



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

Best Practices and Best Strategies Used by Anglophone Organizations to Welcome and Integrate Immigrants in Québec City

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“When you’re suicidal, or you’ve just given birth, you need bilingual staff. Or who speak your language. You can’t be made to speak through an interpreter, to say you feel like slitting your wrists each morning. People like this tried the Francophone route but they cannot get themselves understood. They might be instructors at Université Laval and be perfectly bilingual, but when you’re suffering from depression, you don’t cry in French, you cry in English. Or if you want to slit your wrists, it’s not in French that you want to do it, it’s in English. To me, that’s really important.” (A worker with an Anglophone organization in Québec City)

Introduction

This study is about the best practices and strategies deployed by organizations in Québec City that welcome Anglophone immigrants, or Allophone immigrants whose first official language spoken is English, and that help such immigrants settle in that city. The first mission we set out to achieve was to describe and analyse the services and resources that the Québec City Anglophone community makes available with a view to welcoming these Anglophone immigrants and giving them support. We also identified the resources within the Francophone community that work with Anglophone organizations to help deliver this intake and settlement assistance. The second mission was to consult Anglophone immigrants in Québec City, and the Anglophone community of that city, to analyse how these services, and the practices associated with them, influence welcoming, integration and retention. We identified the best practices and strategies used by the community that have positive and promising effects for immigrants and community vitality. Lastly, by comparing these practices and strategies with those deployed in another minority Anglophone community (Sherbrooke) and in a Francophone minority community (Edmonton), we reflected on two dimensions of these best practices: the contextual dimension, which is tied to each locality and community; and the dimension that is transferable to other communities and localities.

1 Overview of research methodology and objectives

1.1 Research context

This study builds on an earlier one commissioned from us by Citizenship and Immigration Canada and entitled *Modeling of the Strategies and Practices of Non-Governmental Organizations (NGOs) and Associations Promoting Welcome and Newcomer Retention in Official Language Minority Communities (OLMCs)*. That study was carried out in two such OLMCs: the Francophone community of Edmonton, Alberta, and the Anglophone community of Sherbrooke, Quebec. It identified the differences and similarities between strategies suitable for use in fostering a successful welcoming and integration of immigrants within OLMCs. For example, partnerships, networking, pairing/mentoring and single windows are proven successful formulas in both types of OLMC. However, we found differences in the ways that networking and cooperation are carried out: whereas the Francophone OLMCs have reciprocal partnerships with Anglophone resources, the Anglophone OLMCs do not have such reciprocal partnerships. Personalized services are a cornerstone of both systems, but in the Anglophone communities, they seem to be based more on volunteering and informal approaches, whereas, in the Francophone communities, further ahead in terms of migrant intake, the services are more formalized and professionalized. Lastly, multilingual outlook and linguistic negotiation are successful practices common to both the Anglophone and Francophone organizations, but they develop differently depending on the context, notably due to the French-language education requirement for children of immigrants in Quebec. The study produced a first model of these best practices as a function of context. (See Figure 4.)

We continued this work by analysing the services, resources, strategies and practices of another Quebec Anglophone community: the one in Québec City. The 2010 monograph (Vatz Laaroussi and Liboy, CIC report, 2010) shows that Québec City's Anglophone community has implemented particularly interesting services and strategies. We used the results from that monograph to help identify the organizations and services involved in receiving immigrants.

In partnership with these organizations — and in particular, Voice of English Québec (VEQ), an Anglophone community organization with proven leadership in the field — we found and analysed these practices, and their effects on the immigrants welcomed, to identify the best practices for Anglophone immigrant populations and for the local communities and OLMCs that welcome them.

1.2 Objectives

The main objective of this project is to assist in the welcoming, integration and retention of Anglophone immigrants within Quebec's English-speaking communities and the cities and towns where those communities are located, in compliance with Canada-Quebec immigration policies. To achieve that objective, a specific study of Québec City's Anglophone community was done.

The sub-objectives are as follows:

1. Identify the organizations and services useful in the welcoming, settlement and retention of Anglophone immigrants in Québec City, and specifically, the city's Anglophone community.
2. Ascertain the characteristics of the immigrants who are benefitting from or could benefit from such services in Québec City.
3. Using the factors already found in Sherbrooke as a starting point, identify the practices and strategies that organizations use to welcome, integrate and retain immigrants in Québec City's Anglophone community.
4. Determine the impacts of these services, strategies and practices on Québec City's Anglophone immigrant population not only in terms of satisfaction, but also in terms of employment integration, social inclusion, and retention results.
5. Propose a model of good practices for the Québec City OLMC, comparing it with the model already done for Sherbrooke and Edmonton.
6. Ascertain the context-dependent components, and the ones transferrable to Anglophone OLMCs in Quebec and to Francophone OLMCs.

2 Methodology

We used a mixed methodology approach, based essentially on individual and group interviews with organization workers and with the immigrants who use the organizations' services. In addition, an immigrant satisfaction and integration questionnaire was distributed via the organizations. Best practices were modelled using the practice analysis methods already implemented in the previous study, and using the previously proposed ecology diagram as a starting point.

The study involved the following steps and data:

1. We drew up a portrait of the services and organizations geared toward Anglophone immigrants in Québec City. These are essentially organizations belonging to the Anglophone community, but some are Francophone organizations with ties to the Anglophone community. The portrait was based on the 2010 monograph (which identified key organizations) and on an analysis of public documents produced by these organizations. The portrait was updated by means of telephone calls.
2. We drew up a portrait of the Anglophone immigrants welcomed to Québec City, based on data from Statistics Canada, the MIDI, and organizations such as VEQ, and the Ville de Québec. We updated the data from the 2010 monograph by adding current data.
3. We conducted semi-structured interviews with the coordinators of the 9 Anglophone organizations and 2 Francophone organizations, as well as a group interview with the organizations' workers and volunteers at the end of the study (8 participants). We also held an interview with the Québec City [municipal] cultural affairs advisor.
4. A survey questionnaire was distributed to immigrants currently benefiting from these services, beginning with their intake by the organizations, with the support of VEQ. The questionnaire was uploaded to the Internet (17 responses received as at June 6).
5. We conducted semi-structured interviews with immigrants who were currently using these services and had arrived less than one year earlier (7).
6. We conducted semi-structured interviews with immigrants who had benefited from the services over the past five years (some of whom are still benefiting from them today) and who were still living in Québec City (14). These immigrants were identified via the networks of organizations participating in the study. However, the very short timeframes involved in the research were an obstacle to reaching the immigrants, given that the organizations needed time to contact them and then authorize us to meet them for an interview.
7. We performed a cross-sectional analysis of the organization and immigrant interviews, and of the questionnaire.
8. We modelled the practices implemented in Québec City and performed a comparative analysis with the cities of Sherbrooke and Edmonton.
9. We distinguished between, on the one hand, the contextual components, and on the other, the components that can be transferred to the Anglophone communities in Quebec [and/or] Francophone communities outside Quebec

3 Portrait of the Anglophone community in Québec City

“We’re such a small team that we have no choice but to talk to each other and work together.”
(Jeffery Hall Community Centre worker)

“The mentality is different. It isn’t the same as in the Francophone community. In the Anglophone community, paying it forward is the norm! Community is key!” (Worker in our focus group)

3.1 Geographical situation

The Capitale-Nationale is the administrative region where Québec’s political and administrative institutions are located. The region is home to broad natural expanses including the Parc Jacques-Cartier, the Parc Grands-jardins, and the Parc Haut[e]s-Gorges-de-la-rivière-Malbaie. The Québec City region is divided into six boroughs, namely La Cité-Limoilou, Les Rivières, Sainte-Foy-Sillery-Cap-Rouge, Charlesbourg, Beauport, and la Haute-Saint-Charles.

3.2 Demographic profile of the Capitale-Nationale region and Québec City

The Capitale-Nationale census metropolitan area (CMA) had an estimated population of 725,100 as at July 1, 2013 (Ville de Québec). The region’s demographic growth increased considerably between 2001 and 2011, with its rate of growth surpassing that of the province of Quebec as a whole. Especially worth noting is the population growth of 5.2% observed between the 2006 and 2011 censuses (2011 Census). The Capitale-Nationale is also one of the regions with the highest birth rate increases since the mid-2000s. Its fertility rate (1.57 children per woman in 2013) nevertheless remains the lowest in the province, after Montréal. As for age structure, the median age of inhabitants is 42.9, slightly higher than the provincial average of 41.6. The proportion of inhabitants under 20 years old is relatively low (18.8%), whereas the proportions of 20-64-year-olds (62.9%) and 65-year-olds and above (18.4%) are slightly higher than the corresponding Quebec averages (Institut de la statistique du Québec, 2014).

The Capitale-Nationale’s inter-regional migratory exchanges have led to substantial gains (2,094 individuals in 2012-2013). These gains are mainly from 15-24-year-olds, who are attracted by the region’s post-secondary educational institutions. The Capitale-Nationale region is, furthermore, the fourth leading region of immigration for international immigrants: 5% of immigrants admitted to the province between 2008 and 2012 resided in this region as at January 2014 (MIDI).

The region’s total population has continually grown for more than a decade. The population of the region increased by almost 7% between 2001 and 2013, and that of Québec City, by 9.5% over the same period.

Table 1: Evolution of the total population in the Québec City region from 2001 to 2013

Region	2001	2006	2008	2010	2012	2013
Capitale-Nationale	703,960	728,221	746,711	766,563	785,191	791,934

Source: Institut de la statistique du Québec, Direction des statistiques sociodémographiques

Table 2: Evolution of the total population in Québec City from 2001 to 2013

Region	2001	2006	2008	2010	2012	2013
Capitale-Nationale [Q.C. portion only]	485,812	495,869	505,441	516,883	528,748	532,354

Source: Institut de la statistique du Québec, Direction des statistiques sociodémographiques

3.3 Official-language populations in the Québec City region and Québec City

This consistent demographic growth was not observed across all of the region's population segments. The Anglophone population in the greater Québec City area declined between 1991 and 2011. Moreover, the percentage of native English speakers stood at 1.46% in Québec City in 2011, far below the provincial figure of 7.8%.

Table 3: Evolution of the Anglophone and Francophone populations from 1991 to 2011 - Capitale-Nationale region

Anglophone in 1991	Anglophone in 2006	Anglophone in 2011	Francophone in 1991	Francophone in 2006	Francophone in 2011
13,421	11,845	10,850	594,145	636,528	717,770

Source: Statistics Canada, 2011 Census. First official language spoken, in Jacques Leclerc (2014).

Table 4: Population by mother tongue in 2011

2011 Census	Québec City	Percentages	Province of Québec
English	7,370	1.46%	599,230 (7.8%)
French	478,395	94.62%	6,102,210 (79.6%)
Non-official languages	19,790	3.92%	961,700 (12.6%)

Source: Statistics Canada, NHS Profile, Québec, V, Québec, 2011.

When it comes to knowledge of the official languages in the Québec City CMA, 0.2% of the population knows English only, whereas more than 36% know both official languages. These figures are below the provincial figures, and the percentage of the population that knows French only was nearly 12% higher in the Québec City region than in the province at large. However, the data also shows that almost 13% of the population has a non-official language as a mother tongue — an upward trend in Québec City.

Table 5: Population by knowledge of official languages - Québec census metropolitan area (CMA)

2011 Census	English	French	French and English	Neither French nor English	Total
Québec City	1,550 0.2%	479,895 63.4%	273,335 36.1%	1,620 0.3%	756,400
Quebec (province)	363,860 4.6%	4,047,175 51.8%	3,328,725 42.6%	76,195 1%	7,815,955

Source: Statistics Canada, 2011 Census of Population

Regarding the first official language spoken in Québec City, English is the FOLS for only 1.64% of the population (of which 0.7% declare themselves bilingual), whereas 2% of the population say they belong to the official-language minority, i.e., the Anglophone minority.

Table 6: Québec City - First official language spoken (FOLS)

First Official Language Spoken	Number	%
Total population not including institutional residents	509,915	
English	8,410	1.64%
French	496,185	97.3%
English and French	3,895	0.7%
Neither English nor French	1,425	2.8%
Official language minority	10,355	2.0%

Source: Statistics Canada, 2011 Census of Population

3.4 Immigrant populations and languages spoken upon arrival

In terms of the region's immigrant population, the latest data from Statistics Canada (2011) for the Capitale-Nationale region show a strong increase since 2006 as well as a high retention rate.

Table 7: Number of immigrants in Québec City, 2006-2011

Number of immigrants in 2011	27,230
Newcomers since 2006	9,375
Retention rate	81%

Source: Statistics Canada, 2011 National Household Survey, in *Portrait socioéconomique, Ville de Québec*

The immigrant population increase in the Capitale-Nationale is substantial and ranks the region fourth in Quebec in terms of its proportion of immigrants in relation to the total population.

Immigrants in the Capitale-Nationale region – 2011 Census

Immigrant population: 32,875

Total population: 746,685

Immigrants as a percentage of the total population: 4.43%

Table 8: Number of immigrants in the Capitale-Nationale region by immigration period:

Immigration period	Number	%
Before 1971:	3,335	10.12%
1971-1980:	690	8.2%
1981-1990:	3,550	10.8%
1991-2000:	5,810	17.7%
2001-2005:	6,825	20.8%
2006-2011:	10,665	32.4%
Total:	32,875	

The number of international immigrants settling in Québec City has continued to rise: between 2007 and 2012, the Capitale-Nationale region welcomed an average 2,600 international immigrants per year (Québec international).¹

When it comes to immigrants' knowledge of official languages, the region shows fluctuations similar to those for the province as a whole.

Table 9: Immigrant population in the Capitale-Nationale region by knowledge of official languages

Year	Total number	French	%	French and English	%	English	%	Neither French nor English	%
2001	18,670	8,890	47.6	9,060	48.5	240	1.3	490	2.6
2006	25,165	12,490	49.7	11,560	45.9	375	1.5	735	2.9
2011	32,875	16,345	49.7	15,115	46.0	530	1.6	885	2.7

Source: Statistics Canada, 2001, 2006 and 2011 censuses

With respect to these arrivals of international migrants to Québec City, a slight but consistent rise can be observed both in their numbers and in the percentage of newcomers who know English only. The number of immigrants who know both English and French is also on the increase, creating a potential pool of almost 550 individuals who can benefit from services in English, in addition to the pool of individuals with knowledge of both languages, who can also benefit from certain services.

Finally, when one examines the immigrant populations arriving and staying in the Capitale-Nationale region, the same increase in people who know only English upon their arrival can be noted (from 4.8% between 2001 and 2005 to 6.7% between 2005 and 2010), hence the potential need for English-language services upon arrival. It can also be hypothesized that the existence of English-language services helps retain these immigrants within the region.

Table 10: Characteristics of the immigrants admitted to Quebec between 2001 and 2010 and residing in the Capitale-Nationale administrative region in January 2012

Knowledge of French and English upon admission	2001-2005	2005-2010	2001-2010
French only	1,806 29.9%	2,759 29.1%	4,565 29.4%
French and English	1,899 31.5%	3,642 36.6%	5,541 36.7%
English only	290 4.8%	631 6.7%	921 5.9%
Neither French nor English	2,040 33.8%	2,431 25.6%	4,479 28.8%

Source: Statistics Canada, 2001, 2006 and 2011 censuses, MICC compilations

This knowledge of languages upon arrival is clearly linked to newcomers' countries of origin.

¹ www.quebecinternational.ca/media/1974764/portrait-socioeconomie-capitale-nationale.pdf

Table 11: Country of birth of immigrants admitted to Quebec from 2001 to 2010 and residing in the administrative region of the Capitale-Nationale in January 2012

Rank	Country of birth	Number
1	France	2,952
2	Colombia	1,949
3	Morocco	1,068
4	Algeria	748
5	China	564
6	Tunisia	501
7	DR of Congo	481
8	Brazil	432
9	Romania	354
10	Cameroon	327

Source: Statistics Canada, 2001 and 2006 Censuses 2011, MICC compilations

The above table describes the arrival of migrants from China, Brazil, Colombia and Cameroon. It is an accepted fact that these immigrants are more familiar with English upon their arrival. In addition, Québec City implements economic attraction strategies that target various countries, including the United States.

Accordingly, in the 2011 Census, out of 32,875 immigrants, 3.9% were born in the United States and more than 5,000, i.e. 15.3%, were born in Asia, with more than 5% from China. This represents a significant pool of individuals benefiting from English-language services, a portion of whom integrate into the Anglophone community in Québec City.

In conclusion, the Capitale-Nationale region, and more specifically Québec City, are very predominantly Francophone and have been seeing a very strong population increase over the last ten years (approximately 9%). The Anglophone community exhibits very modest numbers, accounting for 2% of the population, but nevertheless has had a historical and well-structured presence. Although this community has declined in numbers over the past decade, it has stabilized in recent years due to employability capital, inter-regional migration, international immigration, and newcomer retention. International immigration has climbed significantly, especially in terms of immigrants who speak only English upon their arrival, a group whose numbers and percentages have been growing since 2006. Also worth noting are the immigrants' diverse countries of provenance, several of which have English as a mother tongue or as a second language learned before departure (China being an example). The immigrant population pool that could benefit from services in English, at least upon arrival, and hence contribute to the vitality of the minority Anglophone community, is thus growing.

4 Anglophone organizations and the welcoming of immigrants in Québec City

“On July 2, there will be a welcoming ceremony for newcomers to Québec City. At that event, there will be a walkthrough for immigrants. In that walkthrough, invited organizations that work upstream will promote the region, and there will be a part on attracting qualified workers, up to and including intake and integration. VEQ will be invited, along with the Centre multiethnique, the R.I.R.E. 2000 centre, and other organizations. That is because the walkthrough for immigrants is about showing newcomers, and not just Francophones, what walk they can take. About which organizations can help them integrate better.”
(Ville de Québec)

Using the attached list of Anglophone community organizations in Québec City, we contacted organizations and selected nine that agreed to take part in this study. We met with their directors and/or lead case workers in individual interviews, and then asked them (via their case workers or volunteers) to take part in a focus group. We also asked the organizations to hand out our questionnaire to the immigrants who frequent their centres, and to give us the names of immigrants who had used their organization’s services and would agree to meet us in individual interviews.

We also selected and met with two Francophone immigrant intake and settlement organizations in Quebec City, using an individual interview format. Lastly, although we did not analyse the Ville de Québec as an organization, our interview of an advisor with that municipal government is worth mentioning. Its purpose was to understand the partnerships involved.

Table 12: Organizations selected and met with in individual interviews and in focus groups

Reception and gateway	Voice of English Québec (VEQ)
Health/social/family	Valcartier Family Centre
	CSSS Jeffery Hale Saint Brigid’s Hospital
	Jeffery Hale Community Partners
Churches	Chalmers-Wesley United Church
	Quebec Baptist Church congregation
Education/training	Eastern Quebec Learning Centre
Cultural	Morrin [Cultural] Centre
Media	<i>Quebec Chronicle-Telegraph</i>
Francophone intake/settlement	Centre multiethnique de Québec (CMQ)
	SAAI
Ville de Québec	Cultural Affairs Advisor [municipal government]

4.1 Voice of English Québec (VEQ)

4.1.1 Mission

VEQ seeks to serve the Anglophone community of the Québec City area and provide services that meet their specific needs, including intake, networking and settlement services for English-speaking newcomers. VEQ [also] does policy advocacy for the community. The objective is to serve the minority while being an asset to the majority.

4.1.2 Immigrant clientele/use by immigrants

The organization has a great deal of visibility with the various Anglophone and Francophone community service providers that immigrants in the region use. It gets many referrals. It is also visible and active online (through a website and Facebook page), giving it direct visibility with newcomers. The Ville de Québec recommends its services to newcomers as well. VEQ offers services to local communities and to immigrants whose main language is English.

4.1.3 Partnerships

“Currently, VEQ has active partnerships with over 60 community organizations, institutions, and groups in the area, and partnerships are truly one of the successes of the Anglophone community of the Quebec City area”, but no partnerships have been formed with other Canadian provinces. VEQ is an active member of the regional immigration round table of the Conférence régionale des élus (CRE). *“In Quebec City, there is truly a will to be more effective via referrals, be it with regard to newcomers, or in terms of the dynamic for delivering health and social services to immigrants, refugees, and our partners in those realms, we have an extremely close partnership with the other bodies.”* The partnerships with the Ville de Québec are ongoing, and essential to the life of the organization.

4.1.4 Funding

Primary funding is from Canadian Heritage. However, VEQ also receives support from numerous other federal and provincial actors, and from certain foundations such as the Jeffery Hale Foundation, the Citadel Foundation and the VEQ Foundation. In addition, it receives support from the Ville de Québec, and has developed various types of self-funding.

4.1.5 Practices involving immigrants

A newcomer coordinator helps immigrants by providing support on their arrival, and by offering them a welcoming kit that includes a directory of various organizations which provide services in English, along with tools that acquaint newcomers with the region (Francization, labour market information, where to go for a provincial health insurance card). They offer and organize a variety of activities and resources:

- Career networking information workshop
- Activities for entrepreneurs aimed at helping them start up a project with help from a specialist in the field. The idea is to familiarize the entrepreneurs with the protocols and the legal and administrative measures involved in starting and running a business.
- Senior abuse/fraud prevention program for seniors.
- Weekly transportation service for day-to-day activities in Quebec City, helping seniors maintain their independence and continue an active lifestyle.
- Volunteers to accompany seniors to medical appointments, give them support, etc.

- Cultural project to celebrate the contribution of Anglophones to area life.
- Awareness raising activities that involve the general public, the media, politicians and other decision-makers.
- VEQ organizes community projects.
- VEQ does a lot of consultation (assessments and surveys) so it can understand people's needs and respond to them. This makes it possible to develop tools that inspire other communities.
- This is of great help in influencing decision-makers and partners, which is why VEQ is an active and mobilizing organization, responsive to its clientele's needs.

4.1.6 Impact of practices on immigrant integration

The objective of all VEQ programs for newcomers is integration. The impact of the practices hinges on the ability to serve people more quickly, before they even arrive, or after. *"We know that when it comes to integrating Anglophones in a Francophone landscape, the quicker the intervention, the greater our chances to integrate them."* Today, 80% of VEQ's clients are served six months or less after their arrival. And it is worth noting that, according to the 2011 census, the Québec City Anglophone community has experienced its first growth in 150 years. *"Thanks to its services in English and a prompt and thorough intake, the community is more effective at recruitment, and at convincing newcomers that Quebec is a nice place to build a future."*

4.2 The Valcartier Family Centre

4.2.1 Mission

The Valcartier Family Centre is a non-profit organization that helps the military and their families, psychologically, through career assistance, and through activities and empowerment. In addition, through various programs, the centre offers services to non-military Anglophone immigrants.

4.2.2 Immigrant clientele / use by immigrants

The employment assistance service provides employment opportunities and retraining support for Québec City area military spouses, veterans, reservists, children over 18, and civilian Anglophones. This help is specific to the FORT Program. Otherwise, most of the services tend to focus on members of the military and their families, whereas the activities are usually open to the public.

4.2.3 Partnerships

The Centre has many partnerships within the Anglophone community. It would like to be part of the regional immigration round table, which is on hold because the Conférence régionale des élus (CRE) has been disbanded. Also, there is an emphasis on Anglophone-Francophone partnerships *"because, in Quebec City, it's pretty much Francophone everywhere."* The organization makes many referrals to other Francophone and Anglophone services (Jeffrey Hale, SAAI, CLSCs [local community health centres] and community organizations) when it does not offer the services required.

4.2.4 Funding

The centre is a non-profit organization. Emploi Québec provides some of the funding for the FORT Program. The military family service in Ottawa subsidizes part of the services as well. There is also a fundraising campaign every two years — a big dinner event to bring in funds, with performances, a live auction, a silent auction, etc.

4.2.5 Practices involving immigrants

The Centre holds numerous multicultural, family and intergenerational activities, drawing on its broad volunteer base. In addition, language courses in both official languages are offered as needed.

“We have volunteering, which means social engagement of all kinds, and helping relationships, social workers who are here to help as well. It might be the couple, issues involving children, children’s behaviour, etc. We have a youth and teen centre, field workers who work with those people. We have all kinds of services and workshops, and toddlers. For the daycare, we have an Easter Egg hunt, and for the family, there is something for everyone. I can give you descriptions of all activities. We also offer ESL and FSL courses, and job search workshops.”

They adapt their services to client needs. For example, they have started a self-employed worker group so that people can build their network every month and share the various resources available to them. All this is in response to client demand.

“Depending on the service, we have activities specially designed for Anglophones, like the get-together club. There’s a group with children and a group without children. These are Anglophones, who get together. They are part of the military community and as I mentioned, when there’s space, there’s no problem getting civilian Anglophones too. So they meet, talk about different subjects, enjoy a coffee, etc. And there’s another group with kids for discussions, advice, breaking the isolation, becoming a part of different activities, etc.”

A volunteer committee organizes various activities. The committee is bilingual. Its meetings are sometimes in French and sometimes in English. They meet to discuss over coffee and to organize activities like Women’s Day / Salon de la femme, which took place in March.

As for networking activities, the Centre organizes *Cafés découvertes* [discovery coffee talks] to welcome newcomers to the community. These events are generally held once a month. Anglophones and Francophones take part.

The Centre also offers French and English courses for all levels, from beginner to advanced.

The FORT Program

The Valcartier Family Centre also offers the FORT Program. The program is offered not only to soldiers and their families, but to the entire Anglophone population of Québec City. Since 2001, the Centre has been an Emploi Québec external resource, meeting Anglophones’ employment-related needs. It is based on the same principle as Job Links in Sherbrooke for the Anglophone community. Much of its clientele is referred either by Emploi Québec or by VEQ.

4.2.6 Impact of practices on immigrant integration

The Valcartier Family Centre tries to break the isolation of military family members, organize activities for that purpose, and create a network both within and outside the Valcartier community. The worker with whom we spoke believes the services offered help immigrants integrate better and remain in Québec City.

With respect to finding employment, she states: *“We definitely... I think the employment assistance service goes beyond just helping the person. How can I put it... it’s a process we do with the person. We’ll help them prepare their resumé, help them translate it, help them contact employers, help them volunteer if they don’t have contacts, invite them to attend different activities so they can spend time outside the home... We support them through everything they’ll experience, and I tend to think that the employment assistance service is the one in greatest demand because, when it comes to people who have arrived here recently, employment is a major obstacle to integration.”* [The speaker is not identified.]

4.3 Jeffery Hale - Saint Brigid’s

4.3.1 Mission

Jeffery Hale –Saint Brigid’s is a hospital centre, but with a further mission to assemble and designate a regional institution to meet the needs of the English-speaking clientele. It is a health and social services institution with deep roots in the community. This accounts for why its philosophy is different from those of the other general institutions that make up the health care system.

Together with its partners in the health and social services network and the community, it makes a positive contribution to the health and well-being of the population it serves by delivering primary community and general services for all age groups and a variety of services to persons experiencing a loss of autonomy.

4.3.2 Immigrant clientele / use by immigrants

The Jeffery Hale Hospital is used by immigrants who want services from the CSSS [health and social services centre] in English and speak English better than French.

4.3.3 Partnerships

There are partnerships with Francophone CSSSs and with school boards, and there are community-based partnerships, and partnerships with Anglophone organizations. There are formal partnerships with government branches, and informal ones with community organizations such as the Centre de prévention de suicide and the Centre de crise du Québec. In addition, the Jeffery Hale has a round table devoted to English-language services.

4.3.4 Funding

The hospital centre is part of the public system, and is therefore funded by the Ministère de la santé et des services sociaux, occasionally in cooperation with certain federal (Health Canada) funding programs.

4.3.5 Practices involving immigrants

The institution runs a residential and long-term care centre (a CHSLD), which is complemented by the missions of the hospital centre and community services. The best practices identified are as follows:

- The institution has close ties with all English-language community services.
- Although immigrants are referred because they have a basic understanding of English, the organization must verify whether the person understands the information well, and it provides high-quality services on a “linguistic security” basis.

- The institution advocates immigrant Francization, given how necessary this is in Québec City. Nonetheless, it is well aware that people might have needs before completing their Francization, so it offers its services with a view to meeting those needs.
- The services rely on interpreters rather than family members. One reason for this is that some people have trouble talking about their problems through their spouse.
- If English levels are insufficient for security (interpreters being used in exceptional cases) they refer the client to Francophone services, which then make the request for an interpreter.
- Since a linguistic minority is involved, the approach is influenced by the multiculturalism concept. Therefore, openness to other linguistic minorities is voluntary and proactive.

4.3.6 Impact of practices on immigrant integration

By being accessible, and delivering personalized services based on clients' language, the centre helps retain immigrants in Québec City and meet their health-related needs. However, its workers' primary concern is that people be informed and have the linguistic knowledge needed for independence. Although there is a discernible short-term impact from this, the long-term impact on integration depends on the organizational spectrum and the community. *"In the short term, sure, but do we facilitate integration in the long term? Can't say that I know! If a person is hungry, do you give her food, or do you teach her to fish? That's our situation. There are people incapable of learning anything if they're hungry; it's our mission to provide good service, but we teach them to fish, too. To deliver the right service, you have to assess the person, but you have to teach them to fish as well."*

4.4 Jeffery Hale Community Partners

4.4.1 Mission

"Jeffery Hale Community Services (formerly known as Holland Centre) provides a variety of CLSC-type health and social services in English for all ages. Most of our services are free of charge with a valid Quebec health care card.

Our aim is to provide you with quality services and to continue to develop programs and activities adapted to meet the needs of the English-speaking community of the Capitale-Nationale (Greater Quebec City) region.

If you need help accessing services at places outside the centre, our highly dedicated staff can assist you. For example, we work closely with all CLSC's [local community health centres] in the region.

Our staff is also available to meet you at the place of your choice, be it at the Jeffery Hale or at your home, school, work, or local CLSC. After all, when it comes to your health, you want to be sure to understand and be understood." (From the organization's English website.)

4.4.2 Immigrant clientele / use by immigrants

Immigrants who would like to take part in the organization's activities are welcome. Some of the groups are made up mainly of immigrants.

4.4.3 Partnerships

Jeffery Hale and VEQ have an important partnership. The Quebec Reading Council, the Valcartier Family Centre, the Morrin Centre, the Capitale Nationale and the Alzheimer Society are involved as well. In addition, a Jeffery Hale round table brings together all the related

organizations. *Our executive director was part of the soon-to-be-defunct committee on access to English-language services. We have internal consultations at Jeffery Hale too. Which is basically us, Jeffery Hale-Saint Brigid's, Québec Nord, Public Health, and the community reading centres. Schools are involved too, so from a small internal consultative process, we end up being part of the regional apparatus.*

4.4.4 Funding

The community partners — that is, the foundations and churches which together founded the organization — provide a basic budget. Health Canada provides funding through the networking and partnership initiative. They have also received money from the Ministère de la famille (Famille Québec) for people with special needs. Furthermore, for families, they have the support of the Association des proches aidants de la Capitale-Nationale for natural/peer helpers. There is funding from McGill University as well.

4.4.5 Practices involving immigrants

Activities with mothers are organized in order to break the isolation and help mothers build a contact network. The community partners also offer personalized support to their clientele. All the practices are aimed at providing personalized help, inter-agency partnerships, group-based support and networking.

4.4.6 Impact of practices on immigrant integration

The organization enables immigrants who do not speak French and who have few personal contacts to create a contact network. It also provides respite opportunities for mothers with small children. It is a gateway to Anglophone and Francophone health and social service organizations. And several of its partnerships help guide the process by which Anglophone immigrants integrate into the Anglophone and local community.

4.5 Chalmers-Wesley [United] Church

4.5.1 Mission

The church provides space so that Christians can practice their religion as part of a faith community in Québec City. Through Christianity, education, music, social action and community action, they seek to promote spiritual growth.

4.5.2 Immigrant clientele / use by immigrants

The people who go there are Christians, including immigrants who would like to practise their faith with a community in Québec City.

4.5.3 Partnerships

There is a close partnership with VEQ, the *Quebec Chronicle-Telegraph* and other churches, Anglophone and Francophone. The church is known to the Jeffery Hale Centre partners as a referral point.

4.5.4 Funding

“From donation for the members of the congregation, over the years, there are many people who have left money to the church in their succession, their will and this money has been wisely invested. We live with the investment funds.” [sic]

4.5.5 Practices involving immigrants

The church maintains ongoing ties with VEQ for community information purposes and to welcome anyone who wishes to worship.

It provides personalized support and outreach.

Each person who so wishes can obtain the guidance of a senior mentor (visits, discussions, help with specific issues, moral and spiritual support).

The church does a lot of networking, such as during potluck events.

4.5.6 Impact of practices on immigrant integration

The church offers a community welcome space, a mentor, and support as needed. The religious community enables people to build themselves a network (perhaps so they can find employment) but certainly a place where they feel welcome regardless of origin.

“We hope to retain them; we hope that they will stay here in Quebec City if they are happy. First of all they need employment and they need a sense of community. We can’t help them with the job but we can help them with the sense of community, connections, and this is part of the networking where they meet people when someone is looking for a job, there is somebody who is looking for someone to work in their farm, their business. That’s how we can help.”

The church gives immigrants positive visibility through the *Quebec Chronicle-Telegraph* and the church website.

4.6 Quebec Baptist Church

4.6.1 Mission

The Quebec Baptist Church is an English-language Baptist church.

4.6.2 Immigrant clientele / use by immigrants

Anglophones, and sometimes people within the denomination who wish to learn English, attend this church. The church is located on the Grande Allée, so tourists often go there, and the regular churchgoers live in various parts of Québec City or the surrounding area. Their places of origin are diverse: China, Germany, and the Philippines, for example.

4.6.3 Partnerships

There are no official partnerships. However, the Filipino association holds activities there, and most members know VEQ and refer people to VEQ based on their needs.

4.6.4 Funding

Funding is from donations and other activities.

4.6.5 Practices involving immigrants

It is important to note that all these activities or groups are open to all, not just the religiously observant. There are various events like potlucks and coffee hour (following the Sunday service, people stay and chat). There is a college and career group for young adults. There are two women’s groups, one during the daytime and one in the evening, where women meet for Bible study or to watch videos, share their lives and give each other encouragement. A Filipino group

meets in the mornings to eat and talk together in their language. On Monday evenings there is an open-house Bible study night. There is also a Sunday school, where children and teens ages 4-16 are taught the Bible through various activities. A number of young families attend the church.

Outside the church walls there is a lot of informal support. For example, a person having difficulty with French obtained the help of a Francophone tutor for a while. Another needed an internship, and someone at the church helped her make a contact so she could intern at the business where she herself was working. The church also helped a Romanian couple that knocked on its doors because the couple had become destitute. The church gave them material, physical and moral support.

For many people, the community is a kind of family, and members do things like welcoming newcomers for Christmas dinner or holiday dinners.

4.6.6 Impact of practices on immigrant integration

The interviewees believe that the people who go to the church develop a sense of belonging, and that this helps them to stay. However, since they began working at the church, they have seen several people leave for Montréal or other provinces, primarily because they were not finding work (mainly for linguistic reasons).

4.7 Eastern Québec Learning Centre

4.7.1 Mission

The mission is to meet the needs of adult students (16+) through secondary-level English courses and vocational training (general and vocational adult education).

4.7.2 Immigrant clientele / use by immigrants

The main clientele is more Francophone than Anglophone. Some of the clients are immigrants who know English better; despite their Francization classes, they feel more comfortable studying in English. Since they are adults, they have that right, whereas there are restrictions applicable to the sector responsible for younger students. Certain programs, such as nursing and hotel services, are attended primarily by immigrants. The director mentioned that the Centre would be unable to operate without the participation of immigrants.

4.7.3 Partnerships

The organization has partnerships with Jeffery Hale, Valcartier Family Centre, St. Lawrence College (CEGEP), SWAT, Centre R.I.R.E. 2000, Carrefour jeunesse-emploi (CJE), Groupe intégration travail (GIT), and contacts with Francophone CEGEPs, the Cégep de Sainte-Foy, vocational training centres, and others. There is sometimes a bit of a language barrier with the partnerships. Senior management noted that Emploi Québec does not make any referrals to the organization, which is unfortunate for the young people and immigrants who could benefit from their services.

4.7.4 Funding

The Centre gets some of its funding from the school boards, and therefore, from the Quebec government. It also tries to get federal subsidies or other sources of funding for some of its programs, or, to do things like making improvements to its laboratories.

4.7.5 Practices involving immigrants

Since the organization is small (roughly 200 students), the staff tries to personalize the services and be as welcoming as possible. If there are problems, there is a guidance counsellor, a social worker and a director to help students experiencing challenges. For constituencies like newcomers (immigrants) who need more attention for their adaptation, the staff tries to be particularly attentive, and help as much as possible. They promote cultural diversity indirectly by not pigeon-holing students. They also hold intercultural activities: an international lunch (with typical dishes), outings (one year, they visited a place similar to Fort Boyard, and 90% of the students went), karaoke, etc. The events create an *esprit de corps*. The staff makes many referrals, notably to the Jeffery Hale Centre, but also to other, Francophone organizations as well, based on students' needs.

4.7.6 Impact of practices on immigrant integration

Teacher engagement toward students is very significant, even outside class time. For example, during internships, the instructors are present to ensure that everything goes well. The organization's staff believes this makes a difference for the students. The vast majority of the students who are trained find employment in Québec City thanks to the training and the organization's networks. The waiting list for admission is short, which makes it possible to get trained and find employment much more quickly than through Francophone general adult education centres.

4.8 Morrin [Cultural] Centre

4.8.1 Mission

As an English-language centre located in the heart of Vieux-Québec (the old city), the Morrin Cultural Centre, also known as the Morrin Centre, does its utmost to be a leading cultural institution, offering Francophones and Anglophones rich programming in the fields of heritage interpretation, education, and the arts. The Centre tries to develop its programming around its building and around key institutions, so it can offer an historical perspective on the city's unique Francophone and Anglophone heritage, develop learning opportunities for young people, and inspire artistic creation. The organization also tries to bridge the cultural gap between the Anglophone and Francophone communities of Québec City.

4.8.2 Immigrant clientele /use by immigrants

Most of the clientele for the guided tours are tourists, whereas, for the other activities, the clientele are mainly Québec City residents. Forty percent of the members are Francophone. Immigrants do not make up the majority of clients, but some clients are indeed immigrants.

4.8.3 Partnerships

The Centre has partnered with VEQ, the Institut Canadien (which runs the library) the English Language Arts Network (ELAN) in Montréal, and the Quebec Anglophone Heritage Network (QAHN) in Lennoxville. *"And we work with a lot of people on a lot of projects"*.

There are also tourism-gearred partnerships with the Ville de Québec, i.e. the municipal government.

4.8.4 Funding

The Centre is a non-profit organization with an elected board. It receives funding from the federal government, offers paid activities (heritage tours, hall rentals) and collects donations through its fundraising campaign. It also has management and funding from the Literary and Historical Society of Québec (LHSQ), which made the Centre's founding possible.

4.8.5 Practices involving immigrants

The Centre has an English library, which is open to everyone. The Centre organizes regular events for children and families from both communities. Several Francophones take advantage of the English-language services to familiarize themselves with the English literature. The Centre uses heritage, art and culture to promote the inclusive coexistence of the two linguistic communities and of immigrants, regardless of first language spoken. The Centre has a partnership with Voice of English Québec, and newcomers receive a three-month free trial membership card. VEQ holds events on the Centre's premises, which fosters inter-community contact. When team members speak other languages, such as the language newcomers speak, they use those languages to help newcomers feel welcome. They also offer guided tours in Spanish. They consider themselves cultural unifiers in Québec City, irrespective of origin.

4.8.6 Impact of practices on immigrant integration

The Morrin Centre offers various cultural activities that help bring the Anglophone and Francophone communities together. The activities enable attendees to build a network and learn more about the heritage of Québec City, thereby learning a bit more about Quebec society. *"So I think we really provide a value-added service to the newcomers"*. Furthermore, using history and art as a foundation, it facilitates joint projects, notably artistic ones, and provides intercultural art education in schools (such as an initiative involving two Francophone schools and two Anglophone schools).

4.9 The Quebec Chronicle-Telegraph

4.9.1 Mission

"The Quebec Chronicle-Telegraph has enjoyed a very long and most distinguished history in Quebec City. This newspaper is a descendant of several newspapers published during the 18th, 19th and 20th centuries in Quebec. The Quebec Chronicle-Telegraph is published every Wednesday and has a circulation of 2,200."

The mission of this Anglophone weekly newspaper is to inform the Anglophone community about what is happening in Québec City. On June 21, 2014, the paper will be celebrating its 250th anniversary as the oldest newspaper in North America.

4.9.2 Clientele

The target readership is Québec City's Anglophone community, including English-speaking immigrants.

4.9.3 Partnership

We noted a partnership with the other Anglophone media, CBC Radio and the bilingual magazine *Life in Québec*.

There is also a direct partnership with the Chalmers-Wesley United Church, due to the fact that the same worker volunteers in both places.

4.9.4 Funding

The funding is private, and comes from donations and foundations. Subscribers and advertising help cover recurring costs.

4.9.5 Practices involving immigrants

The newspaper gives positive visibility to immigrants in its articles. It relays information from all Anglophone community organizations, including invitations to intercultural activities, but also possible openings for training and the like. There is a community events calendar and a website.

A “seniors group” meets each week to discuss the newspaper articles and practice English. The people involved are Francophones, Allophones and Anglophones.

4.10 Service d'aide à l'adaptation des immigrants et immigrantes (SAAI) in Québec City (a Francophone organization)

4.10.1 Mission

The mission of SAAI is to facilitate and provide support for the adaptation of immigrants and their settlement into their new living environment, and raise Quebecers' awareness of what it is like to be an immigrant, and of immigrants' needs and their contributions to Quebec society.

4.10.2 Immigrant clientele / use by immigrants

The organization's clientele includes all immigrants, irrespective of legal status, origin, language or religion. It also works, confidentially, with immigrants who do not have permanent resident status.

4.10.3 Partnerships

Formal partnerships take place through various round tables (on immigrants, seniors, homelessness, etc.) Informal partnerships happen via referrals when there is no “protocol” in place with the various organizations or institutions, such as the CLSC in Québec City, employability groups like Option travail, educational institutions like Centre Louis-Joliet (adult education), hospitals, etc.

4.10.4 Funding

SAAI is attached to the Ministère de la santé, so that department funds the basic mission, but some funding comes from the public health authority. There is also funding from the Conférence régionale des élus (CRE) at this time, for two projects of limited duration.

4.10.5 Practices involving immigrants

The SAAI delivers various services in French: support in planning and organizing medical appointments, creation of a medical record, help dealing with health care institutions, individual follow-up, prenatal and postnatal appointments with home-based follow-up, a buying club, a collective kitchen, an information and training session on the Quebec health care system and its particularities (rights of children 14 and up, confidentiality, etc.) and another session about special benefits. There are also French-language skills workshops, information services, orientations and referrals. Documents can be sworn, there are home visits, and there are services covering all other topics of interest to immigrant groups.

4.10.6 Impact of practices on immigrant integration

Initially, psychological help, material help and help learning French accounted for the bulk of SAAI's operations. But it became clear that in order to improve immigrants' integration prospects, and raise Quebecers' awareness of the province's multi-ethnic nature, it was worth paying special attention to forging ties with Quebecers. It was also clear that by helping immigrants become more independent and better able to take charge and find solutions to their problems, the same goals would be easier to achieve. This is why SAAI is increasingly considering these aspects as part of its work, with positive results for immigrants. This approach enables immigrants to get involved in a way that bonds them with other people through pairing, active participation, and self-reliance, with a view to remaining in Québec City. The personalized social support makes it possible *“sure, to integrate better and find employment, but this occurs by extension, because our mission is not employability, but rather, to encourage them not to give up, to find out what their rights are, to take their place in society, etc.”*

4.11 Centre multiethnique de Québec (a Francophone organization)

4.11.1 Mission

The CMQ is an independent community organization. Its mission is to receive immigrants of all categories to help facilitate their settlement, support their adaptation and integration into Quebec society, and make it easier for them to achieve better socio-economic conditions.

The staff tries to help immigrants deal with their host society with greater ease and become independent as quickly as possible. The idea is to build bridges between people.

4.11.2 Immigrant clientele / use by immigrants

The CMQ's clientele includes immigrants of all categories, but funding is essentially for refugees and permanent residents.

4.11.3 Partnerships

The Centre has partnerships with Emploi Québec, Option travail, VEQ and numerous other agencies and institutions at the municipal and provincial levels. They are still members of the CRIQ immigration round table, which brings together economic actors, community organizations, and certain institutions from the Québec City area. *“You could say that our trademark is to build ties with everyone, not just people who are settling here as immigrants. That's the way to survive. It's the key. Partnership, collaboration and multisectoralism... all of that is necessary in order to live. The ones that don't make this their strategy die off. For example, when it's more territorial, when it's X sectors, or sector Y. The round table, the health care round table, with specific themes, where we represent the immigration side. The regional branch of the Ministère de l'Immigration had two round tables: one on housing, and the other on the schools aspect.”*

4.11.4 Funding

Three-quarters of the funding comes from subsidies, specific programs, the Ministère de l'Immigration, de la Diversité et de l'Inclusion, Emploi Québec, the Ministère de la Santé, and the Ministère de l'Éducation, des Loisirs et du Sport, which are Quebec's four major government departments. The Centre does not receive any federal funding. It also raises some of its own funds through activities, donations, sponsorships and fundraising work.

4.11.5 Practices involving immigrants

The services tend to depend on the category of immigrant. For refugees granted that status by the government, the Centre helps them find housing (including lodging for the first five nights), helps them with settlement and with registration for universal assistance, and provides material assistance, clothing assistance, a health clinic, etc. It also helps with children's school registrations. People can get up to five years of support from the organization. For qualified workers, the services are similar, but the support is less "intensive" and does not include going with the person to appointments and the like. The latter clientele also has access to information sessions, and to help with the first steps of settlement.

There are also welcome coffee hours, information and orientation sessions, etc.

There are two main intercultural events each year: the Christmas party and an international soccer tournament of nations.

A few years ago, the staff started a project called "Des racines et des mots" [Roots and Words], a two-year project in city libraries. There were groups of Quebecker mothers and immigrant mothers, with young children. There was a reading initiation component with a facilitator, where mothers learned how to introduce their children to reading. And in a second component, the facilitator left with the children to take part in activities, while the mothers stayed in the room and could talk about themes such as breaking isolation. Now, the libraries look after this project "on their own."

The organization also set up RAMI, an intercultural worker network, on the same basis as the ICSIs (community intercultural workers in schools). The RAMI staff does community outreach in neighbourhoods, and provides help to schools, families and agencies/actors that make up the system. In Québec City, the staff members work not only in schools but also in community settings. They are Centre employees, and are funded in part by the Ministère de l'Éducation through the school boards.

The director explains that instead of creating new services for immigrants all the time, it would be important to adapt the existing services to a reality that is sometimes a bit different. She says it would be much more useful to equip the specialists (such as in hospitals) instead of implementing new structures.

4.11.6 Impact of practices on immigrant integration

The Centre hopes to have an impact on immigrant retention. It tries to make sure that people are settled well, so they feel comfortable and welcome in Québec City. There is considerable insistence on having a good social network, which helps with retention. The organization therefore works to achieve this goal through activities and meetings.

It should be noted that there can be overlap between the activities of the two Francophone immigrant intake and integration organizations in Québec City.

5 Partnerships within the Québec City OLMC

"The partnerships happen through the immigration round table, with the regional immigration round table, the round table of the former Conférence régionale des élus—that still exists, by the way—and VEQ is at that table, as are the Jeffery Hale and other organizations with which VEQ works, but all the Francophone organizations, like the CEGEPs with their Francization efforts, and the welcoming, integration, and intercultural rapprochement organizations, are all there." (Ville de Québec)

The interviews and the documents show that the partnerships within the Anglophone community are tightly woven, and that VEQ is at the centre, as a true gateway that plays a pivotal role in the Anglophone community and its organizations. In this way, VEQ is a front-line organization for the intake and settlement of immigrants. Several organizations are located in the same buildings (VEQ, Jeffrey Hale), which is conducive to referrals and to a certain visibility.

The Valcartier Family Centre, which provides social and family support, was initially intended for members of the military and their families, but is a central organization, with ties to VEQ, and immigrants tend to use it, at least temporarily, for family assistance and above all for job searches. This job search assistance is known to and recognized not only by Anglophone community organizations, but also by Francophone ones, which can refer participants as well. The fact that the services are in English and French illustrates the organization's role as a bridge between the Anglophone and Francophone communities.

Thus, VEQ and the Valcartier Family Centre are the central organizations in the intake and integration of Anglophone immigrants, not only within the Anglophone community of Québec City, but also within the broader community of that city. In addition, the Jeffery Hall Centre, which has been in existence for nearly 100 years, is used very frequently by the Anglophone community and by immigrants to meet health and social-service needs. The other organizations are more peripheral, and are used based on the populations' needs, e.g. training-related needs.

They all do referrals to each other, and are knowledgeable about the Jeffery Hall Centre, through its various components, its community partnership, its hospital and its CLSC. And they play an important role in the settlement, well-being and integration of English-speaking immigrants upon their arrival. The Jeffery Hall Centre also has very strong connections to the Anglophone community, and to Francophone community programs and organizations.

The two Francophone intake organizations, namely SAAI and CMQ, welcome refugees and provide support to immigrants regardless of their status, but they do not receive funding for temporary workers or foreign students. These organizations sometimes compete with each other for subsidies, however. They seem to use only French and interpreters with newcomers, such as Nepalese or Arabic newcomers. But they know VEQ and the Anglophone health-related organizations, and are known by them. They can refer clients to each other as needed.

The two churches with which we met, and others whose members we came across as part of our contacts, are known to the Anglophone organizations and can refer members to those organizations if necessary. They play a role in networking within the Anglophone community, but can also receive Francophone immigrants. They have an impact on the socialization of immigrants in Québec City and in the Anglophone community. And by extension, they can influence family social integration and immigrant employment integration. They are also a gateway to the local Anglophone community.

The Morrin Cultural Centre and the *Quebec Chronicle-Telegraph* have ties to the front-line and second-line organizations referred to above (VEQ, Jeffery Hale centres, etc.) and help disseminate information about the city's Anglophone community while offering a perspective anchored in the history of that community and that city. These factors are important in developing a sense of belonging among immigrants.

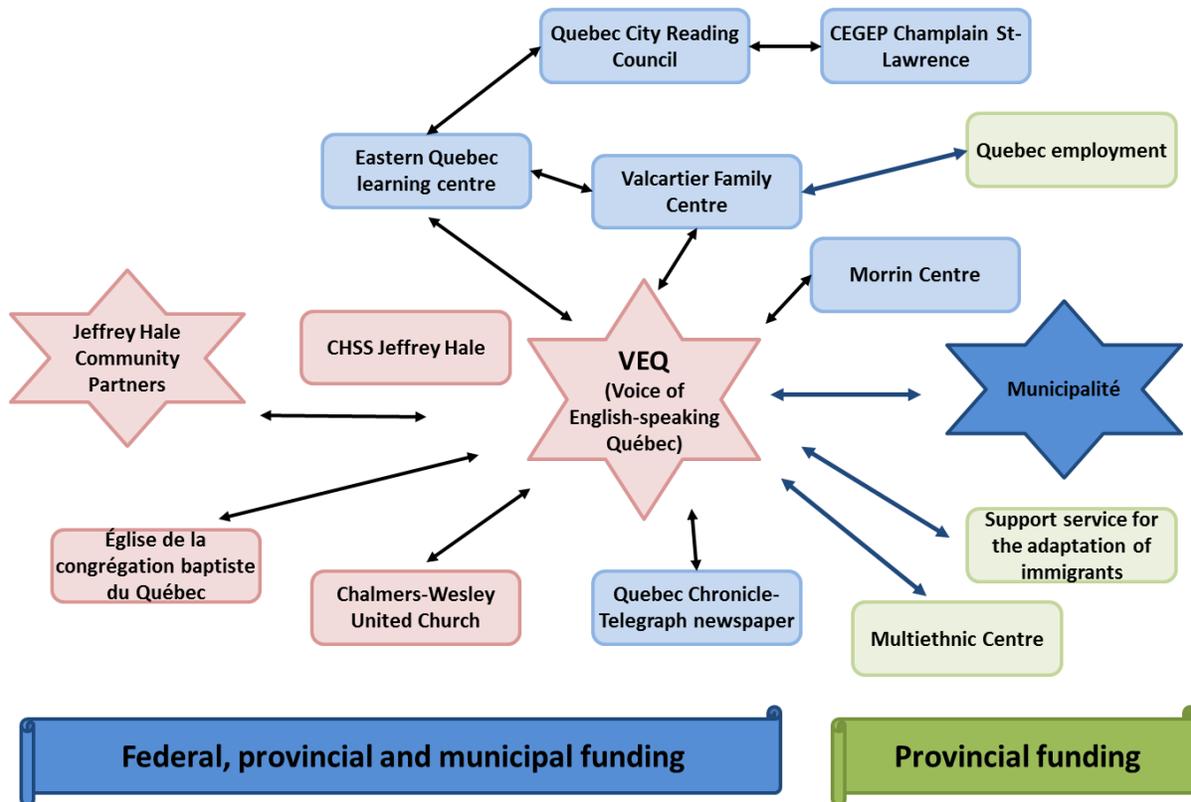
The Ville de Québec has played an important role in the partnership structures, by recognizing those structures and by officially recognizing the roles of the various Anglophone and Francophone partners, e.g. by inviting them, as resources, to the official newcomer welcoming ceremony, by including the organizations' representatives in local consultations/collaborations, and by referring immigrants to them as needed. An immigration round table, under the aegis of the Conférence régionale des élus, brought together Anglophone community organizations like VEQ and Jeffery Hale Community Partners. The dissolution of the CRE throws this round table into doubt, and the various organizations we met regret this fact. That is why they decided to continue meeting, and to attempt to find an infrastructure that will support the regional round table in the future. The Ville de Québec is closely involved in this round table, and is working to secure its continued official existence. Furthermore, by funding VEQ for the purpose of receiving and integrating Anglophone immigrants, the Ville de Québec is, in effect, supporting the partnerships between the Anglophone and Francophone communities around immigration questions.

“By working on a complementary basis, we truly succeed in serving everyone.” (International relations advisor, Ville de Québec). And the Québec City is part of the collaborative and reciprocal organizational relationships: *“It really is an exchange of services: if we need them, they are there, and when they need us, we are there too. It's collaboration. Everyone will be invited to the newcomer welcoming ceremony; I asked the VEQ to invite the Anglophone community members that arrived between January and December. They will provide information and will be there. And if they needed a hall for an event, we gave them the space in which to hold the event.”*

Similarly, several organizations, such as Québec international (the Ville de Québec overseas recruitment arm) and the Centre multiethnique (CMQ), have decided to create a network of organizations to welcome and help temporary workers in the Québec City area. This network is also a good opportunity to include Anglophone organizations like Jeffery Hale, already involved in such intake, in the loop.

Our previous study (Vatz Laaroussi and Liboy, 2011) showed that the Québec City Anglophone community was contributing significantly to the city's immigration attraction and retention capital because of its dynamism, economic life, linguistic potential (bilingualism) and solid infrastructure; and was contributing significantly to the city's history capital and its many partnerships as well. These same factors, especially the community's dynamism and its health/social/intake infrastructure, were observed in the present study as well. People stressed the fact that the community has a recognized place in local political, economic and social decision-making bodies thanks to the leadership of its community actors. This leadership is observed with VEQ, the Jeffery Hale centres and the Valcartier Family Centre. However, changes happening in the regional partnership infrastructure could have negative effects on partnerships and collaborations that should continue to be supported and strengthened.

Figure 1 : Québec City OLMC partnership chart



The differences with Sherbrooke are due to the place VEQ occupies in the immigration field and the Ville de Québec’s role as consultation/collaboration leader. These two factors foster a better link between the Anglophone and Francophone communities than there is in Sherbrooke. In a concrete way, the Anglophone community is more of a bridge between the Francophone and Anglophone communities for immigrants and for newcomers from other Canadian provinces. Similar linkages might be found in Edmonton between the minority Francophone community and the majority Anglophone community. The presence, and the recognition by the local structures and authorities, of minority-community organizations intended for immigrant intake and settlement are drivers of these partnerships.

“Many times, people come here; immigrants would come here because they are looking for a place to practice their English. The lady from the Island that I mentioned, she actually gives English second language class, private classes. And she has brought some of her Francophone students here to meet with Anglophones to practice their English.” (Church worker)

“Over the years, we’ve developed a philosophy of serving the minority while being support structure for the majority ... The idea is to build a sense of belonging to the Anglophone community at the same time as building a sense of belonging to the Québec City region ... If we want our institutions to survive, integration cannot be separated from identification with one’s region and one’s community.” (Director, VEQ)

6 Immigrants in Québec City whose first official language spoken in Canada is English

“As soon as you have a network of friends, you create... You break out of the isolation, you shake the sense that ‘I’m all alone and I don’t speak French’... I really think this creates a situation where immigrants/migrants/allophones/Anglophones can maybe say to themselves, ‘Well, Quebec isn’t so bad after all.’” (Worker, Jeffery Hale Community Centre)

“I will have to go to school to improve my French. So, you know out of all these, I’ve been to Quebec about five years, I think Valcartier Family Centre always... I would say that’s my only organization that’s helping me anytime I know that’s a place where I can go” (Chinese woman).

“I was at Centre multiethnique and they didn’t tell about the Jeffery Hale. If they had told me about the English services, yes I need to learn French, this is compulsory in Quebec, I respect that but beside of that, to improve my career. I need something like Jeffery Hale to help English to communicate more. And I stop where only for the language. To explain what I want to do. Or I have inside to explore and I stop there. Because of the language. So if I know the Jeffery Hale or English or someone help for social work I could be better now.” (Burmese man)

6.1 Analysis of questionnaire responses

In spite of active dissemination of the questionnaire on partner websites, on Facebook pages and in paper format, we obtained only 17 answered surveys. Six of the respondents underwent a more in-depth interview, and 15 other immigrants who had been or were frequenting the 11 organizations were also met with for individual interviews, for a total pool of 21 individual interview participants and 17 questionnaire respondents, 6 of whom completed both the interview and questionnaire.

The questionnaire results are presented below.

Table 13: Follow-up to the survey: Quantitative Analysis

Total number of questionnaire respondents: 17

Questions	No. of answers	Answers
General Information		
How old are you?	16	24 to 35: 8 (50%) 36 to 45: 4 (25%) 46 to 55: 2 (12.5%) 55 and above: 2 (12.5%)
What is your origin?	15	Czech Republic, Bangladesh, Germany, Vietnam, Colombia, USA, Cameroon, Nepal, Mexico, China
Sex:	15	Female: 11 (73.3%) Male: 4 (26.7%)
Civil status:	15	Married: 9 (60%) Single: 5 (33.3%) Common-law partner: 1 (6.7%)
What is your field of employment?	12	Waiter, engineer, English teacher, administrative officer, housewife, engineer, accountant

Questions	No. of answers	Answers
Migratory Trajectory		
1. How long have you lived in Quebec?	17	Less than 1 year: 4 (22.2%) 1 to 5 years: 8 (50%) 6 to 10 years: 0 11 to 15 years: 2 (11.1%) 16 to 20 years: 0 More than 21 years: 3 (16.7%)
2. Did you come directly to Québec City?	17	Yes: 13 (73.7%) No: 4 (26.3%)
3. If not, did you live in another Canadian city previously?	4	Montreal (2), Charlottetown, Halifax Ontario
4. Did you transit through other countries previously?	17	No: 15 (88%) Yes: 2 (12%)
5. Did you transit through other Canadian provinces previously?	17	Yes: 3 (18%) No: 14 (82%)
6. What was your status upon arriving in Canada?	17	Refugee: 4 (23%) Economic immigrant: 4 (24%) International student: 2 (12%) Temporary worker: 2 (12%) Unspecified: 5 (29%)
7. Did you come to Canada	17	Alone: 5 (29.4%) With your family: 12 (70.6%)
8. What is your mother tongue?	17	Czech, Bengali, German, Spanish, English, Fulani and French, Nepalese, Vietnamese, Chinese
9. Which of the two official languages did you learn first?	17	English: 12 (70.6%) French: 5 (29.4%)
10. Which language do you speak at	16	Home: English 5 (27.8%) French 4 (22.2%) Other 7 (38.9%) School: English 6 (50.0%) French 6 (50.0%) Other 0 (0.0%) Work: English 6 (66.7%) French 3 (33.3%) Other 0 (0.0%)
11. How many years of studies have you completed?	15	1 to 10 years: 8 (53%) 11 to 20 years: 6 (40%) More than 20 years: 1 (7%)
12. Which community do you feel more integrated into?	17	Anglophone - 10 Francophone - 6 Other - 1 (Bangladeshi)
13. Which group do you feel a stronger sense of belonging to?	15	Anglophone 5 (33.3%) Francophone 3 (20.0%) Religious Group 2 (13.3%) Other 5 (33.3%) Other: Czech, Greek, Bangladeshi, Canadian-Quebecker, citizen of the world

Questions	No. of answers	Answers
Integration and Adaptation		
Services upon arrival		
14. Were you welcomed by an organization when you arrived?	17	No: 7 (41%) Yes: 10 (59%) Which one(s): Canadian Multicultural Services, <i>PEI à Halifax</i> , Centre multiethnique (CMQ), SAAI, VEQ, Jeffery Hale
15. Which services were offered to you?	8	*Help finding a job *Social and cultural activities in Halifax *Health, settling, guidance *Information on first steps to take, French workshop, community kitchen, purchasing group *Community kitchen, French workshops, guidance *Information, settling, registrations, Revenue Agency, authentication of diplomas, etc. *Interaction with the various communities, Baby Chat, Take A Break, holiday gatherings, and Mom's Night Out; business coaching, general guidance and community news, updates
16. How would you rate the organization's services?	10	Very satisfactory: 7 Neither dissatisfactory nor satisfactory: 2 Fairly satisfactory: 1
16.1. Did these organizations' services allow you to	9	Better integrate into Québec City: 5 Find a job in Québec City: 3 Prepare for an interview: 1
17. In which language were the services provided to you?		English: 5 (50%) French: 5 (50%)
18. Were you referred to another organization?	17	No: 9 (53%) Yes: 8 (47%)
18.1. If so, in which language?	7	5 in French and 2 in English
19. Did you seek out support from other organizations on your own?	16	No: 6 (37%) Yes: 10 (63%)
19.1. If so, in which language?	7	5 in French and 2 in English
20. Did you receive services from the Anglophone community in Québec City?	16	No: 8 (50%) Yes: 8 (50%) Yes: VEQ (mentioned 5 times), Valcartier Family Centre, Jeffery Hale (mentioned 3 times)
21. Which of these organizations' services did you use?	8	*Health services (2 times) *Help finding a job - Training (2 times) *Assistance with finding housing *Business coaching (2) *Arts and crafts *Information and news *Meeting[s] between the communities
22. How would you rate the organization's services?	8	Very satisfactory: 3 Neither unsatisfactory nor satisfactory: 1 Fairly satisfactory: 4

Questions	No. of answers	Answers
22.1. Did these services provided by the Anglophone community allow you to	8	*Find a job in Québec City *Find training in Québec City *Find housing in Québec City *Better integrate into Québec City *Find friends
23. Did you use the services of a “gateway” community organization?	14	No: 9 (64%) Yes: 5 (36%) (Jeffery Hale, VEQ [2], Centre multiethnique)
23.1. If so, in which language were the services provided to you?	5	English 3 French 2
24. Have you taken part in any kind of pairing or mentorship?	11	No: 10 (91%) Yes: 1 (9%) Business coach
24.1. If so, in which language?		English - 1
25. Have you had access to support or integration services? (guidance, training, search for housing, school ties, etc.)	14	No: 11 (79%) Yes: 3 (21%) Guidance and help finding housing, guidance and training, finding a job
26. Did you feel that there were partnerships between the organizations in the Anglophone and Francophone communities?	15	No: 4 (26.7%) Don’t know: 11 (73.3%)
27. Were immigrants employed in these organizations?	16	Yes: 5 (31.25%) No: 0 Don’t know: 11 (68.75%)
28. Have you taken part in intercultural activities?	14	No: 9 (64%) Yes: 5 (36%) Baby chat, social activities, activities offered by other intercultural organizations, intercultural gatherings, concerts, Christmas markets, etc.
28.1. If so, in which language?		English 2 40% French 2 40% Other 1 20% (Spanish)
29. Have you volunteered for an organization?	17	No: 10 (59%) Yes: 7 (41%) CAABC, RIRE 2000, GIT, SAAI, Communauté Allemande (German Community), Red Cross
29.1. If so, in which language?	7	English: 1 (14.3%) French: 5 (71.4%) Other: 1 (14.3%)

Highlights of the survey

The survey confirms the regions of origin of the immigrants whose first official language spoken in Québec City is English: Asia, the United States and Europe. It offers an initial overview of the immigrants’ various statuses upon arrival, namely independent immigrant, international student, temporary worker or refugee. In addition, it reveals migration patterns, several of which involve transiting through other Canadian provinces. The majority of the respondents have higher

education in their background and work as professionals, although a substantial proportion are students or job seekers. Of the immigrants, 60% work in English. It is worth noting that they have a diversity of native languages and many turn to their community of origin in case of need (especially Asian communities). In addition, half of those who received intake services in Québec City did so in French and the other half in English. Both groups appear equally satisfied. However, the respondents with English as their first language spoken feel more integrated into the Anglophone community. Few referrals seem to have been made between the two communities, and the respondents appear to struggle to perceive any partnerships between the organizations belonging to the Anglophone and Francophone communities. Finally, the services rendered by the Anglophone organizations facilitated reception, but also, for the few participants using them for these purposes, they helped with finding housing, getting socio-professional guidance, starting a job, networking, and ultimately achieving social integration.

6.2 Portraits and trajectories of the interview participants

The interviewees, although recruited randomly (based on their willingness to participate) from the selected organizations, appear to represent a typical sample of immigrants whose first language spoken is English in Québec City, whether in terms of their region of origin, entry status, trajectory or reasons for settling in the city. Almost one-third are from Asia and the Middle East, while one-quarter are from the United States.

Table 14: Participants' regions of origin

Region of origin	Total	Country of origin	Total
Maghreb	1	Algeria	1
Sub-Saharan Africa	2	DR of Congo	1
		Cameroon (Anglophone part)	1
Middle East	1	Iran	1
Asia	6	China	1
		Burma	1
		Nepal	2
		Philippines	2
South and Latin America	3	Colombia	2
		Mexico	1
North America	5	United States	5
Europe	2	Iceland, Germany	2

The countries of origin are, in the vast majority of cases, Anglophone countries or countries where English is the second official language or learned at school.

Table 15: For the wide majority, English is their first language spoken in Canada:

First language in Canada	Region of Provenance	Total
English	Asia, USA, Europe, Anglophone Africa, Colombia, Mexico, Germany	18
French	Algeria, Colombia, DR Congo	3

Table 16: The interviewees' ages are distributed as follows:

Age	Number
20 to 30 years old	7
30 to 40 years old	8
40 to 50 years old	3
More than 50 years old	3

Table 17: Thirty percent of the respondents have been living in Québec City for less than 1 year, while 3/4 have been living in Québec City for less than 5 years:

Age	Number
Less than 1 year	6
1 to 5 years	10
5 to 20 years	2
More than 20 years	3

Seven out of 21 arrived as refugees, some with their parents, others with their children. These refugees were welcomed by an intake organization either in Québec City or in their first destination in Canada. Twenty-five percent are international students or spouses of international students who have come to complete their studies at Université Laval.

“Adapting is hard, I would even say very hard because everything’s in French here; the Anglophone community is weak and really scattered so you feel alone when you arrive... It would be harder to start changing cities, and what’s more, my husband is a student at Université Laval where he’s started lengthy studies, so...”
(Cameroonian woman)

“I know that learning French for living in Québec is necessary but it is normal that somebody like me who is a new international student has lots of difficulty with language at his/ her first year of entrance, so if all of their workshops (of university) were also available in English, it will be excellent. But now I cannot use most of them.”
(Iranian woman)

Some of the immigrants (less than 20%) are in a mixed couple with a Francophone or Anglophone Canadian partner.

“But finally, despite all of that, I came back home to Québec, after marriage, in September 1991. She came in December.” (Quebec partner of a woman from the Philippines)

“He’s not Chinese, so we met back five years I came to Canada. I came in Canada as an independent immigrant, in French we call it economic immigrant. Basically you have to have a work experience, you pass a test all that stuff. So 2010 I moved to Québec. It’s a new challenge for me, I got to study French... So, first thing when my husband had the information about VEQ, we were happy... because his mother tongue is English.”
(Chinese wife of a man from Toronto)

Table 18: The immigrants were recruited from the following organizations:

	Number
Centre multiethnique	2
SAAI	3
VEQ	4
Valcartier Family Centre	2
Eastern Québec Learning Centre	1
Jeffery Hale	3
Churches	6

However, the majority uses or has used several of these organization, depending on how long they have lived in Québec City, and depending on their needs.

Through these organizations, we met with 18 women (one accompanied by her spouse) and 3 men, which matches the respective use ratios of the Anglophone and Francophone organizations. Seventeen of the participants, 15 women and 2 men, were married, almost all with children (15), while only 4 were single, 2 of whom were living with their parents. In other words, we essentially met with members of families who were visiting these organizations for their social, health, educational, language, and integration needs, in a broad sense.

Most of the interviewees had arrived directly in Québec City when they came to Canada, but 6 had previously lived in other Canadian cities and provinces:

Table 19: First destination other than Québec City

First destination in Canada	Country of origin	Number
Montreal, Saguenay	USA, Mexico	2
Other province (Ontario, New Brunswick, British Columbia)	Philippines, Bangladesh, China, Burma	4

The factor that brought them to Québec City in most cases was employment, specifically, employment of either member of the couple, most often the already Francophone member in the case of mixed couples.

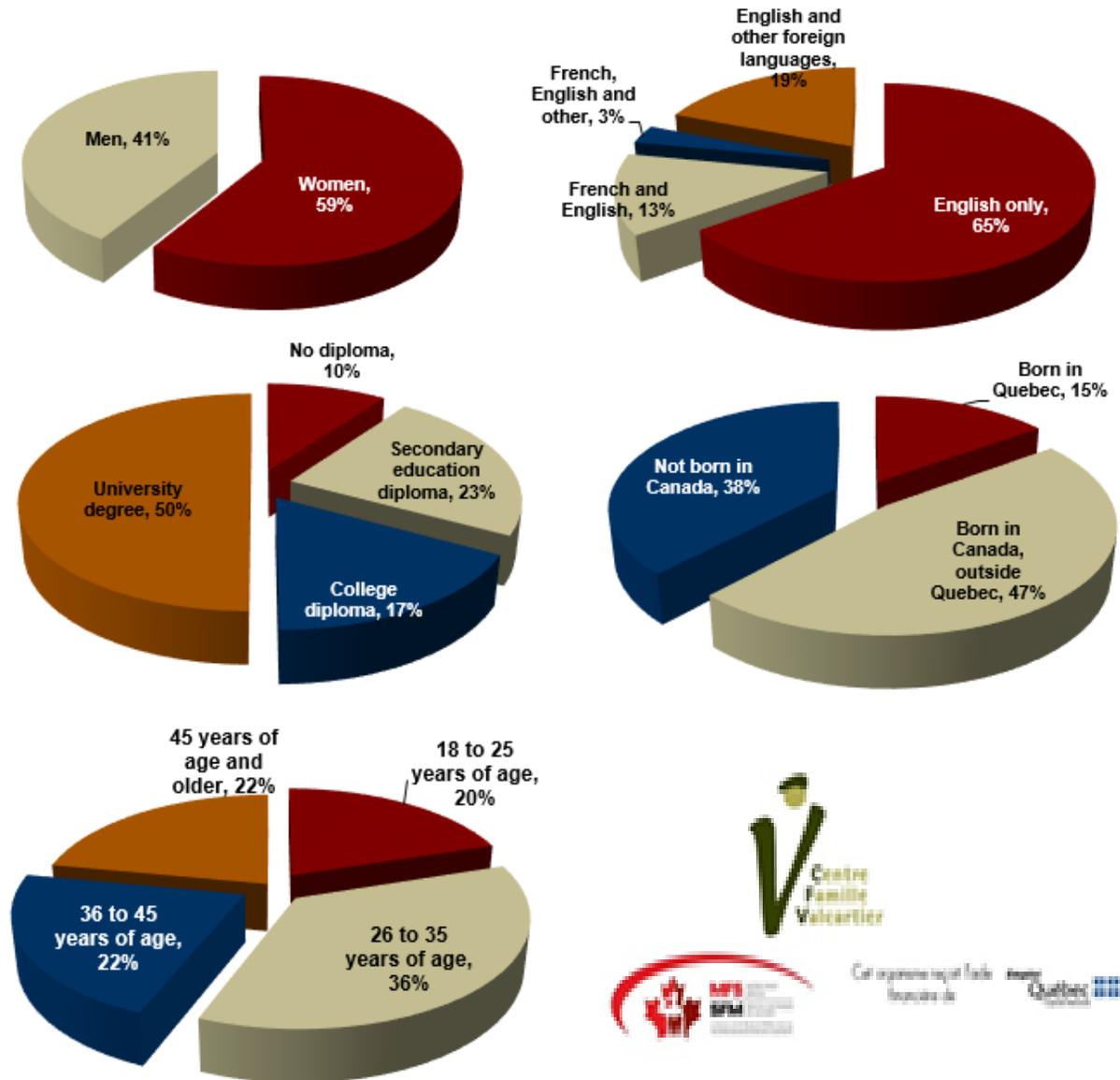
“I came to Canada in 2008 to study, to do my master in Ontario. After that I moved to London, Ontario and my husband started to do his PhD there and I started working for a consulting firm. I was there for three years. After my husband finished his studies, we moved to Barrie, Ontario for our jobs. After that, a company in Québec City contacted my husband and offered him a good opportunity so we got here. We moved to Québec City last year.” (Woman from Bangladesh)

Several organizations welcomed Anglophone Canadians from other provinces on the basis that they were immigrants. They offered them the same services they offered to all immigrants, namely welcome services, language courses, occupational guidance, and networking and support groups.

The figure below sums up the clientele of the Valcartier Family Centre and shows its frequent use by immigrants (38%) but also by internal migrants from Canada (47%). Out of this total clientele, two-thirds speak English only, while the remaining third speak multiple languages, including English and French in 16% of cases. In our sample, we selected only immigrants born outside Canada.

Figure 2: Portrait of Valcartier Family Centre clientele

Portrait of the centre's clientele from 2008 to 2014 - Employment Assistance Services, Valcartier Family Centre (Anglophone), Québec City civilian community



Highlights: Who are the immigrants whose first language spoken is English in Québec City?

Overall, the immigrants who speak English upon their arrival in Québec City fall into one of five broad categories: (1) Immigrants who arrived in an Anglophone province and came to Québec City subsequently (Chinese immigrants, for example); (2) Members of mixed couples (a Francophone Quebecker with an immigrant partner who spoke English upon arrival, e.g. a person from the Philippines); (3) Members of temporary migrant families such as international students or temporary workers; (4) Independent immigrants from the United States, who had arrived longer ago or had transited through other regions of Canada; and (5) Refugee families and immigrants, with one or both members of the couple having learned English in their country of origin (Bhutanese or Brazilian immigrants, for example).

The immigrants in the first four categories tend to turn more directly to English-language services and connect with French-language services only later. The immigrants in the fifth category arrive in the context of immigrating to Quebec and are initially welcomed by Francophone organizations, which may provide subsequent referrals. They may also start out by visiting Anglophone churches that will act as gateways to the Anglophone community.

6.3 Use of English-language and French-language services

“If public services could also be in English... Not everything would have to be in English since we know we’re in a Francophone city and have to make an effort to learn the language, but they could just make a small effort to give us time to learn the language. Because I assure you, people I knew here, went to Toronto because of the French.”
(Cameroonian woman)

“In English they help me and they give me service to go to school to learn French.” (Woman from the US)

Vignette: Woman from Bangladesh

This 30-year-old woman, who holds a master’s degree, is from Bangladesh. She came to Québec City four months ago after having resided in Ontario since 2008. She moved to Québec with her Canadian husband, who had gotten a job in the city. She began Francization courses to learn the basics.

“Quebec is different. I’ve been living in Canada for a long time, but Quebec feels like I’m in another country. Because of the language, all the stuff I cannot understand, like the signs on the road I cannot understand. But now it’s getting better, I can understand things. It’s been difficult the first few months but I have settled down a bit and I’m enjoying.”

She found out about VEQ on her own by searching the Internet.

“I found VEQ and there’s a lot of Facebook groups for Anglophones in Quebec, I asked different questions there. They were really helpful. When I came, I went to VEQ to get their welcoming package. It is really helpful. Because they have a list of directory with all the business that offer services in English. I found a dentist, I found a mechanic, a hairdresser; all those people from there. But it’s not like they come over to welcome you or something. I approached them. I needed help to do all that stuff.”

She was then referred to the Valcartier Family Centre, where she had help translating her résumé into English and received advice from an occupational counselor. She was also reassured about the possibility of finding a job in English while developing French through her social relationships.

“I talked with the Valcartier guidance counsellor and she was like, okay you just learn French just to speak with colleagues but if you do engineer stuff, you don’t need French. They work with all over the world so they don’t care that much about French. It’s English. You keep on trying and hopefully, you’ll get a job soon. But still continue your French to be able to speak to your colleagues. I followed their advice and I’m going through this process and I’ll see what happens.”

She plans to stay in Québec City with her husband for at least two years to explore employment opportunities. If she cannot find a job, they are prepared to move to other Canadian provinces, even though they like Québec City.

“So [I’m] giving it two years to see if I can do something here, then okay. I’ll like it here, actually, cause if you compare with Ontario, it’s a very beautiful place and it’s a bit cheaper, like the houses here and all those things. It’s cheaper here than in Ontario. So I like it in that aspect, but if I can find a job, it’s difficult for me to say no.”

Vignette: Colombian man welcomed by Francophone organizations

This immigrant of Colombian origin is married with two children. He arrived directly in Québec City two years ago and is a telecommunications engineer by training, currently looking for a job and undergoing Francization. When he arrived in Québec City, he spoke more English than French, but did not know that English-language services were available. He is currently using the services of the SAAI and the Centre multiethnique. He has also benefited from the services of R.I.R.E. 2000 and Libre Emploi. He is satisfied with the services received from these organizations but finds that reception is lacking for economic immigrants and that occupational guidance services similarly have room for improvement. He is a volunteer with the SAAI. Using French-language services has helped him expand his network and improve his French. Proximity to services is very important to him. He also considers it necessary to have services in English considering how important this language is for employment. He considers himself well integrated into Québec City and the Francophone community, but to be 100% integrated, he would need a job and his original socio-professional status. He considers himself an immigrant of Colombian origin. If he and his wife cannot find employment in Québec City, their plan would ultimately be to move to an Anglophone province.

6.3.1 Accessibility

The immigrants talk a lot about the Anglophone organizations’ visibility and accessibility. In particular, several mention that they had to search the Internet to find such organizations. Several also state that they spent a long time in Québec City without knowing where to turn. Those who did find such organizations quickly, either through their friend and family network, the church or the City, declared themselves very satisfied with VEQ services. Others were referred by Francophone organizations either to the Valcartier Family Centre or to Jeffery Hale, mostly for health issues or family follow-ups. These services are where they heard about VEQ and subsequently had access to information on Anglophone organizations and resources. VEQ can only play a role as a gateway to the Anglophone community if immigrants are made aware of its existence.

“I went first to VEQ. From there, they give me the information about VFC, where we could have some coaching and some résumé.” (Iranian woman)

“I look up the VEQ. So I have been to their events, they have a lot of events every fall, support, activities for English speaking community. I look up the church that I’m going to. So, I Google the church and I found it. And those are the organizations that I’ve been in contact with.” (Icelandic woman).

6.3.2 Intake

Generally, in both the questionnaires and the interviews, the immigrants stated that when they come into contact with Anglophone organizations, they are satisfied or very satisfied with the warmth of their welcome. In particular, several talked about their frustration with language upon their arrival, and about how they were welcomed in a way that made them feel safe and motivated to take their next steps.

“The first few weeks were really frustrating for me. So when I went there (VEQ) and talked with them, they said okay it’s natural, it’s not only you, everyone goes through the same thing. That gave me a lot of courage, I calmed down and okay, yeah I can do this.” (Bangladeshi woman)

Those who went through churches before learning about the organizations appreciated the warm and informal welcome they were given in these structures, which informed them about the Anglophone community and pointed them in the direction of the organizations and activities they needed.

“I was greeted in a friendly manner at Chalmers Wesley. They gave me the VEQ Community Calendar and that was of help.” (woman from the United States)

“I always feel that I am at home and everyone is so great, wonderful and extremely friendly. We always bring our son, Mark to the Sunday school, and we noticed he is always happy. The Sunday school teachers are very nice and he has a good opportunity to socialize and to learn the Bible. All information and documentation regarding C-W church and the Anglophone community required for newcomer[s] has been provided by the church and we feel so grateful about that.” (woman from the Philippines).

6.3.3 Language

Everyday language of use, language of employment, and language spoken in the context of social and health services are a major sticking point for our study participants, especially those who have no knowledge of French upon their arrival.

“I found it difficult, I do not know how to speak French and I do not understand French, and I find very difficult to communicate with people.” (Nepalese woman who received French-language reception services)

“I took French lessons for only one week. After that I stopped. It was very hard for me because I’ve already studied in English, the alphabet and words, I had memorized in English. When the alphabet and I have to memory another one, I forget English. I mix English with French and it’s very difficult. If I don’t study English and start with French, it would be better, good for me.” (Burmese man.)

For these immigrants, receiving services in English is especially reassuring, and allows them to develop a sense of well-being more quickly. The longer the wait to find out about Anglophone organizations, the higher the potential level of frustration. One of the recommendations made by the participants, and also mentioned by the organizations’ workers, is to promote prompt English-language reception for Anglophones so that complete and relevant information is given.

“For example, for immigrants arriving in Québec City, who chose to come to this city, they need someone right when they arrive at the airport to show them where to go for various English services. They knew before I got here that I was Anglophone; all my degrees are in English. Last week, I took a test by the Office québécois de la langue française; they knew before I got the visa that I was Anglophone, so those services could be ready for people when they arrive. Well as soon as I arrive, they should give me a list of all the organizations in English, I will rather prefer to study in English in Quebec. To know where I can do my shopping, buy books in English. Someone who

advise me: 'you can go here and get these services...,' for example housing, how to pay my bills, where I can get a phone, I never received such services. Never."

Lastly, the participants have a positive perception of the role that Anglophone organizations can play as a linguistic bridge to the Francophone community.

"In English, they (Jeffery Hale) help me and they give me service to go to school to learn French." (Woman from the United States)

6.3.4 Information and references

All the participants stated that they were very satisfied with the information they received, especially at VEQ. The Welcome Kit distributed to newcomers allows them to navigate their way around the city and the organizations.

"I think that the VEQ is a very good organization and they have all the information in wherever you need they can direct you to that place. Going to church help me a lot to build a community, but I understand that is not the same for everybody. But, I guess is finding a place where you can meet other people. I would start with the VEQ." (Icelandic woman)

Referrals provided by VEQ, for example to the Valcartier Family Centre or to Jeffery Hale, were also very much appreciated.

"I have gone to Valcartier... That's through VEQ, and also the last first two years I had being a volunteer at VEQ, as a doing the income tax for the person whose income [is low]. I've been doing income tax for myself. I am capable of doing that, is not too hard. So, I've been there a couple time." (Woman from the United States)

The importance of these referrals is mentioned in several of the organizations. Such referrals are cited in connection with Francophone organizations as well, but in those cases the referrals seem to remain specific to the Francophone community. The interviewees who received services from Francophone centres were not given any information on Anglophone organizations of any kind, regardless of their first language spoken. Only one woman, from Nepal, said she was referred to Jeffery Hale for a health matter, but she received all other services in French, with a Nepalese interpreter if necessary.

6.3.5 Personalized follow-up

The participants highly appreciated the personalized, non-judgmental follow-up they received in Anglophone organizations, whether for health and social services or for education-related services.

"Oh yes, they're very nice, they don't judge us but accept us as we are. They are not judgmental, they take you as you are, they don't ask us to explain why we're here, like, Is there a war going on in your country?" (Woman from Cameroon, studying at the Québec Learning Centre)

They associate this philosophy of personalized treatment with the Anglophone community and with the very way services are organized.

"So when I approached the system, at Jeffery Hale hospital, I was like, Wow! We have the same interests, we're on the same wavelength. It's not just the language. It isn't just that they speak English, it's the fact that someone's listening to you, the sense of belonging, with the family doctor always being the same person, with the follow-up and everything. That's what I like." (Mexican woman)

6.3.6 Intercultural activities, ethnic communities and volunteering

The study participants who had come to Québec City more than one year ago were more likely to mention intercultural activities as platforms for socializing and networking.

“Even though the church is really multicultural. If you go back to 40 years ago, it would have been labeled as a white English Anglo-Saxon church, but in our church, there is German, Indian, Filipino, Japanese. So there is a variety of people and what is common in their case is that they all speak English. What we did on our side was what we called a Filipino bible study. That was the time where we would meet, everybody would bring a dish and we would study the bible. It was specifically limited to Filipino. We would also have a Chinese couple and they would come and we would have another hybrid couple. It would be a time for them to really have a time among them with Filipinos together.” (Woman from the Philippines)

“I organize by my own discussion group, I thought that if I wanted it I must organize it myself and I often organize the pot-luck, on Sunday I have to organize other activities. My approach is that if I want something so I just organize it.” (Woman from Iceland)

These activities help with the immigrants’ social integration, and while they are mentioned by several participants, they appear to be especially important to temporary residents (international students and temporary workers) in terms of facilitating the socialization that may subsequently help them obtain permanent resident status.

“After five months of my arrival, I want to participate in VEQ events to find some friends out of Iranian community and become familiar with other cultures too. Until now I just use Bureau de la vie étudiante (Université Laval) services and participate in one of VEQ events. I learn about these organizations for BE, by their emails. For VEQ, one of my friends introduces them to me.” (Iranian woman, international student).

Such activities represent an opportunity to integrate into ethnic communities, which are often the first form of support upon arrival, but also to expand local networks to other immigrants, the Anglophone community and the local Francophone community.

Likewise, the young family groups organized specifically at the Valcartier Family Centre and at Jeffery Hale Community Partners represent opportunities to build up a network, to socialize with other parents within the Anglophone community and/or within mixed Anglophone/Francophone groups. These groups are mentioned several times, and are used and appreciated.

6.4 Impact of the services: health, employment, language training, and family and social integration

“Jeffery Hale, they offer me to meet friends and picnic and stuff like that.”

The questionnaire reveals the impact of Francophone and Anglophone intake organizations on those who use their services with a view to integrating into Québec City (5), finding employment (3), or preparing to look for a job (1). For the users, the two top and nearly equal purposes of using these services are social integration and employment integration. If one looks more closely, one sees that the immigrants receiving French-language services mention integration above all, whereas those receiving English-language services mention employment above all. Our sample size is too small to be determinative; however, when looking at Anglophone organizations for immigrants (including all services this time), a diverse range of services is mentioned: health

services (2 times), job search assistance (2 times), assistance in finding housing, business coaching (2), doing a recreational workshop on arts and crafts, getting information and news, and attending inter-community meetings. Seven out of 8 of the service users are very or fairly satisfied, and 5 mention that the services enabled them to:

- *Find a job in Québec City;
- *Find training in Québec City;
- *Find housing in Québec City;
- *Better integrate into Québec City; and
- *Find friends.

Social and professional integration stand out in the interviews as an impact of English-language services, but this impact is most often felt when these services are used in combination with each other, and sometimes felt when they are used in conjunction with French-language services. No single organization, acting alone, was found to have such a strong impact, but a combination thereof, along with inter-community partnerships, fosters both types of integration: social and professional.

Clearly, for all the participants, both types of integration require information on Québec City, jobs, training, Francization opportunities, and social activities, be they intercultural, tied to the Anglophone community, or tied to ethnic communities.

Finally, it is worth noting that when a job is secured for one member of a couple, the other member's use of Anglophone organizations has an especially positive impact on the family's social integration as well as on the Anglophone's training or employment integration.

6.5 Belonging and retention

The organizations' inclusive practices appear to promote belonging and retention, not only within the Anglophone community, but also within Québec City. However, starting in 2011, we note significant mobility among Anglophone and Allophone immigrants settling temporarily for a job or for studies and training. This mobility might play a role when there is a low sense of belonging to both the Anglophone community and the Francophone community, as was seen in the case of the international student interviewed.

Anglophone organizations such as VEQ, the Valcartier Family Centre, the Jeffery Hale centres and the churches seek to promote a sense of well-being in Québec City, and to foster Anglophone and Francophone networks, support and mutual assistance, all of which unquestionably help develop belonging and retention. The questionnaire answers show that use of English-language services promotes the emergence of a sense of belonging to the Anglophone community, and for some, identification to their ethnic community, the two not being mutually exclusive. The interviews show that when combined with good social and economic integration, this sense of belonging to the Anglophone community goes beyond linguistic boundaries, and extends to the entire Québec City community.

“When my husband and I came to Canada (some 20 years or more ago), it was not from such an exotic locale, nor distance, as most immigrants. Nevertheless, Québec was definitely a foreign country and a foreign language for us. We each had work, and fairly interesting work, but that did not give us ‘community.’ Someone introduced me to Chalmers-Wesley through the church Women’s Club. It was years before I was interested in the rest of the congregation, but that group of women became my ‘sisters-in-law’ in Canada.” (Woman from the United States)

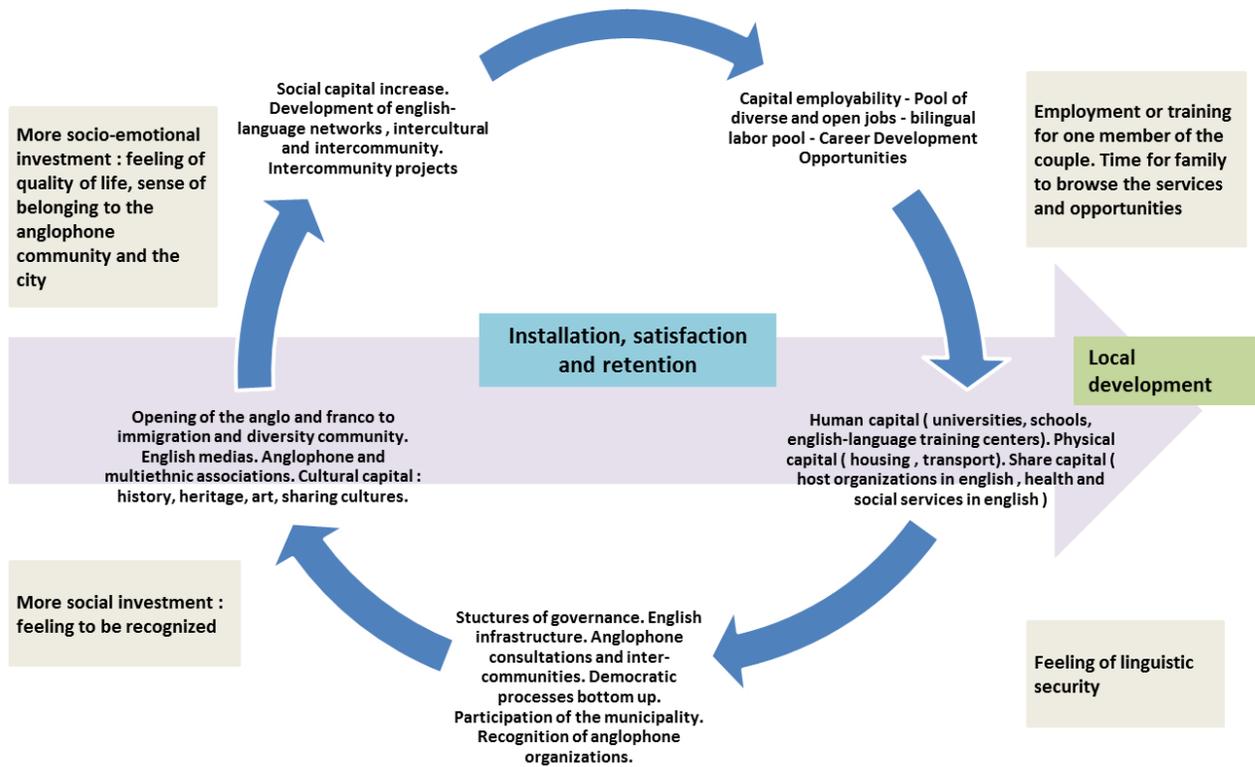
“I think that the fact I can have English services, make it easier and more enjoyable for me to be here, I can feel that I’m in Canada although I’m here (in Quebec). I think it helps me to feel it more like home.” (woman from Iceland).

The diagram included in the research on integration into the different regions of Quebec (Vatz Laaroussi, 2012) shows the importance of the employment pool and its openness, and of the presence of civil-society organizations, in promoting a sense of quality of life and, ultimately, immigrant retention. This perceived quality of life is associated with the physical, economic, social and psychological well-being of an individual and his or her family. Such well-being can also be linked to people’s environment, networks and opportunities, and to the communities’ openness to them.

“I think that since I am in a bilingual posture I feel that I have more integrated more into the English community, but because of my husband I also hang out with people that are French speakers. Although, most of his friends are my friends. My closes friends are most English speaker.” (Woman from Iceland, with a French husband)

Based on our data, we can reuse the basic diagram but add to it as follows for Anglophone immigrants in a specific city of Quebec.

Figure 3: Diagram of the settling and retention process for Anglophone immigrants in one of Quebec's cities



7 Best practices that facilitate integration and retention

“We want to be part of the solution and not the problem.” (Focus group)

7.1 Analysis based on the OLMC ecology model of best practices

Based on our synthesis and analysis, the dynamics at play in Québec City validate the best practices examined in the ecology model proposed in our January 2015 report.

The establishment of a gateway and hub organization that is known both to Anglophone and Francophone organizations is a practice with indisputable impacts on the welcoming and settling of newcomers.

Pairing and mentorship are leveraged by a variety of organizations, often informally, and these organizations regret not having more funding for such arrangements. The interviewees seldom mention these arrangements, which, in their view, are not offered as services. Job-related mentorships are, however, mentioned and appreciated. In the same vein, informal pairing, according to language needs and age, are also promoted, among others, by churches.

The personalization of services is also appreciated, since organizations then have a human scale, and newcomers need special attention. Also valued is personalized support in health services, occupational training, French learning, and finding a job.

The support and outlook of the workers in hub organizations are emphasized as valuable in all services, and are very favorably viewed by immigrants.

Informal and local gatherings, such as café meetings, community meals and discussion groups, are practices viewed as helping immigrants develop networks and fight isolation.

Volunteering is pointed out as a way to keep these organizations running, to help with integration, and to “form a community.” Organizations such as VEQ, the Valcartier Family Centre and Jeffery Hale count many volunteers of all backgrounds, some of whom sit on their boards of directors. A number of these organizations’ employees were born outside Canada.

Bilingualism is considered essential to social and economic life in Québec City. The Valcartier Family Centre operates in both languages, offers French and English courses, and helps immigrants write their résumés in French and English. The same goes for the Eastern Québec Learning Centre. The group and intercultural activities put on by churches, the Valcartier centre, VEQ and Jeffery Hale are bilingual or even include the participants’ mother tongues. In all cases, immigrants are referred to French courses in various Anglophone or Francophone community organizations.

Networking is perceived as crucial, be it for social or professional integration.

Being a small community is seen as an advantage, as everyone will know each other. The fact that the community and its organizations are scattered across the city, rather than being united in a single neighborhood, as in the case of Sherbrooke, can be viewed as a problem for visibility and accessibility, but it also makes for greater integration, and for closer partnership with the Ville de Québec as a whole. In fact, some organizations have come together under the same roof, thereby reinforcing their accessibility and their ties.

Practices specific to Québec City:

- The welcoming ceremony held by the Ville de Québec, an opportunity to introduce people to local resources, including Anglophone organizations.
- The creation of a Welcome Kit for Anglophone immigrants, distributed by VEQ and by the Ville de Québec.
- The use, by various Anglophone and Francophone organizations including the Ville de Québec, of English-language communication tools prepared by VEQ.

In addition, some strategies are valued particularly highly. These include:

- Strategies aimed at making the history and heritage of the city and the Anglophone community better known (Morrin Centre, newspaper).
- Strategies aimed at expanding potential clienteles (permanent and temporary immigrants, provincial migrants, mixed couples and international students).
- Strategies aimed at welcoming and providing services more quickly.
- Strategies that rely on a complementarity of efforts/services.
- Strategies promoting cooperation between several organizations focused around the same project.
- Strategies aiming at organizing an itinerary for Anglophone immigrants in Québec City according to available resources.
- Diversified information strategies.
- Organizations' visibility strategies involving up-to-date websites and popular Facebook pages.
- Assessment and follow-up strategies for services via research, surveys, etc.
- Strategies involving cooperation between Anglophone community organizations and the municipality of Québec.
- Institutional completeness, i.e., the development of Anglophone organizations across all sectors of life (health, social, training, employment, youth, family, seniors and culture).

By integrating these best practices into the OLMC practice analysis model set out in the January 2015 report (Vatz Laaroussi et al., 2015), we can now review the suggested indicators in order to validate their effects on immigrant integration in Québec City.

Immigrant integration indicators in Québec City's OLMC

1-In terms of language

- Learning the minority language and the majority language. Developing bilingualism and multilingualism.

2- In terms of settling

- Having access to relevant and useful information.
- Having access to rights: Knowing and understanding one's rights, and having relevant resources (in this case, through VEQ and the Jeffery Hale centres).
- Settling all members of the family and in all areas of life (housing, school, daycare, health and social life).

3- In terms of social and professional integration

- Developing a local support and information network.
- Being in touch with local organizations.
- Receiving educational guidance.
- Receiving labour market guidance.
- Having access to the job market and starting a job (dependent on an employment pool).

4- In terms of family

- Receiving support for family responsibilities (via specialized organizations and workers, in this case the Jeffery Hale centre and the Valcartier Family Centre).
- Promoting children's perseverance and educational success (Anglophone CEGEP and Francophone university). Achieving this goal remains fragile, given some parents' concern about not being able to better support their children in their French schooling.

5- In terms of social life

- Having a sense of being welcomed and recognized (especially by the Ville de Québec and by gateway organizations).
- Being involved in the community (promoted by Anglophone community activities and by intercultural activities).
- Political and civil participation (promoted by Anglophone community organizations and by the Ville de Québec).
- Having a sense of belonging to the host society (developed over the years for immigrants having arrived more than 5 years ago).
- Choosing to integrate primarily into the OLMC but also, concurrently, into Québec City, the vast majority of which is Francophone.

8 Vitality of the Anglophone community in Québec City

According to the workers we met with, the Anglophone community would have everything to gain from coming together more strongly and working closely with immigrants. Some even pointed out that this community has already developed greater vitality thanks to the arrival of newcomers.

- *“The mentality is different. It isn’t the same as in the Francophone community. In the Anglophone community, paying it forward is the norm! Community is key!” (Focus group worker)*
- *“We’ve become more united since the school boards split into English/ French. We realized that we were really coming together as a community!” (Focus group worker).*
- *“The training centre has a multicultural climate... It’s small but we have an average 200 students per year; this year they come from 24 different countries. Without the immigrants, it would be impossible to keep the centre running. (Worker at the Québec Learning Centre)*

This dynamic perspective led to a consensus conclusion in the focus group we led:

Our goals with immigrants and the Anglophone community are: “To adapt both linguistically and culturally in order to build a new identity for our services, and to do so together, so that everyone feels involved.”

Using the indicators from our previous report, we can now identify those which are fulfilled in connection with the vitality of Québec City’s Anglophone community.

Indicators of community vitality in Québec City’s OLMC

- Developing human capital (population and labour force). This criterion is on track to being met, thanks to the Anglophone community’s slight increase in numbers and the number of Anglophone immigrants.
- Developing relational and social capital (networks). Both immigrants and organizations are participating in these networks.
- Developing economic capital (consumption, business, real estate). It is difficult to pinpoint the impact of the immigrants in this respect.
- Developing linguistic capital (multilingualism and structures for learning English and French, as well as bilingual and multilingual communication tools for the Ville de Québec).
- Developing and reinforcing structures and institutions (the vocational training centre and Anglophone CEGEP benefit from the presence of immigrants and international students).
- Developing intra-and inter-community partnership structures: extremely important.
- Developing a community open to diversity: An already significant openness was noted in all the organizations met with.
- Recognizing and legitimizing the minority community in terms of its contribution to regional vitality (highlighted on occasions of regional and municipal cooperation).

Lastly, we note that research on Québec City’s OLMC validates the relevance and exhaustiveness of these indicators.

9 Transferring best practices

With respect to Quebec's Anglophone OLMCs, it is worth noting the importance of giving recognition to Anglophone community organizations within municipal structures/bodies and institutional networks (for health, social life, and employment, for example). These organizations' involvement in field-specific round tables and immigration-focused discussions is a key to their development, their visibility among immigrants, and the effectiveness of their services in welcoming immigrants and retaining them in Québec City. Beyond a sense of belonging to the Anglophone community, there is a sense of a quality of life (Vatz Laaroussi, 2006) linked to the development of networks, socio-economic participation, satisfaction with one's living environment, and the opportunity to see certain projects through in the locality (e.g. home ownership). Ultimately, this sense of quality of life experienced by immigrants is a powerful factor in retention.

The Anglophone community's institutional completeness (health services, social services, training and employability services, newcomer welcoming and integration, cultural organizations and churches), in spite of its small size, is clearly a major factor in fostering immigrant reception, follow-up and guidance with a view to settlement, integration and retention in the city. This completeness is also seen in the Edmonton Francophone OLMC, where it fosters internal organization within the minority community but also ties, interaction and cooperation with the majority community. As a result, instead of giving rise to insularity, this organization allows the minority community to serve as a bridge to the majority linguistic community, in relation to employment, training, bilingualism and social networks.

A substantial portion of Anglophone immigrants transit through Québec City for varying lengths of time (e.g. military personnel, contract employees and international students). In such cases, what is important is to develop short-and medium-term integration without aiming for the long term. In this way, part of this population may develop a sense of belonging and quality of life, and hence wish to stay in the city longer. International students, for example, can apply for permanent residency after having earned a degree in Quebec.

A relatively similar trend can be observed with the OLMC in Edmonton, where many Francophone immigrants come for job-related reasons. Edmonton and Québec City are important centres of employment, which is not the case of other analyzed regions in Quebec. This is a strength in terms of attracting immigrants to OLMCs. Organizations, including their structure, their guidance, their best practices, and the openness of their minority and then majority linguistic communities, are key to these immigrants' long-term settlement and retention.

Linguistic security, made possible by organizations that offer services in the minority language, is another cornerstone of retention, and is in no way an obstacle to learning the majority language. In Québec City, immigrants describe themselves as very satisfied with being able to access social and health services, but also training services, in English or in French. This sense of security, of being able to be understood and being able to better understand the system, gives them greater confidence in learning French, which will take several months or years. It is clear that for many immigrants, being unfamiliar with or unable to easily access these organizations may accelerate their decision to leave Québec City, preferably for an Anglophone province. Precisely the same process can be observed in Edmonton. Hence, access to services in the minority language impacts the decision of whether or not to leave the locality where immigrants have settled.

Finally, the role played by the municipality of Québec in its consultation/collaboration with the Anglophone community is a major factor in Anglophone immigrants' successful integration. It should be transferred to other Quebec OLMCs, since we have seen it to be lacking, for example, in Sherbrooke. Such municipal ties should also probably be promoted in OLMCs outside Quebec. Interestingly, this municipal presence appeared to be lower in Edmonton, even though it is known to have helped promote the retention of Francophone immigrants in places like Moncton and in various localities of Manitoba.

Keeping all this in mind, we can now adapt the ecology diagram of best practices, introduced in the previous report, to the factors shown to be influential for the Québec City OLMC, and thereby devise a model of the contextual dimensions and the dimensions transferable from one OLMC to another.

Figure 4: Diagram of the best-practice dimensions (factors) transferable between OLMCs

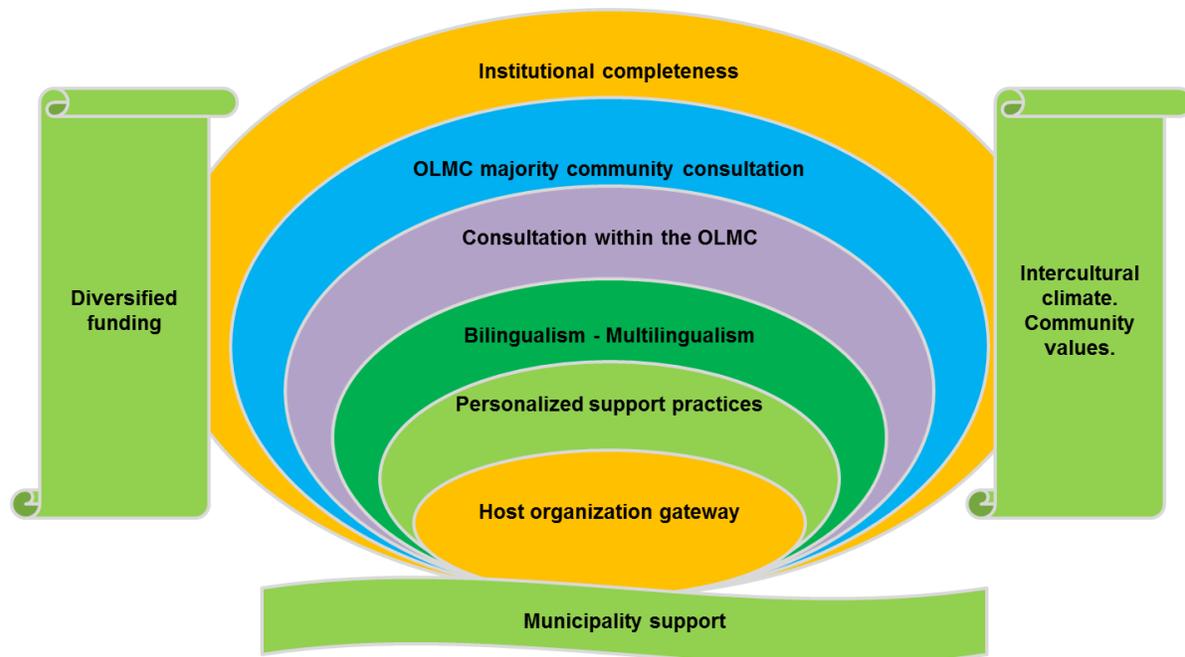
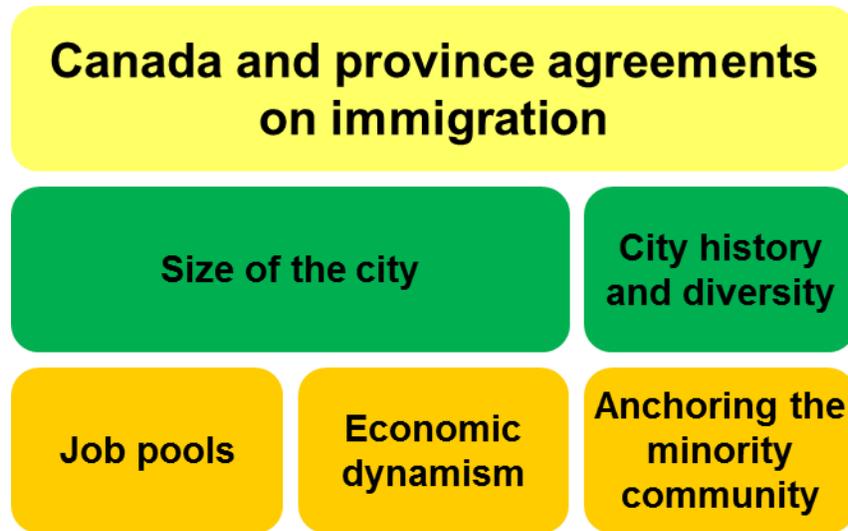


Figure 5: Diagram of non-transferable contextual dimensions



10 Recommendations to organizations, municipalities, provincial authorities and the federal government

To the Commissioner of Official Languages

- Support the English-speaking community of Quebec (ESCQ) and its community and institutional vibrancy by taking into account provincial and local contexts.
- Promote cooperative efforts between the ESCQ and the majority official language community in welcoming and integrating immigrants, while recognizing the prerogatives of the Quebec government, and the significant role of municipalities.

To the provincial government

- Support local social and economic development efforts that include immigrants in cities, regions and MRCs.
- Integrate immigration, regardless of the first language spoken, as a dimension of economic and social development.
- Promote cooperation at the regional level.

To the municipalities

- Promote cooperation between Anglophone and Francophone community organizations.
- Organize, coordinate or take part in regional and municipal round tables on immigration and to integrate Anglophone organizations into such platforms.
- Welcome immigrants of all languages and give them access to resources within the majority and minority communities.
- Promote the circulation of information in both official languages and potentially in the languages spoken by immigrants.
- Promote the municipality's international relations by associating it with the networks of the immigrants who settle in the locality.
- Value and support all methods of attraction, intake and integration within both linguistic communities.
- Implement mixed strategies aimed at attracting and retaining permanent and temporary international immigrants, inter-regional migrants, and immigrants with a variety of statuses, and at keeping local immigrants coming back.
- Fund OLMC organizations to attract immigrant populations speaking the minority language, and to act as a bridge to Francophone society.
- Help forge organizational networks that integrate the networks of the OLMCs with a view to welcoming and integrating non-traditional populations that are not covered by the missions of the intake organizations (namely temporary workers, international students and partners in mixed couples).

To the OLMC organizations

- Expand their clientele to migrants from other provinces, and to immigrants not covered by provincially-funded organizations.
- Work collaboratively and as a network with OLMC organizations and majority-society organizations.
- Develop collaborative efforts and service exchanges with Francophone organizations and the municipality.
- Adopt and fulfil a political mission of representing the Anglophone community and the immigrants who frequent it, throughout all municipal, regional and national decision-making bodies.
- Develop a climate of openness to immigrants in the minority community, and hold intercultural activities with the majority community.
- Develop activities that emphasize the history, heritage, culture and resources of the minority community and the local community.

Appendix A: Portrait of the organizations of Québec City with ties to Anglophone Community

Intake organization promoting the vitality of the Anglophone community

Voice of English-speaking Québec:

<http://veq.ca/>

Mission: “The Voice of English-speaking Québec is an autonomous, non-profit organization dedicated to the preservation of a dynamic English-speaking community in the Greater Québec and Chaudière-Appalaches regions and to the promotion of its interests.”

Services: Health and social services, improved information, referral services to community members and newcomers, the improvement of French, the improvement of English, newsletter, and reports and statistics.

Employment and training

Emploi Québec

www.emploi.quebec.gouv.qc.ca/en/

“Emploi-Québec’s mission is to contribute to employment and workforce development and fight unemployment, social exclusion and poverty to better serve Québec’s economic and social development. It centrally manages public employment services as well as social solidarity services.”

Services offered throughout Quebec.

Ressources Entreprises

www.ressourcesentreprises.org/en/

“Ressources Entreprises is the preferred source of business information for SME[s] in Eastern Quebec.” Both directly and through its network of economic development stakeholders, Ressources Entreprises helps create and grow businesses and organizations of all varieties by offering consultation services, information, documentary research, and referrals for business-project-related questions of all kinds.

Eastern Québec Learning Centre (Anglophone vocational training centre)

www.easternquebec.ca/en

Mission: “As an adult learning centre, Eastern Québec’s mission is to promote student success, lifelong learning and to prepare our diverse clientele of learners for further education and/or the workplace. The centre provides quality English instruction in a stimulating, safe, mutually respectful and supportive environment. It also supports the individual learning process so that students can take their place in society as reliable, confident, professional, autonomous and successful adult self-learners.”

Services: General education, vocational training, language courses, information services, and student services.

NB The Eastern Québec learning centre works closely with several entities, including CEDEC, VEQ and the Morrin Centre.

Valcartier Family Centre: bilingual services

www.familyforce.ca/EN/Pages/default.aspx

Mission: “The Valcartier Family Centre supports individuals and their families. The VFC promotes empowerment and solidarity within the Eastern Quebec military community.”

Services: Services to military families in the areas of information, children and youth, deployment, departures and reunions, education and training, management of dependents’ education, employment assistance, health and well-being, parents and guardians, volunteering, and useful links.

Health and social services

Hospitals and social service centres

Jeffery Hale

www.jhsb.ca/en/propos-de-nous/notre-mission

Mission: “With deep roots in Québec City’s English-speaking community and a long tradition of caring, Jeffery Hale – Saint Brigid’s is a public, bilingual institution under participatory governance dedicated to providing safe, compassionate and high quality care.

Together with its partners in the health and social services network and the community, it makes a positive contribution to the health and well-being of the population it serves by delivering primary community and general services for all age groups and a variety of services to persons experiencing a loss of autonomy.

Jeffery Hale – Saint Brigid’s plays a pivotal role in the English-speaking community and fosters its vitality. It spearheads concerted actions that promote the development of this community and the health and well-being of its members.”

Services: “For seniors with reduced autonomy (services in both official languages):

General services for all age groups (in both official languages):

- English-language community services [...], such as services to youth and families, mental health services, home care for seniors and a day centre
- Community support: Community service organizations, partnerships with voluntary organizations serving English speakers and volunteer development”

Hôtel-Dieu de Québec

www.chuq.qc.ca/fr/ [website in French only]

Mission: The Centre hospitalier universitaire de Québec (CHUQ) provides general, specialized and highly specialized care to patients in the greater Québec City area and across eastern Quebec.

Services: In addition to health care, the centre also features food services, libraries, boutiques, emails to patients, bank machines, patient guides, accommodation, visiting hours, Info-Admission, Info-Chirurgie [surgery preparation guide], Info-hospitalization, interpreters, complaint service, appointments, security, customer service, medical archive service, financial services, spiritual care, support for volunteers, oncology support, and parking.

NB While the centre is not geared exclusively to Anglophones, they do have access to the institution, and its services are adaptable (in particular thanks to the presence of interpreters).

Saint Brigid's Home Inc.

www.jhsb.ca/en/chsld-saint-brigids

Mission: “Together with its partners in the health and social services network and the community, [the centre] makes a positive contribution to the health and well-being of the population it serves by delivering primary community and general services for all age groups and a variety of services to persons experiencing a loss of autonomy.

Jeffery Hale – Saint Brigid’s plays a pivotal role in the English-speaking community and fosters its vitality. It spearheads concerted actions that promote the development of this community and the health and well-being of its members.”

Services: “JHSB operates a residential and long-term care (CHSLD) facility, while also fulfilling its complementary mandates as a hospital and provider of community services.”

Centre Jeunesse (Youth centre)

Community Services in English

Centre Jeunesse (CJQ) [and] Jeffery Hale

www.jhsb.ca/en/services-en-langue-anglaise/centre-jeunesse-de-quebec

The regional youth protection agency is called Centre jeunesse de Québec (CJQ). The CJQ offers the following specialized services in English:

Psychosocial services and internal and outpatient rehabilitation for mothers with adaptation difficulties, as well as youth and their families in the context of youth protection and young offenders.

Reception and social emergency services

- “Access to placement resources for children, youth and mothers with adaptation difficulties
- Family-type resources, intermediate or accommodation in a rehabilitation centre and group home

- Psychosocial expertise services

The CJQ has an agreement with Jeffery Hale Community Services to provide other basic services in English, such as special educator services for families.”

Community support services - Fraser Recovery Program

www.thefrp.org/home.html

The Fraser Recovery Program (FRP), a non-profit charitable corporation, was founded in 1996 with the mission of responding to the needs of youth suffering from alcohol and drug addiction.

Our objective is to help young people in need, notably young Quebecers, recognize their disease, cease their abuse and arrest the progression of their addiction.

Services

Prevention and awareness, bi-weekly meetings, support at AA and NA, individual consultations, meetings with parents, 24-hour help line, and youth camp.

Friends of the Jeffery Hale Foundation

www.jhsb.ca/en/propos-de-nous/nos-fondations/fondation-des-amis-du-jeffery-hale

The mission of the Friends' Foundation is to raise money to support Jeffery Hale - Saint Brigid's in its quest to provide quality health and social services to all its residents and clients, in a safe and caring setting. Since its creation in 1991, the Friends' Foundation has contributed \$1 million to the establishment for many programs and projects.

Jeffery Hale Community Services

www.jhsb.ca/en/services-communautaires-de-langue-anglaise

Jeffery Hale Community Services (formerly known as Holland Centre) provides a variety of CLSC-type health and social services in English for all ages. Most of its services are free of charge with a valid Quebec health care card.

[The centre's] aim is to provide you with quality services and to continue to develop programs and activities adapted to meet the needs of the English-speaking community of the Capitale-Nationale (Greater Québec City) region.

If you need help accessing services at places outside the centre, [its] highly dedicated staff can assist you. For example, the centre works closely with all CLSCs (local community health centres) in the region.

The centre's staff is also available to meet you at the place of your choice, be it at the Jeffery Hale or at your home, school, work, or local CLSC. After all, when it comes to your health, you want to be sure to understand and be understood.

Services

- “Psychosocial & Mental Health Services
- Family, Child & Youth Services
- Senior & Homecare Services”

Morrin Cultural Centre

www.morrin.org/en/

Mission: “As an English-language cultural centre located in the historical quarter of Québec City, the Morrin Centre strives to be a leading cultural institution of national standing, providing the Francophone and Anglophone public with rich, engaging programming in the areas of heritage interpretation, education, and the arts. Building upon our building’s history and key institutions, our programming aims to provide historical perspective on Québec City’s unique French-English heritage, develop enhanced educational opportunities for youth, and act as a springboard for artistic creativity. Through its community outreach, the Morrin Centre serves as an important bridge between the Anglophone and Francophone communities of Québec City, helping to understand our common past and envision our future.”

Services: library (welcoming students, families, researchers and readers looking for a quiet place to read), room rentals, events, adapted services.

CBC / Radio Canada - Media

www.cbc.radio-canada.ca/en/explore/facilities/qc/

Program airing in English on 104.7 FM, CBC Radio One

Québec Chronicle - Telegraph

www.qctonline.com/about

English newspaper. Offices are located in Québec City.

Religious organizations

Anglican Churches of Portneuf County: Canon Graham Jackson

No website

Christ Church Valcartier

http://quebec.anglican.org/?page_id=2

Mission: “To proclaim the Good News of the Kingdom, to teach, baptize, and nurture new believers, to respond to human need by loving service, to seek to transform unjust structures of society, to strive to safeguard the integrity of creation and sustain and renew the life of the earth, to work for peacemaking, conflict resolution, and reconciliation.”

Church Society of the Diocese of Quebec:

www.quebec.anglican.org/Front%20page/Church%20Society/churchsociety.htm

Mission and services: “... called to shine with Christ’s light in acts of praise and reconciling love; to be bearers of the Good News, ministers of God’s grace, and faithful stewards of God’s Church and Kingdom.” “At the diocesan level, they are active in a number of charitable projects

and educational support for students from remote parts of the diocese; they also hold a diocesan wide biennial meeting.”

Québec Baptist Church

<http://quebecbaptistchurch.homestead.com/>

Mission in Québec City: “To love Jesus Christ, to grow in Him and to share His joy with others.”

Services: “Sunday Worship, Sunday school (a youth Sunday school class on Sunday mornings for high school and CEGEP students), Monday Bible study.”

Truth Baptist Church of Quebec

www.egliseverite.com/

Mission: “[...] committed to sound, biblical instruction with a goal of building solid Christians for the glory of God. The church emphasizes and teaches the truths from the scriptures in an understandable and enjoyable manner.”

Services (bilingual)

St. Gabriel's Catholic Church:

No website, no information on VEQ

Joseph’s Catholic Chapel

No information

Beth Israel Ohev Sholem Synagogue

As a result of financial difficulties and declining membership, the synagogue was converted into a theatre in 1985. It continues to stand today as a permanent symbol of the struggle waged against antisemitism in Québec City during the war.

Ville de Québec (municipal government)

The Ville de Québec has established both reception and support services. The organizations that provide the services are complemented by groups that also help newcomers settle in the city.

Link to a list of organizations that support newcomers:

www.ville.quebec.qc.ca/nouveaux_arrivants/organismes/

www4.ville.quebec.qc.ca/organismes_immigration/index.shtml

Two Francophone immigrant intake organizations will be chosen from this list (most likely the Association multiethnique de la Ville de Québec and SOIT, the Service d’orientation et d’employabilité pour les immigrants).

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