less than 1% were in need of hot/cold running water. While 93% of the dwellings had an unshared toilet and bath/shower, and the other 7% contained shared toilet and bath/shower, these were all indoor facilities. This compares somewhat more favourably with the CMHC Research Division report (1991) that indicated approximately 11% of the housing units examined Canada-wide were "Inadequate". The condition of the vast majority of the immigrants' dwellings were perceived by an outsider in many cases as better than average.

Moving from basic physical adequacy the immigrants were also asked about the convenience items they had or would like to have. The vast majority of participants owned the convenience items of a refrigerator (100%), a telephone (99%), a television set (99%) and a stove (96%). About half of them owned the convenience items of a clothes washer (55%), a clothes dryer (50%) or a microwave (46%). Few of them owned a deep freezer (19%) or a dishwasher (17%).

A large number of the respondents (58%) indicated that they felt they were IN NEED of some convenience items, while 42% said "no" to this item. When they were asked what convenience items they wanted most that they did not have, they indicated their top five choices (in rank order) as: clothes washer (N=54), microwave oven (N=48), clothes dryer (N=47), dishwasher (N=35) and deep freezer (N=33). When asked WHAT ONE convenience item they most wanted, they indicated their top five choices (in rank order) as: microwave oven (N=53), clothes washer (N=43), deep freezer (N=33), clothes dryer (N=20) and stove (N=20). However, 93% of the respondents indicated that the convenient items they had presently were ADEQUATE for their purposes, and only 7% of them said "no" to this item. Those who indicated that their convenience items were inadequate gave reasons such as:

- low quality
- wanted more of them (e.g., microwave oven or freezer)
- need to borrow items
- need pots and pans
- non-working appliances
- can't afford to replace the appliances

SUMMARY OF CORE HOUSING NEED:

The Core Housing Need Model examines the affordability, crowdedness and physical adequacy of housing (CMHC Research Division, 1991). It was not possible to express exactly what percent of the new immigrants' households were experiencing "core housing need", given the difficulty in obtaining accurate income and housing expenditure information. However, the three aspects of core housing need were examined individually. In general, most of the newly arrived immigrants in this study lived in uncrowded (suitable) and adequate dwellings. However, many of them lived in unaffordable housing. This has tremendous implications for those who work with newly arrived immigrants. Creative solutions to this problem are necessary in these times of fiscal restraint and budgetary cutbacks in federal and provincial programs, particularly for those agencies that service immigrants that are not financially secure upon their arrival.

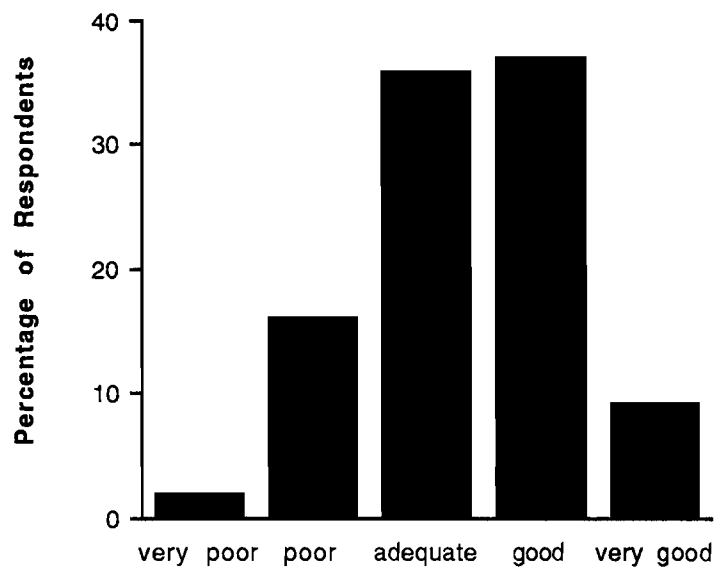
Figure 8: INTERVIEWER RATINGS OF YARD CONDITIONS

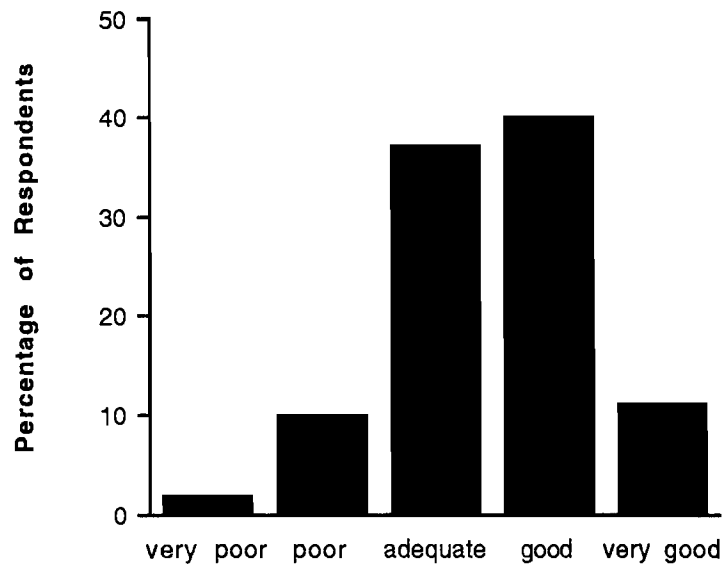
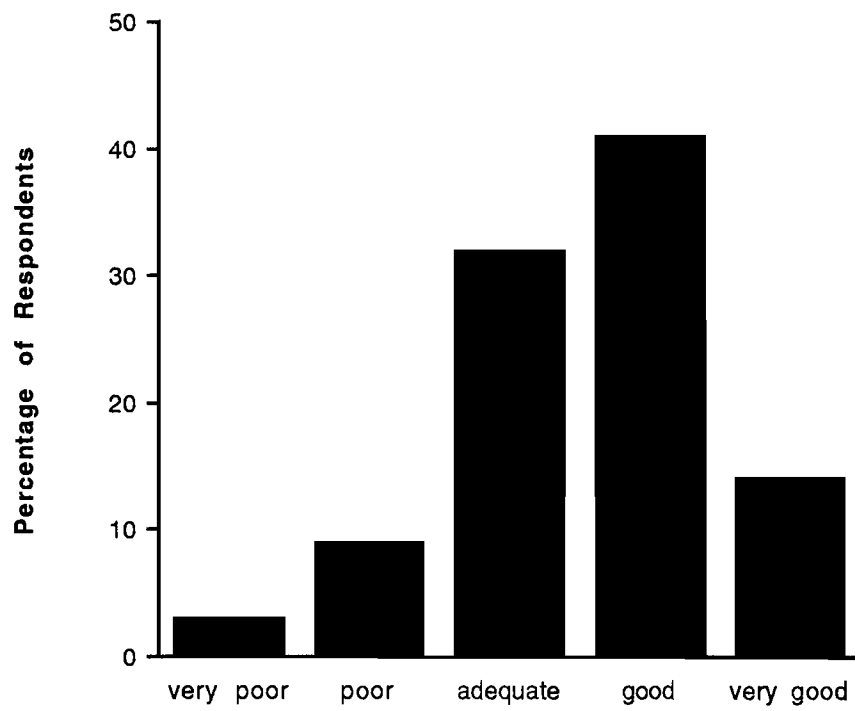
Figure 9: INTERVIEWER RATINGS OF EXTERNAL CONDITIONS

Figure 10: INTERVIEWER RATINGS OF INTERNAL CONDITIONS



**Figure 11: COMPARISON WITH OTHER
NEIGHBOURHOOD DWELLINGS**

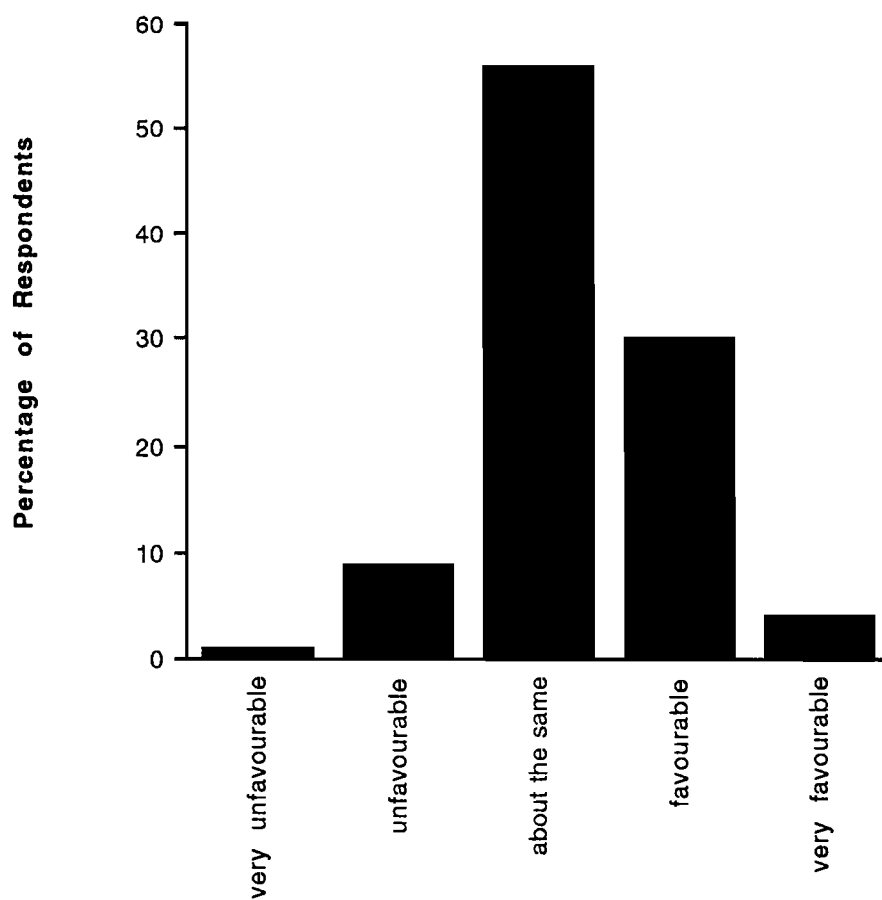


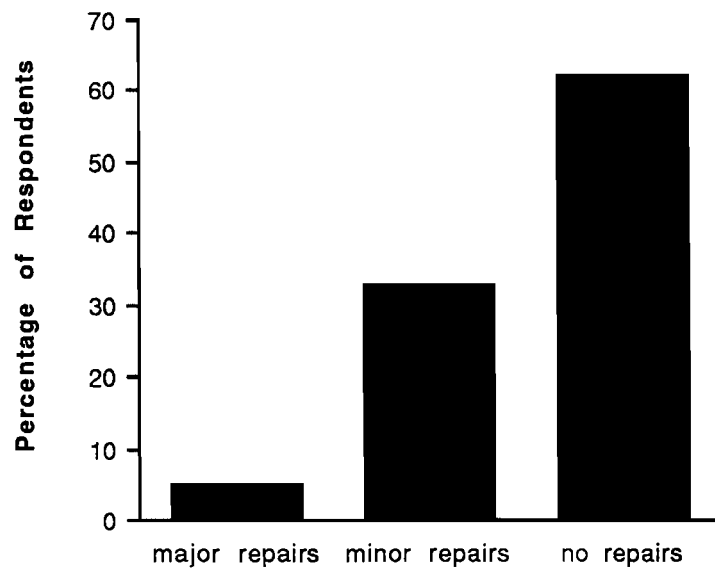
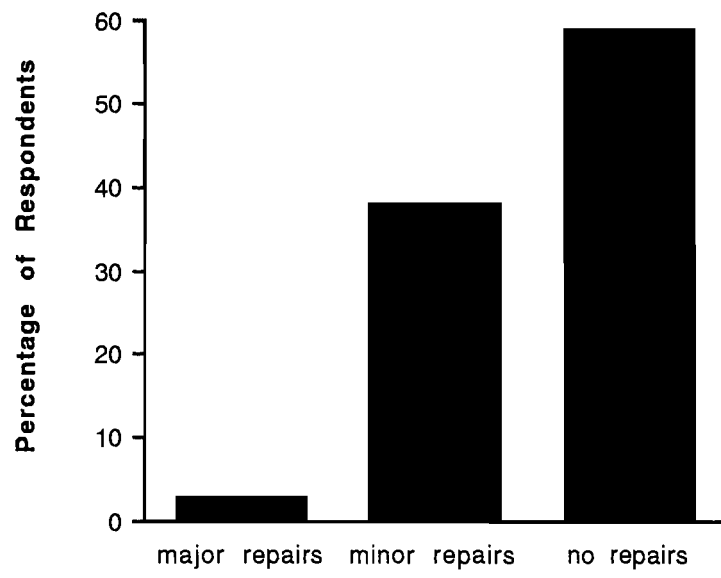
Figure 12: EXTERNAL REPAIR NEEDS

Figure 13: INTERNAL REPAIR NEEDS

CLIENT SATISFACTION WITH HOUSING

Figures 14 - 17 illustrate the satisfaction expressed by the immigrants with their housing. The information is also contained in Table 12.

Table 12: Satisfaction with Housing

<u>Rating</u> Sample Size	<u>Location</u> (N = 337)	<u>Size</u> (N = 335)	<u>Layout</u> (N = 335)	<u>Overall</u> (N = 336)
very dissatisfied	<1%	5%	3%	1%
dissatisfied	11%	21%	14%	10%
neither satisfied /nor dissatisfied	9%	13%	22%	24%
satisfied	63%	52%	54%	58%
very satisfied	16%	9%	7%	8%

This information can be summarized in the following manner. Most of the immigrants were satisfied with the location, size and layout of their housing. While 66% of the participants were either satisfied or very satisfied with their housing overall in Calgary, 11% were either dissatisfied or very dissatisfied with their housing overall in Calgary. The size of the dwelling was the item that provoked the most dissatisfaction from the participants, with 26% being dissatisfied or very dissatisfied with the size.

Positive responses for location satisfaction cited such contributing factors as: Living in a quiet, safe and clean area, and being close to shops, schools, public transportation, work, parks, playgrounds, the University, family and friends.

Negative responses for location satisfaction cited such contributing factors as: Living in a noisy, high-traffic, dirty, high-crime area, and being too far from work and public transportation. In addition, no parks nearby, being too expensive, having bad neighbors and having cockroaches all contributed toward negative feelings about the location of the dwelling.

Comments from those who were dissatisfied with size of the dwelling basically indicated that it was too small or had too few rooms. Comments from those who were dissatisfied with the layout of the dwelling included a lack of view, lack of interesting features (e.g., skylights, open ceilings, etc.), needing better ventilation and natural lighting.

Consistent with their comments regarding accommodation size, when asked what changes the respondents would like to make to their dwelling, they indicated that they would add to their dwelling. They would add bedrooms, bathrooms, garage, yard, expand the kitchen, living room, dining room, bedrooms and bathrooms and develop the basement. A couple of them indicated that they would change the existing flooring and add windows for more natural light.

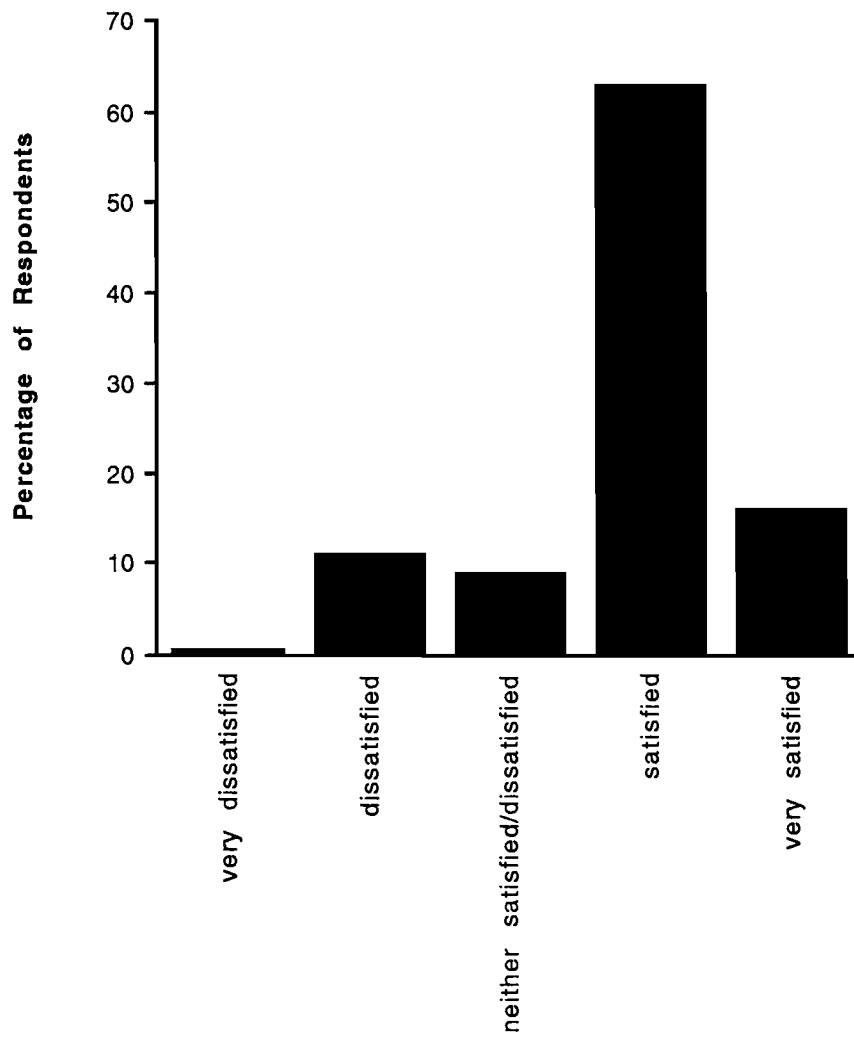
Figure 14: SATISFACTION WITH LOCATION

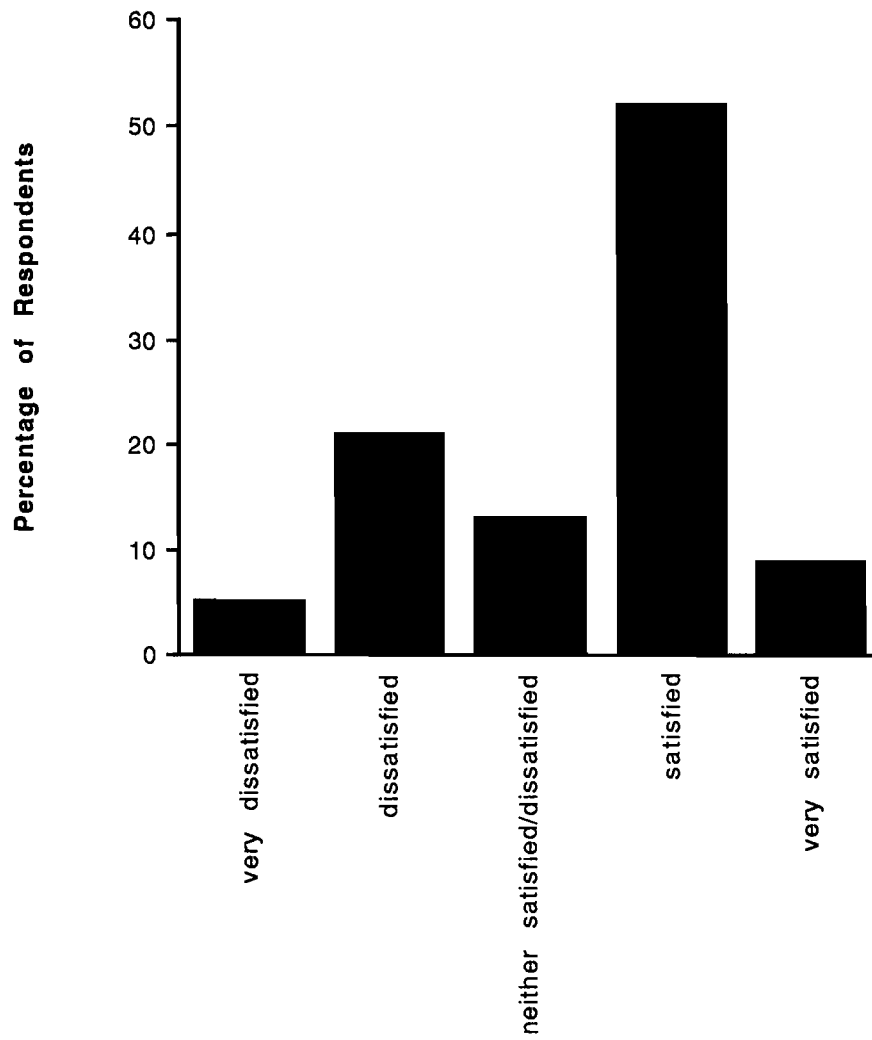
Figure 15: SATISFACTION WITH SIZE

Figure 16: SATISFACTION WITH LAYOUT

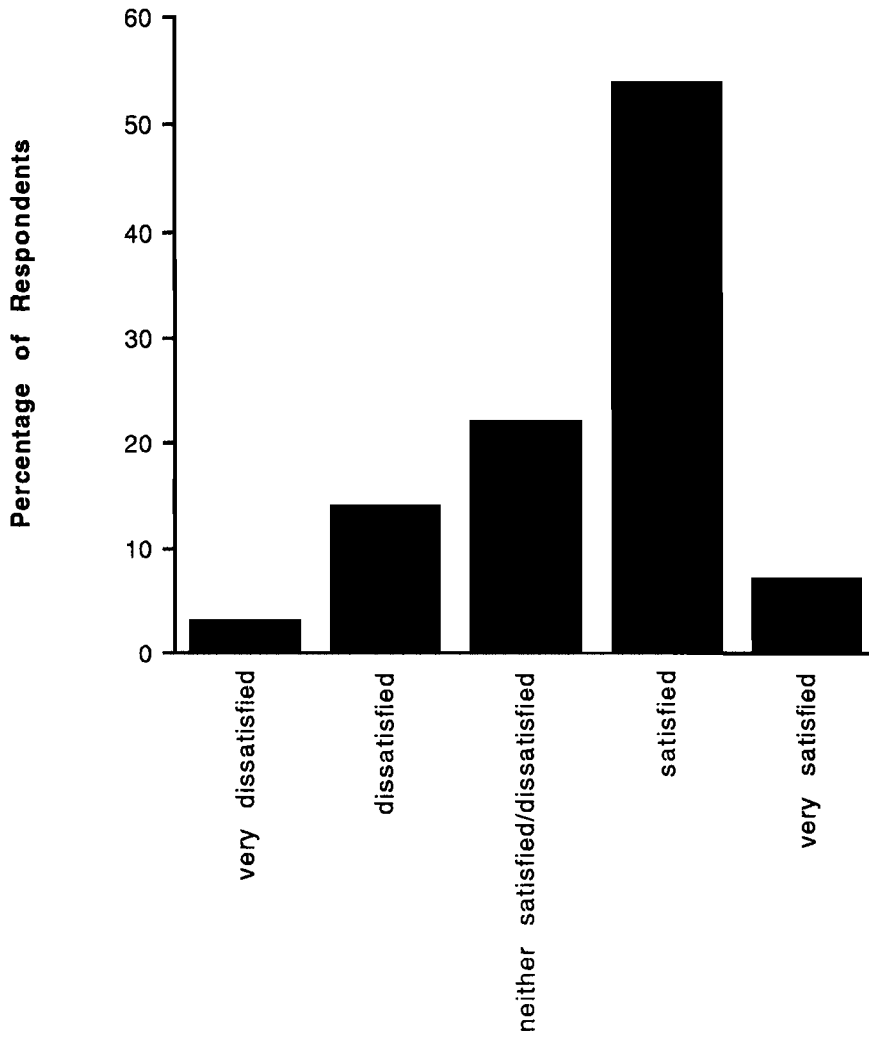
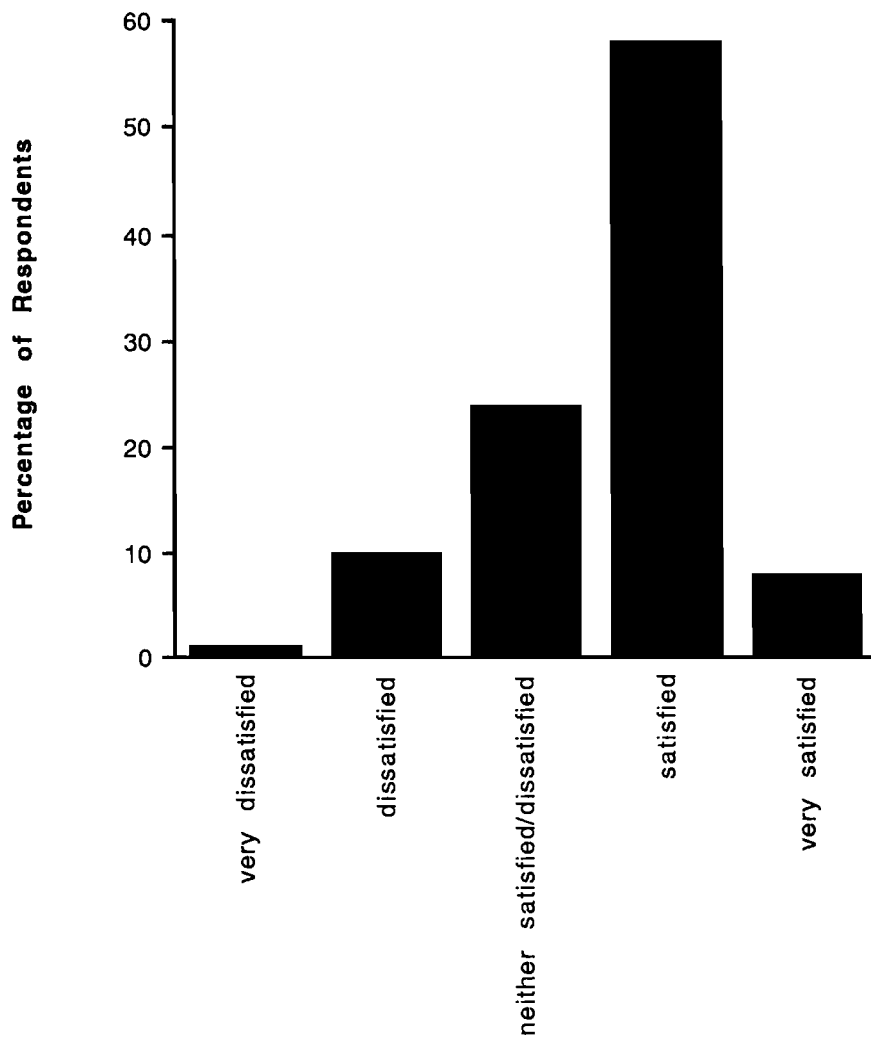


Figure 17: SATISFACTION WITH OVERALL DWELLING

From this information, it is clear that the issue of size, on a variety of dimensions, is one that will most affect the immigrants' perceptions of the satisfaction with their dwellings.

54% of the respondents indicated that they would like to move from their present place of residence, while 46% responded "no" to this item. Some of the common reasons the respondents gave for WANTING to move from their present place of residence concurred with their previous comments about their current housing situation. In particular high rent, noisy area, the dwelling is too small, the dwelling is in a bad location or neighbourhood, they would like to own their own home, they want to be closer to work and public transportation, they want a yard or garage, or they want to live alone. Problems with the building included heating or cooling problems, crowdedness and the building was too old. Interestingly, some people commented that too many people in the building speak the language of the country of origin, so they were not learning English fast enough.

For those individuals who did not want to move, reasons they gave were that they simply were willing to accept what they had, that the housing was adequate, they could not afford anything else, they were close to work, friends, and schools. Other reasons included having just moved or just bought the present dwelling, it was a new unit, it was clean and had a large yard.

From this information it is clear that the issue of location and affordability, as well as size, contributes to feelings of whether or not the individual would like to move from their present location.

When the interviewers asked the immigrants what type of accommodation they would like to have, the majority of the respondents indicated that they would like to live in a single detached house, and several others indicated that they wanted to own their own home. In addition, most wanted larger homes with several bedrooms and bathrooms. In addition, many of them indicated that they would like to have a separate room for extended family members. Most of the respondents wanted their own yard, and they wanted their own garage and basement for storage of their belongings. Thus, as is the case with most North Americans, the new immigrants want to live in a home with enough room to accommodate their belongings, themselves and the family members that are important to them.

At this point a series of exploratory correlation analyses were carried out to examine what variables would be related to subjective ratings of housing satisfaction. These must be interpreted with caution, as they were chosen in a post hoc manner by the research team.

Overall satisfaction with the accommodation was positively related to 1) satisfaction with the location of the dwelling $r = .50$, $p < .01$ ($N = 336$), 2) satisfaction with the size of the dwelling $r = .60$, $p < .01$ ($N = 334$), and 3) satisfaction with the layout of the dwelling $r = .37$, $p < .01$ ($N = 334$). Overall satisfaction with the accommodation was negatively related to the "crowdedness", or suitability, of the dwelling as indexed by Persons per Bedroom, $r = -.19$, $p < .01$ ($N = 329$). Overall satisfaction of the accommodation was not related to the estimated percentage of income spent on housing. An analysis of the relationship between "Adequacy", characterized by hot and cold running water, an inside toilet, a shower/bath and no major repairs needed, and overall satisfaction with accommodation was not carried out because of the severely restricted range on these variables. That is, the vast majority of the participants in this

study lived in adequate housing (95%).

Although these correlations are exploratory, they do give some indication of the importance of variables such as size, location and layout in people's perceptions of how satisfied they are with their accommodation.

LIFE SATISFACTION

The evaluation of Life Satisfaction utilized two standardized scales as reported by Neugarten, Havinghurst and Tobin (1961). These scales were originally constructed from the perspective that an individual can be evaluated on their sense of life satisfaction and happiness. The questions ask the individuals to think about their own lives and respond from their own perspective. Essentially, the scales were designed to evaluate five components of life satisfaction: Zest (enthusiasm from the activities that constitute one's daily life), Resolution (acceptance of responsibility for one's life), Congruence (degree to which the individual feels they have achieved their desired goals), Self-concept (physical and social attributes), and Mood Tone (happy and optimistic). The first scale (Part 1) contains 20 attitude statements for which an "agree", "disagree" or "don't know" response is needed. These are statements about life that people usually feel differently about. The second scale (Part 2) contains 12 open-ended items to be scored by the interviewer as "positive", "neutral" or "negative". These items assess a cognitive/evaluative appraisal of one's life now.

A concern is raised that the scales were originally constructed for use with a special population - that of older individuals - and as such the results presented here are purely descriptive. As originally proposed, this project was to look at life satisfaction, and these scales have reasonable reliability and validity, so were selected from that standpoint. Some modifications of the item wording had to be made to accommodate the fact that we were not necessarily using older adults in this study, but newly arrived immigrants.

Part 1 of the Life Satisfaction measure indicated that the participants were somewhat satisfied with their life situation. The total score of life satisfaction was a possible 20, and for this sample, the mean was 9.54 (S.D. = 3.68), based on a sample size of 330. Respondents are read statements and asked if they agree with the statement, disagree with the statement or are unsure about whether they agree or disagree with the statement. In examining the specific items (Table 13), it is apparent that the statements of most concern for their life satisfaction were:

1. My life could be happier than it is now.
2. These are the best years of my life. (-)
3. In spite of what people say, the lot of the average person is getting worse, not better.
4. When I think back over my life, I didn't get most of the important things I wanted.
5. Since coming to Canada, things seem better than I thought they would be. (-)

Items 2 and 5 are "reverse coded". That is, the participants tended to disagree with these statements.

The statements which seem to have a positive impact on their life satisfaction were:

1. I expect something interesting/pleasant to happen to me in the future.
2. Compared to other immigrants, I've made a lot of foolish decisions. (-)
3. I have made plans for things I'll be doing a month or a year from now.
4. Compared to other new Canadians, I make a good appearance (physical and social).
5. Compared to other people, I get "down in the dumps" too often. (-)

Again, items 2 and 5 are "reverse coded", indicating that the participants tended to disagree with these statements.

Table 13 shows the percentages of respondents who gave negative, unsure and positive responses to each of the items on the Life Satisfaction Measure - Part 1.

Table 13: Responses to Life Satisfaction Measure - Part 1

<u>Item</u>	<u>-</u>	<u>?</u>	<u>±</u>	<u>N</u>
1. Since coming to Canada, things seem better than I thought they would be.	36	20	44	333
2. I have gotten more of the breaks in life than most people I know.	28	42	29	332
3. This is the dreariest time of my life.	22	25	53	331
4. I am just as happy or more happy now as before moving to Canada.	29	22	48	333
5. My life could be happier than it is now.	68	23	9	332
6. These are the best years of my life.	48	31	20	330
7. Most of the things I do are boring or monotonous.	32	20	48	333
8. I expect some interesting/pleasant things to happen to me in the future.	3	9	88	332
9. The things I do now are as interesting to me as they ever were.	32	35	34	332
10. I feel tired.	28	20	52	332
11. I feel like a "new" immigrant to Canada, but it does not bother me.	23	17	59	333
12. As I look back on the time since I've moved to Canada, I am fairly well satisfied.	22	21	57	332
13. I would not change my past life even if I could.	36	24	41	333
14. Compared to other immigrants, I've made a lot of foolish decisions.	10	20	71	333
15. Compared to other new Canadians, I make a good appearance (physical and social).	12	26	62	332
16. I have made plans for things I'll be doing a month from now.	10	8	81	333

Table 13: Responses to Life Satisfaction Measure - Part 1 continued

<u>Item</u>	<u>-</u>	<u>?</u>	<u>±</u>	<u>N</u>
17. When I think back over my life, I didn't get most of the important things I wanted.	37	31	32	333
18. Compared to other people, I get "down in the dumps" too often.	14	26	60	332
19. I've gotten pretty much what I expect out of life.	28	39	33	333
20. In spite of what people say, the lot of the average person is getting worse, not better.	39	26	35	333

Part 2 of the Life Satisfaction measure indicated that the participants were somewhat satisfied with their life situation. The total score of life satisfaction was a possible 23, and for this sample, the mean was 15.11 (S.D. = 4.05), based on a total sample of 329. Respondents are asked an open-ended question, which is then coded as a 2 (positive response), 1 (neutral response) or 0 (negative response). In examining the specific items (Table 14), it is apparent that the issues of most concern for their life satisfaction are:

1. Do you wish you could see more of your friends than you do or would you like more time for yourself? (most common responses were -> see more of my friends or have more time to myself rather than O.K. as it is)
2. Do you ever worry about your ability to do what people expect of you - to meet the demands that people make on you? (most common responses were either -> yes or yes and no)

The issues which seem to have a positive impact on their life satisfaction are:

1. What are the best things about being a new Canadian? (most common response -> a positive answer)
2. How often do you feel there is no point in living? (most common response -> never; hardly ever)
3. How do you expect things will be different in five years from the way they are now in your life? (most common response -> better or no change)
4. If you could live anywhere you pleased, in what part of Canada would you most like to live? (most common response -> present location)

Table 14 shows the percentages of respondents who gave 2, 1 or 0 responses to each of the items on the Life Satisfaction Measure - Part 2.

Table 14: Responses to Life Satisfaction Measure - Part 2

<u>Item</u>	<u>2</u>	<u>1</u>	<u>0</u>	<u>N</u>
1. What are the best things about being a new Canadian?	- *	86	14	333
2. How do you expect things will be different in five years from the way they are now in your life?	73	23	4	335
3. What is the most important thing in your life right now?	36	55	9	334
4. How happy would you say you are right now compared with the earlier periods in your life?	46	43	11	334
5. Do you ever worry about your ability to do what people expect of you - to meet the demands that people make on you?	44	20	36	335
6. If you could live anywhere you pleased, in what part of Canada would you most like to live?*	55	-	25	335
7. How often do you find yourself feeling lonely?	34	52	14	335
8. How often do you feel there is no point in living?	75	22	3	333
9. Do you wish you could see more of your friends than you do now or would you like more time to yourself?	47	-	53	331
10. How much unhappiness would you say you find in your life today?	31	60	8	332
11. Are things better or worse than you thought they would be since immigrating to Canada?	46	30	24	329
12. How satisfied would you say you are with your way of life?	24	61	16	333

* note: a "-" indicates that this was not an option for responding to this question.

**note: for item #89 (If you could live anywhere you pleased, in what part of Canada would you most like to live?), an alternative response of "not familiar enough with Canada to answer the question", which was selected by 20% of the participants.

From these Life Satisfaction measures, it is clear that there are issues to be resolved in these new immigrants' lives. However, much more research is necessary in order to accurately understand how housing needs relate to life satisfaction, and indeed if that life satisfaction will change over time. These questions need to be answered in the context of a longitudinal research design.

SUMMARY

This research was designed to shed some light on several questions that are of relevance to both resettlement agencies and accommodation suppliers. From June, 1991 - February 1992, 337 newly arrived immigrants (defined as "having arrived in Canada within the past 3 years") were administered a survey that examined: 1) their housing characteristics, 2) their perceived housing needs, 3) the satisfaction with their housing and 4) their ratings of life satisfaction. The surveys were administered by 24 different interviewers.

The findings indicated that: 1) new immigrants tended to live in apartments, 2) they typically were renters, and 3) the most common living situation was that of a married couple with children. There were two quite striking differences with regard to the housing situation encountered in Calgary, in comparison to the housing situation that many of the new immigrants had left in their country of origin. One was that close to 30% of the new immigrants coming to Canada had been living as a dependent with their parents or other relatives, and almost none found themselves in this situation in Calgary. The other is related to the first, that being new immigrants estimated that they used about 37% of their income for housing needs. This compares unfavourably with the notion that adequate housing should not require the dweller to spend more than 30% of their income on housing (CMHC Research Division, 1991). Thus, accommodation costs should be anticipated by any resettlement agency to be a very formidable issue for newly arrived immigrants. They will most likely experience some dismay over the high cost of housing when they reach Canada.

The "crowdedness" indices evaluated in this study indicated that the vast majority of new immigrants were within the acceptable range of crowdedness (suitability).

Interviewers rated the accommodation of the new immigrants and indicated that most of the dwellings fared quite well with regard to the condition of the yard, the external condition of the building and the internal condition of the building. In addition, 84% of the dwellings of the immigrants compared favourably or about the same as other dwellings in their neighbourhoods. Finally, about 60% of the dwellings needed no internal or external repairs and only 5% needed major external repairs and 3% needed major internal repairs. Thus, they lived in generally very adequate housing.

The new immigrants reported that they were, in general, satisfied with the location, size and layout of their accommodation, and 2/3 indicated that they were either very satisfied or satisfied with their perception of their overall accommodation in Calgary. The most salient issue in this regard was size. If they indicated they were not satisfied with the size of their accommodation, it was because most wanted to have larger dwellings - either larger in terms of number of rooms or size of the existing rooms.

Almost all of the individuals interviewed had the basic convenience items such as a refrigerator, telephone, television set, and stove. However, about half of them did not own their own clothes washer, clothes dryer or microwave oven. Not surprisingly, these three items were ones that were reported to be the ones they most desired.

The life satisfaction of the new immigrants leaves some room for improvement. However, the solution of improving of life satisfaction through improving housing was not able to be examined given the cross-sectional nature of this study. In order to adequately assess how new immigrants' life satisfaction changes over time, and the

influence of housing at those points in time would require a longitudinal approach. However, the descriptive data on two standardized Life Satisfaction scales were presented for information for future research.

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APPENDIX A - PILOT QUESTIONNAIRE

April 19, 1991

(PILOT INTERVIEW)**CALGARY CATHOLIC IMMIGRATION SOCIETY
HOUSING QUESTIONNAIRE**

Interviewee Name _____

Interviewee Phone Number _____

Interviewee Address _____

(DO NOT CODE THE ABOVE INFORMATION. FOR ADMINISTRATIVE PURPOSES ONLY!)

General Housing Information

questionnaire # _____

1. Interviewer _____

2. Date of Interview _____

3. Time of Interview (Start) _____ (Stop) _____ (TOTAL) _____

4. Dwelling Location in Calgary: (check ONE)

- 1. _____ Northeast
- 2. _____ Northwest
- 3. _____ Southeast
- 4. _____ Southwest

5. Type of Neighborhood: (check ONE)

- 1. _____ Downtown Core
- 2. _____ Outside Downtown Core,
but not Suburban
- 3. _____ Suburban

6. Type of Dwelling: (check ONE)

- 1. _____ single house
- 2. _____ semi-detached/double
- 3. _____ duplex
- 4. _____ row house
- 5. _____ apartment w/more than 4 stories
- 6. _____ apartment w/less than 4 stories
- 7. _____ house attached to non-res. bldg.
- 8. _____ mobile home
- 9. _____ other movable dwelling
(e.g., tent, travel trailer)
- 10. _____ other (please specify)

7. Type of Ownership: (check ONE)

- 1. _____ own home
- 2. _____ rent entire dwelling
- 3. _____ rent room only
- 4. _____ lease entire dwelling
- 5. _____ lease room only
- 6. _____ other (please specify)

8. Amount currently pay monthly for: (write on ONE appropriate blank)

1. \$ _____ mortgage (principal + interest + including property taxes)
2. \$ _____ rent
3. \$ _____ lease
4. \$ _____ other (please specify) _____

9. If you have separate expenditures NOT included in #8, what is the amount you currently pay monthly for: (write on EACH appropriate blank)

- | | |
|-----------------------|--------------------------------------|
| 1. \$ _____ parking | 2. \$ _____ electricity |
| 3. \$ _____ water | 4. \$ _____ fuel for cooking/heating |
| 5. \$ _____ insurance | 6. \$ _____ maintenance/repairs |

10. If you are renting, is this a subsidized or non-subsidized unit?

1. _____ subsidized
2. _____ non-subsidized
3. _____ not applicable
4. _____ don't know

11. If the unit is subsidized, which of the following best describes the unit?

1. _____ public housing unit
2. _____ non-profit housing project
3. _____ cooperative housing
4. _____ rent supplement
5. _____ other (please specify) _____
6. _____ don't know

12. Amount you paid monthly in your country of origin (in Canadian dollars) for: (write on ONE appropriate blank)

1. \$ _____ mortgage (principal + interest + including property taxes)
2. \$ _____ rent
3. \$ _____ lease
4. \$ _____ other (please specify) _____

13. If you had separate expenditures NOT included in #12, what is the amount you paid monthly in your country of origin (in Canadian dollars) for: (write on EACH appropriate blank)

- | | |
|-----------------------|--------------------------------------|
| 1. \$ _____ parking | 2. \$ _____ electricity |
| 3. \$ _____ water | 4. \$ _____ fuel for cooking/heating |
| 5. \$ _____ insurance | 6. \$ _____ maintenance/repairs |

14. TOTAL household MONTHLY income (include employment income, investment income, social welfare, pensions, etc.)

\$ _____

15. What are the main and secondary sources of income for your household? (circle the appropriate number in each column).

	MAIN SOURCE	SECONDARY SOURCE
employment	1	1
social assistance/welfare	2	2
old age pension	3	3
disability or workers' compensation	4	4
unemployment insurance	5	5
alimony	6	6
other (please specify) _____	7	7

16. Length of Occupancy at Current Residence: (check ONE)

1. _____ less than 3 months
2. _____ 3 - 6 months
3. _____ 6 months to 1 year
4. _____ 1 to 2 years
5. _____ 2 - 3 years
6. _____ more than 3 years

17. How many places of residence have you had since immigrating to Canada? _____

18. How many places of residence have you had in Calgary since immigrating to Canada? _____

19. Which of the following best describes your household? (mark the ONE appropriate blank)

1. _____ one person, living alone
2. _____ one adult with children
3. _____ a married/common-law couple with NO children
4. _____ a married/common-law couple WITH children
5. _____ two or more unrelated persons
6. _____ other (please specify) _____

20. Age, sex and relationship of persons living in household:

	Age (yrs)	Sex (M/F)	Relationship to you
1. self	_____	_____	_____self_____
2. person 2	_____	_____	_____
3. person 3	_____	_____	_____
4. person 4	_____	_____	_____
5. person 5	_____	_____	_____
6. person 6	_____	_____	_____
7. person 7	_____	_____	_____
8. person 8	_____	_____	_____
9. person 9	_____	_____	_____

(ADD MORE AS NEEDED ON REVERSE SIDE)

21. Total number of persons in the dwelling _____

22. Number of Rooms in Dwelling: (fill out EACH blank) 23. Type of Construction: (check ONE)

1. TOTAL number of rooms in dwelling _____
(include kitchen, bedrooms, finished rooms in
attic or basement; do not include bathrooms, halls,
vestibules or business rooms)
2. number of bedrooms in dwelling _____
3. number of bathrooms in dwelling _____
4. number of kitchens in dwelling _____

1. _____ wooden frame
2. _____ brick
3. _____ concrete
4. _____ stone
5. _____ other (please specify)

24. Running Water: (check ONE)

1. _____ hot and cold
2. _____ cold only
3. _____ other (please specify) _____

25. Bath or Shower: (check ONE)

1. _____ unshared
2. _____ shared
3. _____ none

26. Toilet: (check ONE)

1. _____ unshared
2. _____ shared
3. _____ none

27. Type of Heating: (check the ONE most appropriate)

1. _____ steam or hot water
2. _____ hot air furnace
3. _____ stove or space heater
4. _____ other (please specify) _____

28. Heating Fuel: (check the ONE most appropriate)

1. _____ coal
2. _____ wood
3. _____ oil
4. _____ natural gas
5. _____ other (please specify) _____

29. Lighting: (check ONE)

1. _____ electric
2. _____ non-electric

Client Satisfaction with Accommodation

1. Convenience Items in Dwelling: (check ALL that apply)

- 1. _____ refrigerator
- 2. _____ gas or electric stove
- 3. _____ microwave oven
- 4. _____ clothes washer
- 5. _____ clothes dryer
- 6. _____ dishwasher
- 7. _____ telephone
- 8. _____ deep freezer
- 9. _____ television set

2. Do you feel that you are in need of any convenience items such as those listed?

- 1. _____ no
- 2. _____ yes (if "yes" please list)

3. If you were to purchase ONE household convenience item, what would it be?

4. Are your household convenient items you presently have adequate for your purposes?

- 1. _____ yes
- 2. _____ no (if "no" please explain)

5. How satisfied are you with the location of your residence? (check ONE)

- a. _____ very dissatisfied
- b. _____ dissatisfied
- c. _____ neither satisfied nor dissatisfied
- d. _____ satisfied
- e. _____ very satisfied

6. Why? (with reference to item 24)

7. How satisfied are you with the size of your residence? (check ONE)

- 1. _____ very dissatisfied
- 2. _____ dissatisfied
- 3. _____ neither satisfied nor dissatisfied
- 4. _____ satisfied
- 5. _____ very satisfied

8. Why? (with reference to item 26)

9. How satisfied are you with the configuration/layout of your residence? (check ONE)

- 1. _____ very dissatisfied
- 2. _____ dissatisfied
- 3. _____ neither satisfied nor dissatisfied
- 4. _____ satisfied
- 5. _____ very satisfied

10. Why? (with reference to item 26)

11. If you could make THREE changes to your dwelling, what would they be and why?

1.

2.

3.

12. Do you wish to move from your present place of residence? (check ONE)

1. _____ no
2. _____ yes

13. Why? (with reference to item 28)

14. How satisfied are you, overall, with your accommodation? (check ONE)

1. _____ very dissatisfied
2. _____ dissatisfied
3. _____ neither satisfied nor dissatisfied
4. _____ satisfied
5. _____ very satisfied

15. Why? (with reference to item 31)

16. How satisfied were you, overall, with your accommodation in your country of origin?
(check ONE)

1. _____ very dissatisfied
2. _____ dissatisfied
3. _____ neither satisfied nor dissatisfied
4. _____ satisfied
5. _____ very satisfied

17. Why? (with reference to item 33)

18. Age, sex and relationship of persons living in country of origin household:

	Age (yrs)	Sex (M/F)	Relationship to you
1. self	_____	_____	_____self_____
2. person 2	_____	_____	_____
3. person 3	_____	_____	_____
4. person 4	_____	_____	_____
5. person 5	_____	_____	_____
6. person 6	_____	_____	_____

(ADD MORE AS NEEDED ON REVERSE SIDE)

19. How does your accommodation affect your feelings of adjustment in immigrating to Canada?
(check ONE)

1. _____ very negatively
2. _____ negatively
3. _____ neither negatively nor positively
4. _____ positively
5. _____ very positively

20. Why? (with reference to item 35)

21. Describe the type of accommodation that would best suit your needs and enhance your feelings of adjustment to Canada with regards to each of the following items:

1. type of dwelling _____
2. number of bedrooms _____
3. number of bathrooms _____
4. separate room for extended family members? _____
5. if in the city, location _____
6. urban or rural location _____
7. yard or no yard? _____
8. other (please specify) _____

22. Do you have any other comments about your housing situation that have not already been covered?

Demographic Information

1. Sex of interviewee _____male _____female
2. Age if interviewee _____yrs
3. Country of ORIGIN _____
4. Country interviewee immigrated directly from _____
5. Number of years in Calgary _____yrs
6. Number of years in Canada _____yrs
7. Ethnic Heritage _____
8. Religious Affiliation _____
9. Native Language _____
10. Language survey was administered in _____

QUALITY OF LIFE QUESTIONNAIRE

Using the 7-point rating scale, how satisfied are you with the following areas of your life? (circle ONE)

	Terrible	Mostly Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Mostly Satisfied	Delighted		
	1	2	3	4	5	6	7		
1. Living Situation (security, privacy, autonomy)			1	2	3	4	5	6	7
2. Family Relations (frequency and enjoyment of contact)			1	2	3	4	5	6	7
3. Social Relations (intimacy and frequency of contacts with friends, church groups, etc.)			1	2	3	4	5	6	7
4. Leisure Activities (number of and enjoyment of activities)			1	2	3	4	5	6	7
5. Work (pay, hours, co-workers, job security, supervisor, etc.)			1	2	3	4	5	6	7 (Unemployed)
6. Finances (spending money)			1	2	3	4	5	6	7
7. Personal Safety (victimized, access to legal services)			1	2	3	4	5	6	7
8. Physical Health (illness, access to and quality of care)			1	2	3	4	5	6	7
9. Life in General			1	2	3	4	5	6	7

LIFE SATISFACTION MEASURE (Part 1)

- Circle the most appropriate response (ONE) Agree = 3 ? = 2 Disagree = 1
1. Since coming to Canada, things seem better than I thought they would be. 3 2 1
 2. I have gotten more of the breaks in life than most of the people I know. 3 2 1
 3. This is the dreariest time of my life. 3 2 1
 4. I am just as happy or more happy now as before moving to Canada. 3 2 1
 5. My life could be happier than it is now. 3 2 1
 6. These are the best years of my life. 3 2 1
 7. Most of the things I do are boring or monotonous. 3 2 1
 8. I expect some interesting/pleasant things to happen to me in the future. 3 2 1
 9. The things I do now are as interesting to me as they ever were. 3 2 1
 10. I feel tired. 3 2 1
 11. I feel like a "new" immigrant to Canada, but it does not bother me. 3 2 1
 12. As I look back on the time since I've moved to Canada,
I am fairly well satisfied. 3 2 1
 13. I would not change my past life even if I could. 3 2 1
 14. Compared to other immigrants, I've made a lot of foolish decisions. 3 2 1
 15. Compared to other new Canadians, I make a good appearance. 3 2 1
 16. I have made plans for things I'll be doing a month or year from now. 3 2 1
 17. When I think back over my life, I didn't get most of the important
things I wanted. 3 2 1
 18. Compared to other people, I get "down in the dumps" too often. 3 2 1
 19. I've gotten pretty much what I expected out of life. 3 2 1
 20. In spite of what people say, the lot of the average person is
getting worse, not better. 3 2 1

LIFE SATISFACTION MEASURE (Part 2)

Circle the most appropriate response (ONE).

1. What are the best things about being a new Canadian?

- 1 a positive answer
- 0 nothing good about it

2. How do you expect things will be different in five years from the way they are now in your life?

- 2 better, or no change
- 1 contingent "it depends"
- 0 worse

3. What is the most important thing in your life right now?

- 2 anything outside of self or a positive interpretation of future
- 1 "hanging on", keeping healthy, getting a job
- 0 getting out of present difficulty, "nothing now", reference to past

4. How happy would you say you are right now compared with the earlier periods in your life?

- 2 this is the happiest time; all have been happy; hard to make a choice
- 1 some decrease in recent years
- 0 earlier periods were better; this is a bad time

5. Do you ever worry about your ability to do what people expect of you - to meet the demands that people make on you?

- 2 no
- 1 qualified yes and no
- 0 yes

6. If you could live anywhere you pleased, in what part of Canada would you most like to live?

- 2 present location
- 0 any other location

7. How often do you find yourself feeling lonely?

- 2 never; hardly ever
- 1 sometimes
- 0 fairly often; very often

8. How often do you feel there is no point in living?

- 2 never; hardly ever
- 1 sometimes
- 0 fairly often; very often

9. Do you wish you could see more of your friends than you do or would you like more time to yourself?

- 2 O.K. as it is
- 0 wish I could see more of my friends
- 0 wish I had more time to myself

10. How much unhappiness would you say you find in your life today?

- 2 almost none
- 1 some
- 0 a great deal

11. Are things better or worse than you thought they would be since immigrating to Canada?

- 2 better
- 1 about as expected
- 0 worse

12. How satisfied would you say you are with your way of life?

- 2 very satisfied
- 1 fairly satisfied
- 0 not very satisfied

Interviewer Opinion or Judgment

1. Condition of the Dwelling's Yard: (check ONE)

- 1. _____ very poor
- 2. _____ poor
- 3. _____ adequate
- 4. _____ good
- 5. _____ very good

2. External Condition of the Dwelling: (check ONE)

- 1. _____ very poor
- 2. _____ poor
- 3. _____ adequate
- 4. _____ good
- 5. _____ very good

3. Internal Condition of the Dwelling: (check ONE)

- 1. _____ very poor
- 2. _____ poor
- 3. _____ adequate
- 4. _____ good
- 5. _____ very good

4. Comparison of Dwelling with Other Dwellings in the Neighborhood: (check ONE)

- 1. _____ very unfavorably
- 2. _____ unfavorably
- 3. _____ about the same
- 4. _____ favorably
- 5. _____ very favorably

5. External Dwelling Repair Needs: (check ONE)

- 1. _____ major repair needed (e.g., cracked foundation, rotting porch/steps)
- 2. _____ minor repairs needed (e.g., broken or cracked window panes, missing shingles or siding, some peeling paint)
- 3. _____ no repairs needed/regular maintenance (e.g., painting, clogged gutters or eavestroughs)

6. If the answer to 5 is 1 or 2, what types of repairs are needed (check ALL that apply):

1. _____ foundation (wall cracks, loose mortar, loose joints or rotted sills)
2. _____ walkway or steps (worn, split, loose, missing, broken, cracked, chipped)
3. _____ porch (loose or worn or rotted floorboards, rotted or loose railings or columns)
4. _____ paint (worn, blistered, peeling)
5. _____ roof (worn, torn or loose, missing shingles)
6. _____ siding (cracked or loose sections, warped, rotting or splitting)
7. _____ doors or windows (frame leaks, broken glass, loose putty)
8. _____ chimney (crumbling mortar, missing bricks, damaged)
9. _____ fencing (rotted, loose or missing railings, cracked, blistered or peeling)
10. _____ other (please specify) _____

7. Internal Dwelling Repair Needs: (check ONE)

1. _____ major repair needed (e.g., corroded pipes, damaged electrical wiring sagging floors, bulging walls, damp walls and ceilings)
2. _____ minor repairs needed (e.g., small cracks in walls and ceilings, broken light fixtures and switches, leaking sink,
3. _____ no repairs needed (e.g., leaking faucet, painting)

8. If the answer to 7 is 1 or 2, what types of repairs are needed (check ALL that apply):

1. _____ floor coverings (worn, loose, split, damaged)
2. _____ floors structurally (worn, cracked, creaking, bulging, baseboard moulding shrinking, floor settling, sagging, warping, or rotting)
3. _____ walls and ceilings (loose or sagging wall joists and/or ceiling beams)
4. _____ doors and frames structurally (sticking, sagging, defective hinges, or catches, damaged or rotting frames)
5. _____ windows and frames structurally (sticking or damaged sashes or frames, broken stripping or caulking, damaged hinges or locking devices)
6. _____ electrical wiring (overloaded circuits, obsolete wiring, damaged or inoperative switches or boxes)
7. _____ heating insulation (dwelling does not maintain constant indoor temperature of 68 degrees F, cold and drafty in winter months)
8. _____ heating source (motor overheating, clogged flues and/or dirty air filters, furnace running too much, damaged or inadequate air ducts)
9. _____ plumbing (rust in water, sewer gas odor, cracked, stained, or leaking water faucets or drainage pipes, damaged or leaking hot water heater)
10. _____ paint or wallpaper (worn, peeling, soiled)
11. _____ basement (cracked masonry, water seepage)
12. _____ stairs (worn, split, loose treads, risers or rails)
13. _____ other (please specify) _____

**APPENDIX B - CALGARY CATHOLIC IMMIGRATION SOCIETY
HOUSING QUESTIONNAIRE**

May 23, 1991

CALGARY CATHOLIC IMMIGRATION SOCIETY HOUSING QUESTIONNAIRE

Interviewee Name _____

Interviewee Phone Number _____

Interviewee Address _____

(DO NOT CODE THE ABOVE INFORMATION. FOR ADMINISTRATIVE PURPOSES ONLY!)

General Housing Information

questionnaire # _____

1. Interviewer _____

2. Date of Interview _____

3. Time of Interview (Start) _____ (Stop) _____ (TOTAL) _____

4. Dwelling Location in Calgary: (check ONE)

- 1. _____ Northeast
- 2. _____ Northwest
- 3. _____ Southeast
- 4. _____ Southwest

5. Type of Neighborhood: (check ONE)

- 1. _____ Downtown Core (Eau Claire, Chinatown, Connaught, Victoria Pk)
- 2. _____ Inner City (Hillhurst, Rideau Pk, Regal Terrace, Mills Estate)
- 3. _____ Outer Inner City (Charleswood, Richmond Pk, Inglewood, Marlborough)
- 4. _____ Suburban (Dalhousie, Lakeview, Valleyfield, Whitehorn, and beyond)

6. Type of Dwelling: (check ONE)

- 1. _____ single house
- 2. _____ semi-detached/double
- 3. _____ duplex
- 4. _____ row house
- 5. _____ apartment w/more than 4 stories
- 6. _____ apartment w/less than 4 stories
- 7. _____ house attached to non-res. bldg.
- 8. _____ mobile home
- 9. _____ other movable dwelling
(e.g., tent, travel trailer)
- 10. _____ other (please specify) _____

7. Type of Ownership: (check ONE)

1. _____ own home
2. _____ rent entire dwelling
3. _____ rent room only
4. _____ lease entire dwelling
5. _____ lease room only
6. _____ other (please specify) _____

8. Amount currently pay monthly for: (write on ONE appropriate blank)

1. \$ _____ mortgage (principal + interest + including property taxes)
2. \$ _____ rent
3. \$ _____ lease
4. \$ _____ other (please specify) _____

9. If you have separate expenditures NOT included in #8, what is the amount you currently pay monthly for: (write on EACH appropriate blank)

- | | |
|--------------------------|--|
| 1. \$ _____ parking | 2. \$ _____ electricity and water |
| 3. \$ _____ coin laundry | 4. \$ _____ fuel for heating/cooking |
| 5. \$ _____ insurance | 6. \$ _____ maintenance/repairs |
| | 7. \$ _____ other (please specify) _____ |

10. TOTAL household monthly income (include employment income, investment income, social welfare, pensions, etc.)

\$ _____

11. What percentage of your TOTAL monthly income is spent on housing needs? _____ %
(include ALL of the expenses covered in questions 8 and 9).

12. What are the main and secondary sources of income for your household? (circle the appropriate number in each column).

	MAIN SOURCE	SECONDARY SOURCE
employment	1	1
social assistance/welfare	2	2
old age pension	3	3
disability or workers' compensation	4	4
unemployment insurance	5	5
alimony	6	6
other (please specify) _____	7	7

13. If you are renting, is this a subsidized or non-subsidized unit?

1. _____ subsidized
2. _____ non-subsidized
3. _____ not applicable
4. _____ don't know

14. If the unit is subsidized, which of the following best describes the unit?

- 1. _____ public housing unit
- 2. _____ non-profit housing project
- 3. _____ cooperative housing
- 4. _____ rent supplement
- 5. _____ other (please specify) _____
- 6. _____ don't know

15. Length of occupancy at current residence: (check ONE)

- 1. _____ less than 3 months
- 2. _____ 3 - 6 months
- 3. _____ 6 months to 1 year
- 4. _____ 1 to 2 years
- 5. _____ 2 - 3 years
- 6. _____ more than 3 years

16. How many places of residence have you had since immigrating to Canada? _____

17. How many places of residence have you had in Calgary since immigrating to Canada?

18. Which of the following best describes your household? (mark the ONE appropriate blank)

- 1. _____ one person, living alone
- 2. _____ one adult with children
- 3. _____ a married/common-law couple with NO children
- 4. _____ a married/common-law couple WITH children
- 5. _____ two or more unrelated persons
- 6. _____ other (please specify) _____

19. Age, sex and relationship of persons living in household:

	Age (yrs)	Sex (M/F)	Relationship to you self
1. self	_____	_____	_____
2. person 2	_____	_____	_____
3. person 3	_____	_____	_____
4. person 4	_____	_____	_____
5. person 5	_____	_____	_____
6. person 6	_____	_____	_____
7. person 7	_____	_____	_____
8. person 8	_____	_____	_____
9. person 9	_____	_____	_____

(ADD MORE AS NEEDED ON REVERSE SIDE)

20. Total number of persons in the dwelling _____

21. Number of Rooms in Dwelling: (fill out EACH blank)

1. TOTAL number of rooms in dwelling _____ (include kitchen, bedrooms, finished rooms in attic or basement; do not include bathrooms, halls, vestibules or business rooms)
2. number of bedrooms in dwelling _____
3. number of bathrooms in dwelling _____
4. number of kitchens in dwelling _____

22. Type of Construction: (check ONE)

1. _____ wooden frame
2. _____ brick
3. _____ concrete
4. _____ stone
5. _____ other (please specify) _____

23. Running Water: (check ONE)

1. _____ hot and cold
2. _____ cold only
3. _____ other (please specify) _____

24. Type of Heating: (check the ONE most appropriate)

1. _____ steam or hot water
2. _____ hot air furnace
3. _____ stove or space heater
4. _____ other (please specify) _____

25. Toilet: (check ONE)

1. _____ unshared (shared only with family members)
2. _____ shared (with other households)
3. _____ none

26. Bath or Shower: (check ONE)

1. _____ unshared (shared only with family members)
2. _____ shared (with other households)
3. _____ none

27. Heating Fuel:

(check the ONE most appropriate)

1. _____ coal
2. _____ wood
3. _____ oil
4. _____ natural gas
5. _____ other (please specify) _____

28. Lighting: (check ONE)

- 1. _____ electric
- 2. _____ non-electric

29. Amount you paid monthly in your country of origin (in Canadian dollars) for:
(write on ONE appropriate blank)

- 1. \$ _____ mortgage (principal + interest + including property taxes)
- 2. \$ _____ rent
- 3. \$ _____ lease
- 4. \$ _____ other (please specify) _____

30. If you had separate expenditures NOT included in #29, what is the amount you paid monthly in your country of origin (in Canadian dollars) for: (write on EACH appropriate blank)

- | | |
|-----------------------|--|
| 1. \$ _____ parking | 2. \$ _____ electricity |
| 3. \$ _____ water | 4. \$ _____ fuel for cooking/heating |
| 5. \$ _____ insurance | 6. \$ _____ maintenance/repairs |
| | 7. \$ _____ other (please specify) _____ |

31. TOTAL household monthly income in your country of origin (include employment income, investment income, social welfare, pensions, etc.)

\$ _____

32. What percentage of your TOTAL monthly income was spent on housing needs in your country of origin? _____ %
(include ALL of the expenses covered in questions 29 and 30).

33. What was your living situation in your country of origin?

- 1. _____ living as a dependent with parents or other relatives
- 2. _____ one person, living alone
- 3. _____ one adult with children
- 4. _____ a married/common-law couple with NO children
- 5. _____ a married/common-law couple WITH children
- 6. _____ two or more unrelated persons
- 7. _____ other (please specify) _____

34. Age, sex and relationship of persons living in household in your country of origin just prior to immigrating:

	Age (yrs)	Sex (M/F)	Relationship to you
1. self	_____	_____	_____self_____
2. person 2	_____	_____	_____
3. person 3	_____	_____	_____
4. person 4	_____	_____	_____
5. person 5	_____	_____	_____
6. person 6	_____	_____	_____

(ADD MORE AS NEEDED ON REVERSE SIDE)

Client Satisfaction with Accommodation

35. Convenience Items in Dwelling: (check ALL that apply)

- 1. _____ refrigerator
- 2. _____ gas or electric stove
- 3. _____ microwave oven
- 4. _____ clothes washer
- 5. _____ clothes dryer
- 6. _____ dishwasher
- 7. _____ telephone
- 8. _____ deep freezer
- 9. _____ television set

36. Do you feel that you are in need of any convenience items such as those listed?

- 1. _____ no
- 2. _____ yes (if "yes" please list)

37. If you were to purchase ONE household convenience item, what would it be?

38. Are your household convenient items you presently have adequate for your purposes?

- 1. _____ yes
- 2. _____ no (if "no" please explain)

39. How satisfied are you with the location of your residence? (check ONE)

- 1. _____ very dissatisfied
- 2. _____ dissatisfied
- 3. _____ neither satisfied nor dissatisfied
- 4. _____ satisfied
- 5. _____ very satisfied

40. Why? (with reference to item 39)

41. How satisfied are you with the size of your residence? (check ONE)

- 1. _____ very dissatisfied
- 2. _____ dissatisfied
- 3. _____ neither satisfied nor dissatisfied
- 4. _____ satisfied
- 5. _____ very satisfied

42. Why? (with reference to item 41)

43. How satisfied are you with the configuration/layout of your residence? (check ONE)

- 1. _____ very dissatisfied
- 2. _____ dissatisfied
- 3. _____ neither satisfied nor dissatisfied
- 4. _____ satisfied
- 5. _____ very satisfied

44. Why? (with reference to item 43)

45. If you could make THREE changes to your dwelling, what would they be and why?

1.

2.

3.

46. Do you wish to move from your present place of residence? (check ONE)

- 1. _____ no
- 2. _____ yes

47. Why? (with reference to item 46)

48. How satisfied are you, overall, with your accommodation? (check ONE)

- 1. _____ very dissatisfied
- 2. _____ dissatisfied
- 3. _____ neither satisfied nor dissatisfied
- 4. _____ satisfied
- 5. _____ very satisfied

49. Why? (with reference to item 48)

50. How satisfied were you, overall, with your accommodation in your country of origin?
(check ONE)

- 1. _____ very dissatisfied
- 2. _____ dissatisfied
- 3. _____ neither satisfied nor dissatisfied
- 4. _____ satisfied
- 5. _____ very satisfied

51. Why? (with reference to item 50)

52. Describe the type of accommodation that would best suit your needs and enhance your feelings of adjustment to Canada with regards to each of the following items:

1. type of dwelling _____
 2. number of bedrooms _____
 3. number of bathrooms _____
 4. separate room for extended family members? _____
 5. if in the city, location _____
 6. urban or rural location _____
 7. yard or no yard? _____
 8. garage? _____
 9. basement? _____
 10. other (please specify) _____
- _____

53. Do you have any other comments about your housing situation that have not already been covered?

Demographic Information

54. Sex of interviewee ____male ____female
55. Age if interviewee ____yrs
56. Country of ORIGIN _____
57. Country interviewee immigrated directly from _____
58. Number of years in Calgary _____yrs
59. Number of years in Canada _____yrs
60. Ethnic Heritage _____
61. Religious Affiliation _____
62. Native Language _____
63. Language survey was administered in _____

LIFE SATISFACTION MEASURE (Part 1)

Circle the most appropriate response (ONE)	Agree = 3	? = 2	Disagree = 1
64. Since coming to Canada, things seem better than I thought they would be.	3	2	1
65. I have gotten more of the breaks in life than most of the people I know.	3	2	1
66. This is the dreariest time of my life.	3	2	1
67. I am just as happy or more happy now as before moving to Canada.	3	2	1
68. My life could be happier than it is now.	3	2	1
69. These are the best years of my life.	3	2	1
70. Most of the things I do are boring or monotonous.	3	2	1
71. I expect some interesting/pleasant things to happen to me in the future.	3	2	1
72. The things I do now are as interesting to me as they ever were.	3	2	1
73. I feel tired.	3	2	1
74. I feel like a "new" immigrant to Canada, but it does not bother me.	3	2	1
75. As I look back on the time since I've moved to Canada, I am fairly well satisfied.	3	2	1
76. I would not change my past life even if I could.	3	2	1
77. Compared to other immigrants, I've made a lot of foolish decisions.	3	2	1
78. Compared to other new Canadians, I make a good appearance (physical and social).	3	2	1
79. I have made plans for things I'll be doing a month or year from now.	3	2	1
80. When I think back over my life, I didn't get most of the important things I wanted.	3	2	1
81. Compared to other people, I get "down in the dumps" too often.	3	2	1
82. I've gotten pretty much what I expected out of life.	3	2	1
83. In spite of what people say, the lot of the average person is getting worse, not better.	3	2	1

LIFE SATISFACTION MEASURE (Part 2)

Circle the most appropriate response (ONE).

84. What are the best things about being a new Canadian?
- 1 a positive answer
 - 0 nothing good about it
85. How do you expect things will be different in five years from the way they are now in your life?
- 2 better, or no change
 - 1 contingent "it depends"
 - 0 worse
86. What is the most important thing in your life right now?
- 2 anything outside of self or a positive interpretation of future
 - 1 "hanging on", keeping healthy, getting a job
 - 0 getting out of present difficulty, "nothing now", reference to past
87. How happy would you say you are right now compared with the earlier periods in your life?
- 2 this is the happiest time; all have been happy; hard to make a choice
 - 1 some decrease in recent years
 - 0 earlier periods were better; this is a bad time
88. Do you ever worry about your ability to do what people expect of you - to meet the demands that people make on you?
- 2 no
 - 1 qualified yes and no
 - 0 yes
89. If you could live anywhere you pleased, in what part of Canada would you most like to live?
- 2 present location
 - 0 any other location
 - 9 are not familiar enough with Canada to answer the question
90. How often do you find yourself feeling lonely?
- 2 never; hardly ever
 - 1 sometimes
 - 0 fairly often; very often

91. How often do you feel there is no point in living?

- 2 never; hardly ever
- 1 sometimes
- 0 fairly often; very often

92. Do you wish you could see more of your friends than you do or would you like more time to yourself?

- 2 O.K. as it is
- 0 wish I could see more of my friends
- 0 wish I had more time to myself

93. How much unhappiness would you say you find in your life today?

- 2 almost none
- 1 some
- 0 a great deal

94. Are things better or worse than you thought they would be since immigrating to Canada?

- 2 better
- 1 about as expected
- 0 worse

95. How satisfied would you say you are with your way of life?

- 2 very satisfied
- 1 fairly satisfied
- 0 not very satisfied

Interviewer Opinion or Judgment

96. Condition of the Dwelling's Yard: (check ONE)

- 1. _____ very poor
- 2. _____ poor
- 3. _____ adequate
- 4. _____ good
- 5. _____ very good

97. External Condition of the Dwelling: (check ONE)

- 1. _____ very poor
- 2. _____ poor
- 3. _____ adequate
- 4. _____ good
- 5. _____ very good

98. Internal Condition of the Dwelling: (check ONE)

- 1. _____ very poor
- 2. _____ poor
- 3. _____ adequate
- 4. _____ good
- 5. _____ very good

99. Comparison of Dwelling with Other Dwellings in the Neighborhood: (check ONE)

- 1. _____ very unfavorably
- 2. _____ unfavorably
- 3. _____ about the same
- 4. _____ favorably
- 5. _____ very favorably

100. External Dwelling Repair Needs: (check ONE)

- 1. _____ major repair needed (e.g., cracked foundation, rotting porch/steps)
- 2. _____ minor repairs needed (e.g., broken or cracked window panes, missing shingles or siding, some peeling paint)
- 3. _____ no repairs needed/regular maintenance (e.g., painting, clogged gutters or eavestroughs)

101. Internal Dwelling Repair Needs: (check ONE)

- 1. _____ major repair needed (e.g., corroded pipes, damaged electrical wiring sagging floors, bulging walls, damp walls and ceilings)
- 2. _____ minor repairs needed (e.g., small cracks in walls and ceilings, broken light fixtures and switches, leaking sink)
- 3. _____ no repairs needed (e.g., leaking faucet, painting)