

**A Report on**  
**The Settlement Experiences of**  
**Kosovar Refugees in Ontario**

**by**

**Centre for Refugee Studies (CRS)**

**and**

**Joint Centre of Excellence for Research on Immigration and Settlement  
(CERIS)**

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The research team takes full responsibility for the report and views expressed in this report are those of the authors and do not in any way represent those of CIC-OASIS. It is, however, our collective wish that the comments and suggestions made in this report on the basis of the refugees’ responses, would be of use to CIC-OASIS to further foster the success of Canada’s humanitarian undertaking in refugee protection and settlement.

## Executive Summary

### The Study

Funded by CIC-OASIS and based on the returned/completed survey questionnaires (706), the overall objectives of this study aimed at the following:

1. Determine how well the Kosovar refugees are settling in Ontario;
2. Determine their participation in various aspects of Canadian society;
3. Determine how well the RAP program worked for them; and
4. Illustrate what program lessons have been learned.

### Findings

The most significant finding of the study is that despite the various difficulties Kosovar refugees face during their initial stage of settlement in Canada, over 90% of these refugees (KOS/KOF) indicated that they are planning to remain in Canada. Another major finding is that there is no significant difference between the type of refugee (KOS/KOF)<sup>1</sup> and between the “city of settlement” in the following main domains:

- **Income, Budget and Accommodation:** Most refugees appear to have managed their financial situation reasonably well under the Resettlement Assistance Program (RAP) by adjusting their living costs and activities such as buying cheaper goods/food, by sharing costs with other family members, and by walking instead of taking public transport or having a car. However, there were complaints about the quality of furniture, bedding, size of their living space and rent.
- **Relationship with Sponsors:** Similar to the findings in the Sponsorship Survey, most refugees continue to seek assistance from their sponsors, in addition to their friends and family members. Sponsors are important sources of information and assistance for most of the refugees. As the refugees become more independent, the relationship with sponsors becomes more socially-based than assistance-oriented with corresponding reduced level of frequency of contacts.

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<sup>1</sup> Initially, 5051 Kosovar refugees were brought to Canada via emergency airlift by chartered flights and this group was referred to as the Parasol group (KOS). In addition, under the Kosovo Family Reunification program (KOF), 2,266 refugees were fast-tracked for admission to Canada. These included Kosovar refugees who had relatives in Canada or who were considered to have special needs.

- **Language Issues:** Most adult refugees are attending language classes (LINC/ESL) in an effort to upgrade themselves to find employment. The reasons for not attending are similar to those expressed by the sponsors in the Sponsorship Survey, e.g., illness, old age, lack of childcare facilities or pregnancy.
- **Employment Issues:** Few refugees had obtained employment at the time of the interview. Similar to the findings in the Sponsorship Survey, language has been identified as the major obstacle to finding employment faced by the refugees. Also, strategies such as making contacts with relatives, friends, sponsors and community agencies, forwarding resumes, checking the web-site and job banks, and newspaper ads have been employed. The refugees also mentioned obstacles such as non-recognition of credentials, and lack of transportation, as impediments to finding employment.
- **Health and Health Concerns:** Although a majority of the refugees stated that they are generally in good health and have not faced insurmountable obstacles in terms of accessing medical services, a noticeable number of them did mention the problems related to coverage under the IFH program, e.g., prescription drugs and dental services. The finding is very similar to those expressed by the sponsors in the Sponsorship Survey.
- **Situation of Children:** Similar to the Sponsorship Survey, very few refugees indicated that they have any concern about their children. Most of the refugees are pleased with their children's progress in school – getting high marks, learning to speak English fairly quickly, making friends and generally adjusting well in their new environment. Only a few of the refugees expressed some “concerns” about their children with respect to the pace of their progress in learning the language, stress, and relationship with other children in schools.
- **Availability of Settlement and Community Resources:** Most refugees, if not all, have accessed various forms of services that are made available to them by the local immigrant serving agencies. Family members, relatives, and sponsors have provided them either directly with the needed services or made the necessary referrals to the community agencies whereby their concerns – employment information, translation, forms to be filled - can be addressed.
- **Future Plans:** Over 90% of refugees (KOF/KOS) have indicated that they plan to stay in Canada. Most importantly, a majority of these refugees mentioned that they are going to support themselves once the RAP runs out. They acknowledged that the major challenges

for them to become successfully settled in Canada include overcoming the barriers of language, employment, health, and emotional adjustments.

## **Recommendations**

The recommendations are largely shaped by the refugees' overwhelming response to the question of whether they plan to stay in Canada or return to Kosovo. The recommendations are offered to engender further success of Canada's humanitarian undertaking in giving not only temporary protection to the refugees but also an opportunity whereby they can constructively rebuild and become productive members in a changing socio-economic/cultural milieu.

- **Income Support:** Although most refugees appear to have managed their budget by sharing costs and other means, an increase in income base where applicable for large refugee families should be made. Clear guidelines should be given to the refugees on how they should go about requesting for an increase due to changing family conditions. In cases where the refugees claim to have difficulties managing their budgets, they tend to be faced with large families and cannot meet living expenses.
- **Language Classes:** Enhance language skills by encouraging refugees to attend classes. Those refugees who have difficulties with language are more dependent on family members, sponsors and community agencies for help on various day-to-day activities, such as interpreting. Lack of language skills has been identified both by the refugees themselves and their sponsors as the main obstacle to finding employment. Although most refugees were attending ESL/LINC at the time they were interviewed, consideration should still be given to making attending English classes mandatory. Also, more affordable childcare and a flexible schedule should be made available to women so that they are able to attend these language classes.
- **Health and Health Concerns:** The problem of access to health services should be addressed in terms of reassessing the IFH plan in providing adequate coverage of prescription drugs and dental care. Also, relevant professional counseling services should be made readily available to the refugees, in particular children, to help them deal with their emotional adjustment.
- **Employment Issues:** Employment agencies, job placement agencies and community-based agencies that provide services to immigrants should be encouraged to help refugees find employment by increasing their funding levels.

Occupational regulatory bodies should be encouraged to take a realistic assessment of the accreditation criteria so that refugees who are professionals and/or in the trades can be given accreditation to continue with their previous occupations or referred to appropriate retraining or upgrading programs.

Potential employers should be given incentives to provide employment opportunities for qualified refugees to gain Canadian working experience.

- **Availability of Settlement and Community Resources:** Orientation programs should be offered on a continuing basis to provide the refugees with relevant and updated information on how different services are available, e.g., where English classes can be found, employment information, employment opportunities in other cities and in-depth information on the IFH plan.

## **(I) Introduction**

The interview data collected by immigration counselors from the Ontario Administration of Settlement and Integration Services of Citizenship Immigration Canada (CIC-OASIS) about the initial settlement experiences of Kosovar refugees in various communities in Ontario, who have been in Canada for about two years, will provide an opportunity to analyze the efficacy of Canada's refugee settlement program.<sup>2</sup> Funded by CIC-OASIS, this study undertaken by the Centre for Refugee Studies (CRS), and the Joint Centre of Excellence for Research on Immigration and Settlement (CERIS), York University, provides an analysis of the interview data from a total of 706 completed/returned questionnaires – KOS/KOF Client Monitoring Interviews (1999-2001) in Toronto, Ottawa, Hamilton, Windsor, London, Kitchener, St. Catherine, and Thunder Bay. The interview data were collected over a twenty-four month period at different time by immigration counselors to monitor the activities of the refugees with the intent of facilitating their settlement in Ontario.

Overall, the study based on the interview questionnaires (Appendix A) aims at providing the following:

- Descriptions of refugees' responses to each question for Ontario as a whole and where numbers warrant, for each individual community;
- An analysis of any significant factors based on KOS vs. KOF refugees;
- A comparison between refugees' and sponsors' responses based on the data collected by the Sponsorship Survey (2000). The comparison will, where applicable, be provided within each community and should include all topics on which both groups have made comments and where these comments can be coded into structured categories;
- Conclusions and recommendations regarding how well the Kosovar refugees are settling into their communities, what services (or lack of access to these services) could have assisted them in their settlement, and/or what factors are impeding their settlement.

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<sup>2</sup> This is not a refugee resettlement program. It is a unique humanitarian undertaking on the part of Canada in response to the Kosovar crisis. "This is the first time that Canada has participated in an emergency evacuation and in principle, in such situations, people come here on a temporary basis..." (Refer to the section – Background to the Study of this report for details. *Citizenship and Immigration Canada: 1999 "Kosovo: A Unique Humanitarian Experience for Canada" Vis-à-vis, Summer/Fall, 1999*).



The analysis is guided by the following themes:

1. Background Characteristics of the Refugees
2. Income, Budget and Accommodation
3. Relationship with Sponsors
4. Socio-Economic Adjustment
5. Situation of Children
6. Travel and Immigration Status in Canada
7. Health and Health Concerns
8. Availability of Settlement and Community Resources
9. Future.

## **(II) Background to the Study**

In the spring of 1999, in response to the emergency situation in Kosovo and a request from the United Nations High Commission for Refugees (UNHCR), the government of Canada, in consultation with the Provinces, facilitated the entry of 7,271 Kosovar refugees to Canada and agreed to provide them with financial support for a period of up to two years or until they became financially self-sufficient, whichever comes first. In addition, they were given the opportunity of applying for permanent residence in Canada if they chose to do so or to be repatriated. This undertaking by Canada was unique in that Canada had never before offered refugees a temporary “safe haven”. Canada’s refugee program prior to this event had been one of resettlement in which refugees are selected overseas according to specific criteria and come to Canada with an immigrant visa.

Specifically, Canada responded to the crisis in two ways. First, the government introduced the fast track processing of Kosovar refugees who had relatives in Canada and those refugees with particular needs. The goal was to process all requests for family reunification within 15 days of family members being located. Special needs refugees with no relatives in Canada and who would not be able to be repatriated were eligible for resettlement. Refugees with family in Canada would also be eligible for resettlement. For the latter group, eligibility was expanded to include not only immediate family members but also siblings, children over 19 years of age, nieces and nephews (CIC, 1999b:3). Under the Kosovo Family Reunification (KOF) program, 2,266 refugees were admitted to Canada (CIC, 2001: 1).

Second, Canada also agreed to accept 5,000 refugees under the emergency humanitarian evacuation program of UNHCR (CIC, 1999a: 4). For the first time, Canada participated in an emergency evacuation. A distinct difference between evacuation and resettlement is that resettlement indicates a permanent move while the principle of evacuation is of temporary shelter. Most of the refugees initially refused evacuation and when they did consent, it was on a temporary basis (CIC, 1999c: 9-10). The government issued them Minister's Permits, a special measure allowing them to enter, work and study in Canada. Once settled, the evacuated refugees could apply for permanent residence, if they wished (RSTP, 1999: 3).

On the bus to the airport for a flight to Canada, IOM (International Organization for Migration) staff briefed the refugees on life in Canada and talked to them about finding jobs and getting settled in Canada. However, as observed by IOM staff, the refugees were not interested because this was not what they wanted to hear. They just wanted to go back to Kosovo. (CIC, 1999c: 18). It was reported that most of the refugees spoke very forcefully about their desire to return to their country and "they are very tied to the land and the extended family" (CIC, 1999c: 18).

These 7,271 Kosovar refugees were comprised of two distinct groups known as fast-track (project identifier KOF – 2,220 persons) and Parasol (project identifier KOS – 5,051 persons). Fast-track refugees (KOF) who came later than the KOS, either had relatives in Canada or were defined as "special needs", highly traumatized individuals who were judged to be in need of immediate resettlement. This group traveled for the most part via commercial airlines, directly to their relatives' communities across Canada. The Parasol group (KOS) was brought to Canada via emergency airlifts, by chartered flights and arrived between May 4 and 26, 1999 and was housed at military bases in Ontario and the Maritimes. While they were on the bases, private sponsors willing to help the refugees were located. The sponsors secured accommodation for the refugees and furniture and household goods supplied by Citizenship and Immigration Canada were delivered. The refugees then traveled to the community where the sponsor was located. All KOS refugees were matched with a sponsor. For KOF refugees, the decision of whether they would have a sponsor was left with the refugees themselves. Many chose not to have a sponsor, and instead relied on assistance from their relatives in Canada.

Following the peace agreement, the first repatriation flight left Canada on July 7, 1999 (CIC, 1999c:18). As of August 2000, there have been approximately 1,792 Kosovo landings and 2,140 repatriations (CIC, 2001: 1).

The medical processing of the Kosovar refugees was also unique. Instead of the usual medical overseas check-up, the evacuated refugees were simply visually assessed prior to departure and colour-coded according to how soon they would need medical attention upon arrival in Canada. One percent of the refugees were coded red (requiring immediate medical attention), five to six percent were coded yellow (potential medical problems that would require assessment soon after arrival) and the remainder was coded green (well enough to see a doctor the following day after arrival in Canada) (CIC, 1999c: 9).

Refugees were initially processed at military bases and then moved into communities in Canada. To facilitate the latter, appeals were made for the private sponsorship of Kosovar refugees. In this way, it was hoped that the refugees would receive the emotional support and the necessary orientation from people in the community in which the refugees would reside. The federal government decided that the Kosovar refugees were “special needs” refugees and therefore qualified for the JAS (Joint Assistance Sponsorship) program. Thus, the federal government would provide for twenty-four months of income support while the sponsoring groups would provide the orientation and support (CIC, 1999a: 4).

The sponsors of the refugees signed an undertaking agreement with CIC in which they agreed to: secure accommodation and furniture for the refugees prior to their arrival; provide general orientation to the community; help them find a family physician; enroll them in language classes; enroll the children in school; provide assistance in finding employment; and provide other general assistance to help them become settled in the community. Importantly, it should be noted that under this sponsorship program, sponsors were not obliged to provide any financial assistance to the refugees. The Department of Citizenship and Immigration issued the following news release appealing for sponsors: “Canadians have overwhelmingly responded... and demonstrated their generosity by offering assistance, food, lodging and clothing to the Kosovar refugees... my deep appreciation to everyone who has donated time and money to this undertaking... What we urgently need now from our fellow Canadians is group sponsorships to provide the refugees with the support they require... That is the best way for Canadians to assist

the Kosovar refugees” (Except from a CIC news release issued in Ottawa on May 10, 1999, CIC, 1999c: 5).

After their arrival in Canada, the Kosovars were relocated to designated communities in Canada, chosen on the basis of an existing Albanian population and available support services, and in Ontario, the existence of a local CIC. To facilitate mutual support, the Kosovar refugees were placed in communities in which significant numbers of refugees could be settled together. Similar to what occurred some twenty years earlier during the Indo-Chinese refugee movement, many communities formed sponsorship groups to coordinate their efforts to receive the Kosovar refugees (CIC, 1999a: 4). Canadians opened their homes and generously donated many items – furniture, bicycles etc. (CIC, 1999c: 1).

In late summer of 1999, 1,263 Parasol refugees (KOS), and 1320 fast-track (KOF) came to Ontario communities. The communities included Toronto, Hamilton, Kitchener, London, Ottawa, Thunder Bay, and Windsor. In addition, 844 refugees repatriated to Kosovo and 16 moved to other provinces.

Citizenship and Immigration Canada’s Resettlement Assistance program (RAP) has supplied ongoing financial support to the refugees while other settlement services (e.g. language training) have been provided by various agencies funded by CIC. Normally RAP provides one year of financial support, however, owing to the special circumstances of the Kosovar refugees, the decision was made to extend the support for two years. For most Kosovar refugees this support ended in June 2001.

### **(III) Objectives of This Study**

In a concerted effort to find out how they were progressing, most Kosovar refugees were followed up by in-person interviews with a CIC counselor at some point during the two years of their RAP assistance. This was done to determine how well the refugees are settling in Canada and whether they are adhering to the terms of the RAP (Refugee Assistance Program) agreement.

For Kosovar refugees in Ontario, CIC-OASIS staff conducted the KOS interviews, and staff at the local CIC offices conducted the KOF interviews, mostly in the presence of an interpreter. The interviews were conducted in two different ways. Some Kosovars were sent a letter asking them to appear at a designated time in a specified location, either a CIC office or a service provider’s office. Other monitoring interviews were conducted at the client’s home. In

most cases the clients were notified by CIC staff beforehand, however, in a few cases no notice was given.

Based on the returned/completed interview questionnaires (706), the goals of this study are to collate and analyze data collected in the interview questionnaires and to provide a written analysis of the findings. The results will assist CIC to determine how well the Kosovar refugees are settling in Ontario, their participation in various aspects of Canadian society, how well the RAP program worked for them, and what program lessons have been learned.

The objectives of this study can be summarized as follows:

1. Determine how well the Kosovar refugees are settling in Ontario
2. Determine their participation in various aspects of Canadian society
3. Determine how well the RAP program worked for them
4. Illustrate what program lessons have been learned.

The activities undertaken by CRS and CERIS to address the objectives include:

- Collating data from the 706 completed/returned interview questionnaires.
- Providing an analysis of the data - for each question for Ontario as a whole and where applicable, for each question for each individual community: Toronto (including Mississauga /Brampton), Kitchener (including Guelph, Cambridge, New Hamburg, Listowel), Windsor, Hamilton (including Dundas, Ancaster, Stoney Creek), London, Thunder Bay and Ottawa (including Gloucester, Kanata, Kingston and Belleville).
- Providing for each of the above areas, an analysis of any significant factors based on comparison of KOS and KOF refugees;
- Providing a comparison between clients' and sponsors' responses. This was done using the data collected by the Sponsorship survey. Where applicable, the comparison was provided within each community and concerned all topics on which both groups had made comments and where these comments could be coded into structured categories.
- Providing conclusions and recommendations regarding the following:
  - a) Have the Kosovar refugees settled into their communities?
  - b) How well did the Kosovar refugees manage their entitlement under RAP?
  - c) Did the Kosovar refugees know how to access community services?
  - d) What was their main source of information?

- e) What were the main barriers to obtaining employment?
- f) What were the main barriers to attending language classes?
- g) Any other factors deemed significant by the research team.

#### **(IV) Methodology**

The questionnaire was not originally intended for research purposes, rather it was designed by CIC-OASIS to monitor the activities of the refugees and was aimed at giving relevant information to the immigration counselors with respect to how their clients (refugees) were settling into their respective communities in Ontario. As noted earlier, immigration counselors collected interview data over a twenty-four month period.

Appropriate coding categories for the questions were designed to capture relevant information from the 706 completed/returned questionnaires. The coding scheme also included actual words as expressed by the refugees/interviewers in the open-ended questions. However, not every open-ended question could be coded due to the wide range of responses, irrelevant comments, or in a few cases, lengthy comments. A data file was created to generate quantitative data by using the SPSS program.

In addition to the quantitative analysis, content analysis of answers to the open-ended questions was made for an in-depth examination to ascertain if there are common themes and issues faced by the refugees. The refugees' responses to all open-ended questions were transcribed. The analysis was structured to examine the similar main themes along side the quantitative data with specific attention paid to the written comments.

Of the 706 completed/returned interview questionnaires, 376 are KOF cases and 330 are KOS cases. Most of the KOF cases are in Toronto (202) followed by Hamilton (112). London has the largest number of KOS cases (99) followed by Ottawa and Kitchener (69 and 63 respectively). The distribution of KOF and KOS cases is similar to that of sponsors in the Sponsorship Survey. Table 1 provides the details of the distribution of KOF and KOS refugees in various communities in Ontario.

##### *A. Main Themes of the Analysis:*

There were nine main themes that helped organized the analysis. They were:

1. Background Characteristics of the 706 Kosovar Refugees (Tables 1, 2, 3, 4).

2. Income, Budget and Accommodation (Table 5).
3. Relationship with Sponsors (Table 6).
4. Socio-Economic Adjustment (Tables 7, 8, 9).
5. Situation of Children (Table 10).
6. Travel and Immigration Status in Canada (Tables 11, 12).
7. Health and Health Concerns (Table 13).
8. Availability of Settlement and Community Resources (Table 14).
9. Future (Table 15).

The following chart indicates the relevant questions in the survey questionnaire for the nine main themes that shape the analysis. As well, selected responses from the open-ended questions with relevance to these themes are added to reflect the refugees' "voices."

<b>TABLES</b>	<b>TITLE</b>	<b>QUESTIONNAIRE SECTION</b>	<b>QUESTION #</b>
1	City Location of KOF and KOS refugees	Page 1	
2	Arrival of Refugees	Page 1, Settlement	13
3	Background Characteristics	Page1, Education	6
4	Specialization of Family Members	Education	6
5	Budget, Costs and Home Situation	Page 1, Income, Accommodation	3, 4
6	Home Situation and Relationship with Sponsor	Accommodation, Settlement	4, 16a, 16b
7	Profession Refugees had before coming to Canada	Employment	7a
8, 9	Upgrade Efforts, School and Work Experience in Canada	Employment, Education,	7b, 5, 5b, 8a, c, d
10	Situation of Children	Children	20
11, 12	Travel and Status in Canada	Travel, Community, Future Plans	9, 21, 22, 23, 24a
13	Health and Health concerns	Health	10, 11a,b, 12
14	Resources Available	Settlement	13, 14, 15a,b, 17, 18, 19
15	Future	Future Plans	24b,c, 25, 26

B. *Notes on How to Read the Tables:*

All of the tables are presented in the same way. The first row indicates the actual number of interviews including the total (706) and a breakdown by Types (KOF and KOS) and City where the refugees settled. After that, figures are presented in percentage form. When there are sub-questions, the actual numbers are presented in parentheses, followed by percentages.

Regarding the quantitative data as presented in tables, Table 1 is simply a breakdown by refugee type (KOF/KOS) and by their city location at the time of the interview. Tables 2-15 are presented in the same way. The first row indicates the actual number of interviews including the total (706) and a breakdown by Refugee Type (KOF/KOS) and City of Interview. After that, all figures are presented in percentage form. If there are more than two possible responses to a question, the individual percentage when added, totals 100%. For example, in Table 2: *Months in Canada at Time of Interview*, there are four possible categories that total 100% for the total for each refugee group and for each of the cities. If there are only two possible answers to a question, such as *yes* or *no*, we only give *ONE* percentage, i.e., *yes* with the understanding that when this percentage is subtracted from 100%, the remainder are the *no*'s responses. In the case of expenditure and numbers of rooms or tenants (mainly Table 5), averages are calculated. The same applies to Table 9 where average wage per hour are given.

In many instances, replies to questions apply only to a subgroup, for example, only to households where there is an adult in addition to the head or spouse, or to households with children. When the numbers do not cover everyone, they are given in parenthesis and percentages are based only on these cases. For example, Table 3: *Education Levels of 1<sup>st</sup> Adult*, there was an adult (other than head or spouse) in only 78 of the 706 cases.

Also, caution should be exercised in reading the percentages. When figures apply only to a sub-group, percentages should be considered with great care. For example, in the case of some cities, the total in the subgroup may consist of only 2 cases. If one of these replied *yes* to a question, it would be represented as 50%. Thus, when numbers are small, caution should be taken in interpreting results. This particularly applies to all responses in the "other" community group, which only consists of 18 cases. For example, in Table 5, only seven refugees replied to the question on *How Managing Budget*, and thus the percentages could well be misleading, especially when compared with refugees from another city.



Before we proceed with the analysis, it is worth repeating that the questionnaire was not originally designed for research purposes. Hence, the analysis should not be taken from an academically driven perspective. As well, since not all the questions were addressed in all the interviews completed by the immigration counselors, the analysis is only suggestive of the aggregated community perspective rather than definitive. Nevertheless, it provides an overview on the settlement experiences of the refugees during the various stages of their settlement (over a 24 months period) in various communities in Ontario.

## (V) Findings

The analysis in the following tables is organized in the following way: In every table, characteristics are given for the total refugees and then broken down by refugee type: KOF or KOS, and by city of settlement. We first focus on comparing KOF and KOS refugees, then comment on characteristics for different cities and this is followed by, where applicable, selected responses from the refugees.

**Table 1: City Location of KOF and KOS Respondents**

City Refugee	TOTAL	Hamilton	Toronto	Ottawa	Kitchener	Windsor	London	Other*
<b>KOF</b>	376	112	202	21	13	6	14	8
<b>(%)</b>	(53)	(82)	(87)	(23)	(17)	(15)	(12)	(44)
<b>KOS</b>	330	24	30	69	63	35	99	10
<b>(%)</b>	(47)	(18)	(13)	(77)	(83)	(85)	(88)	(56)
<b>Total</b>	706	136	232	90	76	41	113	18

\* Other includes the 3 cities Peterboro, St.Catherines and ThunderBay

Refugee	Number of cases in the 'Other' group by City		
	Peterboro	StCathern	ThunderB
<b>KOF</b>	8	0	0
<b>KOS</b>	0	6	4
<b>Total</b>	8	6	4

Please consult the *How to read Tables* in Methodology Section.

### 1. Background Characteristics

Table 1 indicates that 53 % of refugees were KOF refugees and the remaining 47 % were KOS. KOF refugees predominantly settled in Hamilton (112) and Toronto (202), with only 62

settling in the remaining five cities. Conversely, of the 330 KOS refugees only 54 could be found in Hamilton and Toronto. London (99) had the largest number, followed by Ottawa (69), Kitchener (63), Windsor (35). The combined cities of Peterborough, St. Catherines and Thunder Bay only had a total of 10 KOS refugees.

The major locations were Toronto (232), Hamilton (136) and London (113), with fewer than 100 in Ottawa (99), Kitchener (76) and Windsor (41). The ‘other’ group consisted of three cities with a total of only 18 case responses, so caution should be taken in interpreting references to proportions in the ‘other’ group.

Table 2 shows that a majority of the refugees had been in Canada between 16-19 months at the time of their interview. However, while just under 6 in 10 (59%) of KOF refugees had been here between 16-19 months, well over 4 in 10 (44%) of KOS refugees had been here for 20 or more months. Two Canadian bases of arrival, stood out: Kingston/Trenton with 51% and

**Table 2: Arrival of Respondents**

Characteristic	TOTAL	REFUGEE		COMMUNITY						
		KOF	KOS	Hamil	Toron	Ottaw	Kitch	Winds	Lond	Other*
Number	706	376	330	136	232	90	76	41	113	18
	%	%	%	%	%	%	%	%	%	%
<b>Months in Canada at time of Interview</b>										
12 or less	22	21	23	19	12	34	42	15	27	22
13-15	14	10	19	14	13	37	0	0	17	0
16-19	38	59	14	57	59	6	3	44	14	44
20 or more	26	10	44	10	16	23	55	40	42	34
<b>Base of Arrival</b>										
Kingston/Trenton	51	56	51	30	45	71	40	38	58	73
Gagetown	4	0	4	4	10	0	0	7	6	0
Greenwood/Aldershot	4	19	3	7	13	0	0	0	5	0
Halifax	4	6	4	0	16	0	0	4	6	9
Borden	36	19	37	59	16	28	60	60	24	18
New Brunswick	1	0	1	0	0	1	0	2	1	0
<b>Original Destination</b>										
Quebec	10	1	21	3	3	20	6	4	33	6
Saskatchewan/Manitoba	3	1	7	1	5	0	0	2	9	0
Newfoundland	0	0	0	0	0	0	0	2	2	0
Southern Ontario	6	7	5	0	14	0	8	0	1	0
Northern Ontario	0	0	1	0	0	0	0	0	2	0
British Columbia	1	1	1	2	0	0	0	6	0	0
Alberta	1	0	1	0	2	0	0	0	0	0
Atlantic (NB/NS/PEI)	1	1	0	0	2	0	0	0	0	0
Same as Interview Location	77	89	64	94	74	80	86	87	53	94

*\* Other includes the 3 cities Peterboro, St.Catherines and Thunder Bay. Because of the small number of cases in each, separate analysis for each city is not warranted.*

Please consult the How to read Tables in Methodology Section.

Borden with 36%. The two types of refugees followed this pattern.

While the original destination of the large majority of refugees (77%) was Ontario, as many as 10% were first destined for the province of Quebec. But there were strong differences between KOF (89%) and KOS (64%) refugees whose original destination was the location in which they were interviewed. Just over one-fifth of KOS refugees had Quebec as an original destination.

Regarding city of settlement, the most recent refugees (in Canada 12 months or less at the time of the interview) could be found in Kitchener (42%) and Ottawa (34%). But Kitchener also had the highest proportion of refugees who had been in Canada for 20 or more months. In this sense, responses from Kitchener could be seen to cover the spectrum from recent to more established refugees. London (42%) and Windsor (40%) also had relatively large proportions that were in Canada for 20 or more months, while over 50% of those in Hamilton and in Toronto had been in Canada between 16-19 months.

While about 6 in 10 refugees residing in Hamilton, Kitchener and Windsor originally arrived at Base Borden, over 7 out of 10 living in Ottawa and 'other' cities arrived in Kingston/Trenton. It was also interesting to note that a third of London's refugees and a fifth of Ottawa's were originally destined for Quebec.

In examining the background characteristics of the Kosovar refugees (Table 3), we note that 63% of refugees had their spouses living with them – KOF (60%) and KOS (66%), however, 40% of the refugees had no other family members in Canada. The contrast between the KOF and KOS groups was relatively strong: 44% of KOF refugees compared to only 35% of KOS members had no other family in Canada. At the other end of the scale, one third had three or more 'other' family members in Canada, but again differences between KOF (25%) and KOS (40%) refugees were quite strong. Most likely because they have fewer or no relatives in Canada, 72% of KOS refugees compared to only 48 % of KOF refugees, said that they needed an interpreter.

Just under 3 in 10 (28%) heads of family had post secondary education or a graduate degree, while 14% of spouses and 19% of the 78 who had an adult in the household, also had post secondary education. Both for family heads and spouses, KOF refugees had higher proportions with post secondary education or a graduate degree, but among adults in the household, proportions were similar.

Characteristic	TOTAL	REFUGEE		COMMUNITY						
		KOF	KOS	Hamil	Toron	Ottaw	Kitch	Winds	Lond	Other*
Number	706	376	330	136	232	90	76	41	113	18
	%	%	%	%	%	%	%	%	%	%
<b>% Spouse Present</b>	63	60	66	63	53	72	61	56	75	89
<b>No. of Other Family Members</b>										
<b>0</b>	40	44	35	45	46	31	36	46	29	17
<b>1</b>	12	13	11	9	12	18	12	12	12	11
<b>2</b>	16	18	14	16	16	14	18	2	23	17
<b>3</b>	15	13	17	11	14	21	14	15	13	39
<b>4</b>	10	8	13	13	6	11	11	14	12	11
<b>5 or more</b>	7	4	10	6	6	5	9	11	11	5
<b>% Needed Interpreter</b>	59	48	72	45	53	51	66	89	76	47
<b>Education level of HOF</b>										
<b>(Number)</b>	(697)	(372)	(325)	(135)	(231)	(88)	(76)	(40)	(112)	(15)
<b>None</b>	6	8	3	9	9	5	3	3	1	0
<b>Elementary</b>	20	19	22	20	22	9	20	28	25	20
<b>Part HSchool</b>	1	2	1	1	2	0	3	0	1	0
<b>Completed HSchool</b>	45	41	50	48	42	41	42	48	50	47
<b>Post-Secondary</b>	27	28	24	22	25	40	32	20	22	20
<b>Graduate Degree/Professional</b>	1	2	0	0	0	5	0	1	1	13
<b>Education level of Spouse</b>										
<b>(Number)</b>	(427)	(217)	(210)	(84)	(118)	(61)	(47)	(23)	(80)	(14)
<b>None</b>	10	10	10	15	9	15	9	0	6	7
<b>Elementary</b>	45	40	50	47	45	31	48	65	51	21
<b>Part HSchool</b>	1	1	1	0	1	0	2	0	0	0
<b>Completed HSchool</b>	30	31	30	21	37	31	28	35	28	64
<b>Post-Secondary</b>	13	17	9	17	8	21	15	0	15	8
<b>Graduate Degree/Professional</b>	1	1	0	0	0	2	0	0	0	0
<b>Education level of Adult 19+</b>										
<b>(Number)</b>	(78)	(27)	(51)	(13)	(17)	(15)	(14)	(5)	(14)	(0)
<b>None</b>	3	4	2	8	0	0	0	0	7	N/A
<b>Elementary</b>	20	22	20	15	41	7	7	0	36	N/A
<b>Part HSchool</b>	1	4	0	0	6	0	0	0	0	N/A
<b>Completed HSchool</b>	57	51	58	62	35	73	71	80	36	N/A
<b>Post-Secondary</b>	19	19	20	15	18	20	22	20	21	N/A
<b>Graduate Degree/Professional</b>	0	0	0	0	0	0	0	0	0	N/A

\*Peterboro+St.Catherines+ThunderBay

Please consult the [How to read Tables](#) section.

While over 9 in 10 refugees in Ottawa and ‘other’ cities had male heads of family, Toronto had the lowest proportion with 73 percent. Just under 9 in 10 refugees in the ‘other’ cities group and three-quarters of the London group had a spouse present, but only 53% of Toronto refugees had one. Over 4 in 10 of Toronto, Windsor and Hamilton refugees had no other family members. At the other end of the scale, 40% of Windsor refugees and 45% of other cities

refugees had 3 or more other members of the family. When considering the need for an interpreter, 89% of refugees in Windsor and 76% of those in London needed one, while only 45% of refugees in Hamilton did.

In looking at the education levels of 697 heads of family, approximately 20% in most cities had post secondary education. Ottawa at 45% had the highest proportion of post-secondary graduates. Among 427 spouses, Ottawa (23%) again had the highest proportion with post secondary or graduate education, while Toronto and 'other' cities had only 8%. Of the 78 adults 19 years and over, none had graduate degrees and in most cities the proportion with post secondary education was around 20%, but only 15% in Hamilton and 18% in Toronto.

When considering the specialization<sup>3</sup> of refugees (Table 4), one needs to take into account that only 212 heads of household, 65 spouses and 17 other adults gave information on this subject. Over 7 in 10 heads of family had professional (including Intellectual, Health and Other Professional) specializations. This was as high as 84% for KOF refugees but only 62% of KOS refugees. Among the 65 spouses, 80% were categorized as professional. While 84% of the 38 KOF spouses had professional specialization, this was 75% of the 27 KOS spouses. Among the 17 other adults in the family, for which information was available, over 80% could be classified as 'professional'; the two KOF refugees were both professionals while 80% of the 15 KOS refugees, were also professionals.

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<sup>3</sup> "Specialization" (Table 4 and Table 7) refers to the range of specific jobs mentioned by the refugees in the survey questionnaire. They are coded as follows: Intellectual-Professional includes: teaching in university, college, and secondary schools; journalists; architect, computing, mathematics, and physics. Health Professional includes: doctors, dentists, nurses, therapists, biologists, optician and veterinary science. Other Professional includes: engineer, librarian, lawyers, actor, writer, economists, historians and linguists. Government Employee includes: bureaucrats, police, postal workers, fireman, rail driver/conductor and politicians. Business Employee includes: manager, business owner, bookkeeper and secretary. Skilled/Semi-Skilled includes: electricians, carpenter, mechanics, drivers, security, plumber, plastics/textiles workers and construction. Male Service Worker includes: restaurant, baker, home improvement workers and waiter. Female Service Worker includes: hairdresser, seamstress, and store clerk. Unskilled Manual includes: farmer, market vendor. Other includes: homemaker, helping in the family but not specified.

**Table 4: Specialization of Family Members in Kosovo**

Characteristic	TOTAL	REFUGEE		COMMUNITY						
		KOF	KOS	Hamil	Toron	Ottaw	Kitch	Winds	Lond	Other*
Number	706	376	330	136	232	90	76	41	113	18
	%	%	%	%	%	%	%	%	%	%
<b>SPECIALIZATION OF HOF</b>										
(Number)	(212)	(94)	(118)	(31)	(44)	(46)	(26)	(18)	(42)	(5)
Intellectual-Professional	14	20	9	23	27	13	8	11	2	0
Health Professional	9	20	1	16	9	13	0	6	7	20
Other Professional	48	44	52	45	34	55	73	39	43	80
Government Employee	3	1	3	0	2	2	0	6	5	0
Business Employee	5	3	6	3	9	0	4	6	7	0
Skilled/Semi-skilled Worker	16	10	22	13	16	13	8	33	24	0
Male Service Worker	1	0	1	0	0	2	0	0	0	0
Female Service Worker	1	2	1	0	2	0	0	0	5	0
Unskilled manual	3	0	5	0	0	2	8	0	7	0
<b>SPECIALIZATION OF SPOUSE</b>										
(Number)	(65)	(38)	(27)	(13)	(8)	(17)	(6)	(3)	(15)	(3)
Intellectual-Professional	14	16	11	15	38	12	0	33	7	0
Health Professional	18	21	15	23	0	17	17	0	33	0
Other Professional	48	47	49	62	38	47	67	33	33	67
Government Employee	6	5	7	0	0	12	0	0	13	0
Business Employee	8	8	7	0	24	6	0	33	7	0
Skilled/Semi-skilled Worker	0	0	0	0	0	0	0	0	7	0
Male Service Worker	0	0	0	0	0	0	0	0	0	0
Female Service Worker	3	0	7	0	0	6	0	0	0	0
Unskilled manual	3	3	4	0	0	0	17	0	0	33
<b>SPECIALIZATION: ADULT 19+</b>										
(Number)	(17)	(2)	(15)	(2)	(0)	(4)	(4)	(3)	(4)	(0)
Intellectual-Professional	12	50	7	0	0	25	0	0	0	0
Health Professional	23	50	20	50	0	25	25	33	25	0
Other Professional	47	0	53	50	0	50	50	33	50	0
Government Employee	6	0	7	0	0	0	0	33	0	0
Business Employee	0	0	0	0	0	0	0	0	0	0
Skilled/Semi-skilled Worker	12	0	13	0	0	0	25	0	25	0
Male Service Worker	0	0	0	0	0	0	0	0	0	0
Female Service Worker	0	0	0	0	0	0	0	0	0	0
Unskilled manual	0	0	0	0	0	0	0	0	0	0

*\* Other includes the 3 cities Peterboro, St.Catherines and Thunder Bay. Because of the small number of cases in each, separate analysis for each city is not warranted.*

*Please consult the [How to read Tables](#) in Methodology Section.*

Over 80% of heads of family (HoF) in Hamilton, Ottawa and Kitchener had worked in professional occupations compared to 32% in London and 20% in ‘other’ cities. All 13 spouses in Hamilton (100%), 76% of spouses in Ottawa, and 73% of spouses in London, were professionals. In the remaining cities, total numbers were too small (under 10 each) to be meaningful. The same applied to Adults 19+ where totals in the cities ranged between 0 and 4.

The comparable background characteristics of **KOF refugees** in each community of Ontario are summarised as follows:

### **Hamilton (112)**

One-fifth (19) of all refugees in Hamilton provided background information. Fourteen provided that they had worked before coming to Canada and the work varied: e.g., business, economics, physiotherapy, nursing, librarian, and the hospitality industry.

### **Windsor (6)**

Refugees in Windsor did not provide information on their academic backgrounds, but they indicated that they all had worked prior to coming to Canada. Three refugees had performed unskilled labour such as factory work, farming, and working in a grocery store and the other three had been employed in professional positions such as teacher, bank teller, and in one specific case #353, “medical clinic in Prestina,”

### **Toronto (202)**

Nine refugees provided the following responses: Five had university education: “nursing school” (177-KOF-Tor), “two years of mechanical engineering,” (192-KOF-Tor), “two years of biology at university,” (194-KOF-Tor), “four years university – Economics” (202-KOF-Tor), “3<sup>rd</sup> yr university-language studies (Albanian)” (240-KOF-Tor). Four had worked before coming to Canada. For the spouses of “Head of Family” - three had professional certificates, and two had attended school but did not specify level of education.

### **London (14)**

Most refugees stated that they had worked prior to coming to Canada. Half of the refugees indicated that they performed unskilled work such as factory worker, farmer, waitress, or in shops, while one performed skilled labour: “electrician, store and company” (357-KOF-Lon). The other half were employed in professional positions: nurse, economist, broadcaster, and teacher. Two refugees stated that they were housewives.

### **Peterborough (8)**

Half of the refugees indicated that they had been working prior to coming to Canada. Occupations included factory worker, waitress, engineer, and lawyer.

### **Kitchener (13)**

Most of the refugees indicated that they did not possess any university or professional degrees prior to coming to Canada. Four stated that they had professional certificates and two responded that they were unable to complete school for various reasons. Two heads of family (HoF) stated that they had worked before coming to Canada. With respect to spouses, one did not attend school (worked and looked after the family) and one had a professional certificate.

### **Ottawa (21)**

One third of the refugees had university backgrounds, one third gained professional certificates and the other third worked. However, all of the refugees had worked prior to coming to Canada. Half of the refugees worked in professional jobs such as dentist, orthopedic surgeon, chief of department, university professor, purchasing agent or in government services. The other half performed both unskilled and skilled work such as plumber, mechanic, electrician, in textile machinery and pumping gas. One quarter of the refugees' spouses were employed in both unskilled and skilled labour.

The comparable educational and employment background characteristics of the **KOS refugees** in various communities in Ontario are summarized as follows:

### **Hamilton (24)**

The majority of refugees did not supply any answers to questions relating to their educational background or work experience before coming to Canada. One fifth of the refugees supplied their educational specialty or discipline, (e.g. law, history, English, etc). Two responded with the number of years they had attended school but did not specify what type of schooling, and one indicated that s/he had worked before coming to Canada. Less than half the refugees stated that they had held some type of job or career. Some refugees (housewives and students) indicated that they had not worked in Kosovo.



**Windsor (35)**

Less than one third of the refugees indicated that they had some forms of education: two attended public school; one had high school education; and two attended university. Two provided that they were working prior to coming to Canada.

**Toronto (30)**

Less than half of the refugees who were designated as head of the family specified that they had worked instead of attending school before coming to Canada. Four indicated that they had some types of schooling. Most of the spouses did not answer this question, but three provided the number of years they attended school. Over half the refugees stated that they worked before coming to Canada, and the type of employment ranged from unskilled to professional jobs. Six refugees indicated that they had been students. Several spouses stayed at home and did not work, however three worked in the following occupations: seamstress, co-owner/manager, and as a mechanic.

**St. Catherine (6)**

None of the refugees held university or professional degrees. However, five refugees indicated that they had worked in unskilled or skilled labour (i.e., grocery store, tractor trailer, farmer, forestry, postman, seamstress, mechanic) “Worked as a seamstress” (449-KOS-St. Cath). More than half of heads of family (H o F) had held professional jobs, had been self-employed or had worked in the retail business before coming to Canada. “Owns his own business store” (446-KOS-St.Cath).

**Thunder Bay (4)**

One refugee indicated that s/he had a high school education; one provided the number of years of schooling but did not specify whether or not s/he had a degree; two provided educational disciplines (i.e., Law, History, English, etc...). In the spouse category, one provided the number of years of study but did not specify the type of degree, the other had attended high school, the third had no former schooling, and the fourth one only provided educational discipline. All of the Adult +19 answers were blank.

### **London (99)**

Almost half (45) of the refugees stated that they had a high school education; 23 had elementary education; one had college and 22 had attended university-“Post-secondary; Bachelor of Economics started Masters in Kosovo,” (544-KOS-Lon.) “Post-secondary; 2 years Teacher of Albanian in elementary school.” (587-KOS-Lon.)

### **Kitchener (63)**

Out of almost half (30) of the responses, four had high school education; three had university education; 14 did not specify their level of education, but provided the disciplines instead (history, economics, law, civil engineering). Eight refugees indicated that they had worked before coming to Canada and the type of employment varied: engineer, plumber, bookkeeper, and truck driver.

### **Ottawa (69)**

One (HoF) refugee indicated that s/he had completed high school. Twelve attended University and two had a college education. One spouse provided the number of years s/he had attended school, but did not specify degree. Three spouses did not attend school but worked and had families. In the two Adult +19 categories, four provided the number of years of school attended rather than the level. One had high school level education, two attended university, and one attended college. Nine provided that they had worked before coming to Canada: "Law degree- Works with Human Rights" (499-KOS-Ott).

## **2. Income, Budget and Accommodation**

By the time the refugees were interviewed, almost all had a bank account, a social insurance card, and (in cases where they had children) the National Child Benefit (See Table 5). The proportion was never below 95% and there were practically no differences between KOF and KOS refugees. When asked about how they were managing their budget, only 240 of the 706 refugees replied to the question. Half of all the refugees declared that they had ‘no problem,’ but the difference between KOF (60%) and KOF (46%) was quite strong. No doubt, KOF refugees were more likely to get assistance from relatives in managing the budget.

**Table 5: Budget, Costs and Accommodation**

Characteristic	TOTAL	REFUGEE		COMMUNITY						
		KOF	KOS	Hami	Toron	Ottaw	Kitch	Winds	Lond	Other*
<b>Number</b>	<b>706</b>	<b>376</b>	<b>330</b>	<b>136</b>	<b>232</b>	<b>90</b>	<b>76</b>	<b>41</b>	<b>113</b>	<b>18</b>
%	%	%	%	%	%	%	%	%	%	%
<b>% Having a Bank Account</b>	99	99	99	98	98	100	100	100	100	100
<b>% Having a S.I.N. card</b>	100	99	99	100	100	100	100	97	99	100
<b>(Number with children)</b>	(367)	(194)	(173)	(68)	(113)	(55)	(43)	(12)	(64)	(12)
<b>% Having Natl. Child Benefit</b>	95	97	93	93	97	98	88	100	97	100
<b>How managing Budget</b>										
<b>(Number)</b>	(240)	(63)	(177)	(24)	(45)	(50)	(29)	(17)	(68)	(7)
<b>No problems</b>	50	60	46	66	51	52	45	59	45	0
<b>OK but needs care</b>	17	10	19	21	9	12	17	6	23	42
<b>Difficult but coping</b>	18	11	20	13	11	22	24	18	18	29
<b>Moderate problem</b>	13	14	13	0	20	14	14	12	12	29
<b>Serious problem</b>	2	5	2	0	9	0	0	5	2	0
<b>Rent Average**</b>	\$681	\$696	\$663	\$653	\$766	\$685	\$639	\$677	\$569	\$623
<b>Phone Average</b>	\$38	\$42	\$33	\$45	\$37	\$38	\$42	\$31	\$32	\$38
<b>Electricity Average</b>	\$64	\$63	\$65	\$55	\$70	\$68	\$72	\$86	\$56	N/A
<b>Gas Average</b>	\$77	\$75	\$79	\$52	\$83	\$70	\$78	\$80	\$90	N/A
<b>Other Expenses</b>	\$40	\$38	\$47	\$41	\$36	\$49	\$43	\$54	\$43	\$5
<b>% Sharing Costs</b>	51	54	47	53	63	46	55	54	30	7
<b>Average Bedrooms available</b>	2	2	2	2	2	2	3	3	2	2
<b>Average Tenants</b>	5	5	5	5	5	5	5	6	5	5
<b>Av. Tenants per Bedroom</b>	2.5	2.5	2.5	2.5	2.5	2.5	2.1	2.4	2.5	2.5
<b>State of Furniture</b>										
<b>(Number)</b>	(666)	(362)	(304)	(131)	(224)	(83)	(75)	(32)	(106)	(15)
<b>Good</b>	6	5	7	6	2	8	16	0	5	7
<b>OK</b>	78	89	65	88	92	61	61	63	68	80
<b>Poor</b>	15	5	26	4	6	30	21	34	24	13
<b>Bad</b>	1	1	2	2	0	1	2	3	3	0
<b>State of Accommodation</b>										
<b>(Number)</b>	(118)	(82)	(36)	(25)	(53)	(9)	(6)	(4)	(18)	(3)
<b>Good</b>	19	21	14	20	11	45	17	0	22	67
<b>OK</b>	16	18	11	8	23	22	0	25	11	0
<b>Poor</b>	40	38	44	32	43	22	66	50	39	33
<b>Bad</b>	25	23	31	40	23	11	17	25	28	0

\* Other includes the 3 cities Peterboro, St.Catherines and Thunder Bay.

Because of the small number of cases in each, separate analysis for each city is not warranted.

Please consult the [How to read Tables in Methodology Section](#).

\*\* It is not possible to calculate an average difference between rent entitlement and actual rent plus costs because too many respondents did not answer all questions on costs. E.g. Of the 706 respondents the following did not answer a cost question about: telephone 160; Electricity 482; Gas 633 and Other 415

The average rent paid, was \$681 and there was little difference between KOF (\$696) and KOS (\$663) refugees. When considering average expenses for telephone (\$38), electricity (\$64), gas (\$77) or other (\$40) there was very little variation between the two groups of refugees. (See footnote in Table 5 about comparing costs to entitlement.) About half (51%) of the refugees were sharing costs, but KOF refugees were 7% more likely to be doing so than KOS refugees.

The average number of bedrooms per dwelling was two, the average number of tenants per dwelling was five and the average number of tenants per bedroom was 2.5; these averages were identical for KOF and KOS refugees. When asked for opinions about the state of furniture and accommodation, nearly all refugees (666) made comments on furniture, but only 118 did so about accommodation. Relatively few (16%) found their furniture to be ‘poor’ or ‘bad,’ but there was a substantial difference in opinion; only 6% of KOF refugees thought the furniture was ‘poor’, but it was as high as 28% for KOS refugees. Again, the presence of relatives may have made a difference between the two groups. With respect to accommodation, the 118 refugees who did give an opinion did not appear to be too pleased. About two-thirds found it to be ‘poor’ or ‘bad’ with 61% of KOF refugees feeling so, compared to 75% of KOS refugees.

When looking at the refugees by city of settlement, almost every refugee in all cities had a bank account and a social insurance number. Of the 367 who had children, the proportion getting the National Child Benefit went from a low of 88% in Kitchener to 100% in Windsor.

The proportion of refugees sharing costs was 63% in Toronto, but only 30% in London and 7% of the 18 cases in ‘other’ cities. When it came to tenants per bedroom, there was almost no variation from one city to another.

Of the 666 refugees who commented on the state of furniture, only 6% each in Hamilton and Toronto said it was poor or bad, compared to 37% in Windsor, 31% in Ottawa, 28% in Kitchener and 27% in London. These differences were most likely due to the fact that those in Hamilton and Toronto had more relatives to help them. Of the 118 refugees who commented on accommodation, the majority (66%) felt that accommodation was poor or bad, except for refugees in Ottawa and ‘other cities’ (33% each).

Comparable comments regarding budget, costs and accommodation by **KOF refugees** in each community are summarised as follows:

### **Hamilton (112)**

Four-fifth (88) of refugees indicated that they were able to manage the income support they received in varying degrees by adjusting their living costs and activities. The types of adjustments that the refugees made included sharing rent expenses with their friends and family members, buying low priced food, walking to school, stopping smoking, or having friends,

landlords, and the government help out with household costs. One refugee noted that after paying her rent, she only has \$150 left to live on per month and therefore she has to eat every night at her parents or brother's homes (098-KOF-Ham). Six refugees admitted to having difficulty covering their living expenses with the money they received on income support because of the growing size of their families. "Initially budget was no problem, family is growing and needs re increasing." (030-KOF-Ham) One-fifth of refugees provided comments regarding the quality of their living conditions and the responses were mixed. Fourteen refugees revealed that their accommodation was manageable as they were able to secure adequate furniture for their homes. However, ten refugees complained about the poor quality of their furniture and cramped quarters. "Furniture broke, it was dirty and smelled. Bought discounted new furniture." (008-KOF-Ham) "Very crowded- four kids to one room." (088-KOF-Ham)

### **Windsor (6)**

All of the respondents indicated that they were able to manage the income support they received in varying degrees by adjusting their living costs and activities. These adjustments are shown in the refugees' attempts to share rent expenses with their friends and family members, buy low priced food, walk to school, stop smoking, or have friends, landlords, and the government helped out with furniture, etc. One refugee indicated that he: "Does not use a bus pass, pays as needed. Lives close to the school. Uses bus money and food money to pay rent variance." (355-KOF-Wind) Although most of the refugees were able to secure accommodation, they complained that the quality of living space is very poor as the size of their apartments is too small.

### **Toronto (202)**

Almost half (92) of the refugees indicated that they were able to manage their income support money by adjusting their living costs and activities. The adjustments made included: attempting to share rent expenses with their friends and family members, buying low priced food, walking to school, stopping smoking, or having friends, landlords, and the government help out with acquiring furniture, etc. Following are some examples of how different refugees manage their income support in order to meet the basic necessities: "They use money from child benefit and food allowance to pay rent. They do not buy new clothes." (127-KOF-Tor) "H o F

uses National Child Benefit money and transportation allowance to help pay for rent and food.” (128-KOF-Tor) “Daughter has school expenses e.g., in communications class - tapes, CDs, computer usage, and school bus passes and money goes quickly every month. H o F and wife walk to school daily (approximately 5 minutes) and save TTC fare. Does not take advantage of food banks, churches, laundry expenses \$15-\$20 weekly (family of 8); H o F calls sister in Kosovo almost daily – approximately \$30-\$120.” (176-KOF-Tor.)

Three refugees admitted to having difficulty covering their living expenses with the income support they received and this usually had to do with the growing size of their family. “Difficulty making ends meet- eight family members live together, half of monthly allowance goes to rent.” (176-KOF-Tor.) “Experiencing budget problems-daughters have school expenses and TTC tickets. Claims H o F and spouse use TTC allowance for daughters’ tickets.” (286-KOF-Tor)

One-fifth of refugees provided responses regarding the quality of their living conditions. Sixteen refugees revealed that their accommodation was manageable and that they were able to secure adequate furniture for their homes. “Purchased table material and made the table,” (290-KOF-Tor.) “Purchased bed and mattress, \$600 carpet” (271-KOF-Tor.) However, 21 refugees complained about the poor quality of their furniture or residence. “Had to repair some pieces and children are rough with furniture. Doesn’t expect the furniture to last much longer.” (183-KOF-Tor.) “Apartment is too small, too hot in summer and too cold in winter.” (167-KOF-Tor.) “Furniture is good and happy with what they have. Repaired some pieces-but still in good condition.” (288-KOF-Tor) “Also uses living room for another bedroom and 2 daughters sleep there.” (287-KOF-Tor.)

### **London (14)**

Three quarter of the refugees indicated that they were able to manage with the amount of income support they received. However, they had to adjust their living expenses and living conditions to meet their basic needs. Some of the adjustments included sharing rent expenses with their friends and family members, buying low priced food, walking to school, stopping smoking, or having friends, landlords, and government help out with furniture, etc. One refugee responded: “Managing ok. Bus passes purchased monthly.” (KOF-367-Lon). One quarter of the refugees indicated that they were having a really difficult time covering their living costs

either because of the size of their family or because they were single parents. One third of refugees indicated that they were able to secure accommodation, however, the quality of living space was poor or the size of their apartments was too small. “Four boys in one bedrooms. Cramped living quarters,” (370-KOF-London)

### **Peterborough (8)**

Half of the refugees indicated that they were able to manage with the amount of income support received. However, to manage, they had to adjust their living expenses to the point where they could meet their basic needs. The adjustments included sharing rent expenses with their friends and family members, buying low priced food, walking to school, stopping smoking, or having friends, landlords, and government agencies help with expenses. The interviewer noted that one refugee was having difficulty covering basic living expenses: “Cheque = \$1240.84 – they pay for groceries, rent phone and expenses. Then the children always need a little each month. The only problem they have is with bus fare. One person spends approximately \$7.00/day.” (373-KOF-Pete)

One third of the refugees indicated that they were able to secure accommodation, however, they complained that the quality of furniture or living space was very poor and the size of their apartments was too small or the furniture was falling apart.

### **Kitchener (13)**

The majority of the refugees noted that they were able to manage with the amount of income support received by adjusting their spending habits: "H o F is working part time at Community Health Region of Waterloo- Family visitor. Money she receives from RAP helps a great deal as she is only working 10 hours per week." (347-KOF-Kit) There was no indication that this group of refugees was having a difficult time managing their basic living expenses. Two refugees complained that their residence was too small for the number of people living there.

### **Ottawa (21)**

Three quarter of the refugees indicated that they were able to manage with the amount of income support received. However, to manage, they had to adjust their living expenses and living conditions to meet their basic needs. The adjustments are shown in the refugees’ attempts

to share rent expenses with their friends and family members, buy low priced food, walk to school, stop smoking, or having friends, landlords, and government helped out with furniture etc. “OK. Comfortable. Bus passes-one only. Spouse lives near school.” (330-KOF-Ott). One quarter of refugees stated that they were able to secure accommodation. “Very happy about furniture.” (324-KOF- Ott)

The responses to budget, costs and accommodation by the **KOS refugees** are summarized as follows:

### **Hamilton (24)**

More than half of the refugees indicated that the income support that they received was manageable but they had to adjust their needs and living activities to ensure that the money received covered their basic expenses (i.e., sharing rent costs with friends and family, finding low food prices, stopping smoking, etc.). Some refugees said that they had a difficult time managing their basic living expenses with the amount of income support they received.

One fifth of the refugees indicated that they were able to manage and also that their furniture was adequate. Another fifth of the refugees complained about the quality of their furniture. “Clients believe that the apartment is unsanitary and would like to move. Clients to meet with counselor to discuss options” (458-KOS-Ham).

### **Windsor (35)**

Two third of the respondents indicated that they were able to manage with the amount of income support received. However, to manage, they had to adjust their living expenses and living conditions to meet their basic needs. The adjustments are shown in the refugees’ attempts to share rent expenses with their friends and family members, buy low priced food, walk to school, stop smoking, or having friends, landlords, and government to help with the furniture. One refugee noted that he/she is having difficulty covering basic living expenses: “rent is shared by the rest of her family.” (386-KOS-Wind) “Client lives with parents and married brother. Each contributes \$100 for rent.” (387-KOS-Wind). Three respondents had a difficult time managing their basic expenses with the amount of income support received. “Budget is a bit



tight since daughter moved out of Toronto and entitlement was adjusted for one less family member. Transportation: for purchasing bus passes is difficult to afford.” (411-KOS-Wind)

Two third of the refugees indicated that they were able to secure accommodation, however, one third complained about the quality of their furniture or living space. They felt that the size of their apartments is too small or the furniture is falling apart.

### **Toronto (30)**

Over half the refugees indicated that they could manage with the money they were receiving, but that they needed to adjust their needs and living activities to ensure that the money received covered all their basic expenses. Five refugees stated that they had a difficult time managing their budget. “Apartment is very expensive; difficult to pay rent. Paying for children is expensive” (445-KOS-Tor). Three refugees responded with answers that were not applicable. “They have a car, it is a 1991 Plymouth voyager. He took all the baby bonuses and saved them and used the money to buy the car” (418-KOS-Tor).

More than half of the refugees stated that they were coping well with their living conditions. They had furniture, which they either brought with them when they moved, or obtained from friends, family, and/or landlords. Four refugees complained that their furniture was inadequate as well as the size of the apartment. “Five members repatriated to Kosovo Aug/99. Family furniture was left at the apartment. Sponsors did not allow them to keep any of the furniture” (417-KOS-Tor).

### **St. Catherine (6)**

One refugee mentioned that s/he was having a difficult time managing basic living expenses with the amount of income support received. More than half of the refugees did not provide an answer to this question. “Clients are receiving \$511.00 towards rent” (447-KOS-St. Cath). Less than half of the refugees indicated that their accommodation was manageable and that they had either brought their furniture with them, or their friends, landlords and/or the government had helped them out. “Clients did not bring furniture from Quebec. Furniture was donated from churches in St. Catherine”(448-KOS-St. Cath). Two refugees stated that they had very poor accommodation - the size of residence is too small for a big family - and that their

furniture was falling apart. “The beds are broken, springs are coming through the fabric” (446-KOS-St. Cath).

#### **Thunder Bay (4)**

Two refugees indicated that the income support that they received was manageable but they had to adjust their living expenses and activities to ensure that the money received covered the basic expenses (i.e., share rent costs with friends, find low food prices, stop smoking, etc.). Two refugees said that they had difficulty managing their basic living expenses with the amount of income support they received.

In terms of accommodation, most had furniture which they either brought with them when they moved, or their friends, landlords and government helped out: "Sponsor gave extra and our furniture looks good." (451-KOS-TBay).

#### **London (99)**

Almost half (42) of the refugees indicated that they were able to manage the income support they received by adjusting their living costs and activities. They did this by sharing rent expenses with their friends and family members, buying low priced food, walking to school, stopping smoking, or having friends, landlords, and government help out with furniture. One refugee stated: “Okay. We are able to buy bus tickets and food. Electricity bills are expensive.” (621-KOS-Lon) Seven refugees admitted to having difficulty covering their living expenses with the income support they received and this usually had to do with the growing size of their families. “Difficult to manage; formula is \$300 per month for new baby.” (627-KOS-Lon).

Half (50) of the refugees provided responses to the question regarding the quality of their living conditions, and these comments were mixed. Forty-six refugees revealed that their accommodation was manageable and that they were able to secure adequate furniture for their homes. However, four refugees complained about the poor quality of their furniture or place of residence. “They were good in the beginning but now they are falling apart.” (555-KOS-Lon)

#### **Kitchener (63)**

Less than one-third (17) of the refugees indicated that the income support they received was manageable. Refugees had to adjust their living costs, and activities by sharing rent expenses

with their friends and family members, buying low priced food, walking to school, stopping smoking, or having friends, landlords, and government helped out with furniture, etc. One refugee explained: “We are managing but could always use more money. Transportation-buy tickets when need.” (699-KOS- Kitch) Six refugees admitted to having difficulty covering their living expenses with the income support received. “Budget is tight; rent is expensive. Family does not buy bus passes because school is close.” (688-KOS-Kitch) One-third (24) of the refugees revealed that their accommodation was suitable as they were able to secure adequate furniture for their homes. However, twelve refugees complained about the poor quality of their furniture or place of residence. “Beds not too good-dressers terrible-needs constant repair.” (650-KOS-Kitch)

### **Ottawa (69)**

The majority of the refugees indicated that they were able to manage with the income support that they received by adjusting their needs and living activities to ensure that the money received covers their basic expenses. A few said that they had a difficult time managing their basic living expenses with the amount of income support and these were mainly the people with more children or a newborn underway.

Several refugees managed to have furniture, which they either brought with them when they moved, or their friends/sponsors had helped out. Most of the refugees complained about the quality of furniture or accommodation (falling apart/size of residence being too small).

Listed below are comments from the interviewees and respondents (KOF and KOS) on how the refugees feel about their accommodation and how they manage with the income support they receive:

*“\$450 Rent-client uses her cheque to pay for rent -\$150 left over. Eats each night at her parents or brother’s homes.” (098-KOF-Ham)*

*“Furniture broke, it was dirty and smelled. Bought discounted new furniture.”(008-KOF-Ham)*

*“Very crowded-4 kids to 1 room.” (088-KOF-Ham)*

*“Does not use a bus pass, pays as needed. Lives close to the school. Uses bus money and food money to pay rent variance.” (355-KOF-Wind)*

*“They use money from child benefit and food allowance to pay rent. They do not buy new clothes.” (127-KOF-Tor)*

*“Difficulty making ends meet- 8 family members live together, half of monthly allowance goes to rent.” (176-KOF-Tor)*

*“Experiencing budget problems-daughters have school expenses and TTC tickets (Claims H o F and spouse use TTC allowance for daughters’ tickets.” (286-KOF-Tor)*

*“Apartment is too small, too hot in summer and too cold in winter.” (167-KOF-Tor)*

*“Managing ok. Bus passes purchased monthly.” (367-KOF-Lon)*

*“4 boys in one bedrooms. Cramped living quarters.” (363-KOF-Lon)*

*“Cheque=\$1240.84 – they pay for groceries, rent, phone, and expenses. Then the children always need a little each month. The only problem they have is with bus fare. One person spends approximately \$7.00/day.” (373-KOF-Pete)*

*“H o F is working part time at Community Health Region of Waterloo – Family visitor. Money she receives from RAP helps a great deal as she is only working 10 hours per week.”(347-KOF-Kit)*

*“OK. Comfortable. Bus passes – 1 only. Spouse lives near school” (330-KOF-Ott).*

*“Very happy about furniture” (324-KOF-Ott).*

*“Apartment is very expensive; difficult to pay rent. Paying for children is expensive” (445-KOS-Tor).*

*“Clients did not bring furniture from Quebec. Furniture was donated from churches in St. Catherine” (448-KOS-St. Cath).*

*“The beds are broken, springs are coming through the fabric” (446-KOS-St. Cath).*

*“Sponsor gave extra and our furniture looks good” (451-KOS-Tbay).*

*“Sponsor helped a lot in the beginning and is still helpful-good relationships” (452-KOS-Tbay).*

*“Okay. We are able to buy bus tickets and food. Electricity bills are expensive” (621-KOS-Lon).*

*“Difficult to manage; formula is \$300 per month for new baby” (627-KOS-Lon).*

*“We are managing but could always use more money. Transportation-buy tickets when need” (699-KOS-Kitch).*

*“Budget is tight; rent is expensive. Family does not buy bus passes because school is close” (688-KOS-Kitch).*

*“Beds not too good- dressers terrible- needs constant repair” (650-KOS-Kitch).*

### **3. Relationship with Sponsors**

Refugees stated that sponsors helped mostly with daily activities (53%), service referrals (51%), community information (50%) and transportation (49%). Relatively few sponsors helped refugees with language difficulties (29%) or with recreation (35%). In the cases of service referrals and daily activities, KOS refugees were 7-8% more likely to receive help. But while 42% of KOF refugees were helped with language difficulties, only 14 % of KOS refugees received this type of help. In other areas of help, proportions were similar for the two groups.

A total of 650 persons replied to the question regarding frequency of seeing their sponsors. While 23% of these had no sponsor, just under half (47%) saw their sponsor weekly or daily. Just over a quarter of KOF refugees had no sponsor, compared to 18% of KOS refugees. No doubt, the former are able to depend on relatives to a greater extent. This also influenced the frequency of seeing the sponsor; 15% of KOF refugees saw their sponsor ‘less than monthly’ or ‘never,’ compared to 28% of KOS refugees.

Characteristic	TOTAL	REFUGEE		COMMUNITY						
		KOF	KOS	Hamil	Toro	Ottaw	Kitch	Wind	Lond	Other*
<b>Number</b>	<b>706</b>	<b>376</b>	<b>330</b>	<b>136</b>	<b>233</b>	<b>90</b>	<b>76</b>	<b>41</b>	<b>113</b>	<b>18</b>
	%	%	%	%	%	%	%	%	%	%
<b>% Sponsors help: Recreation</b>	35	35	34	23	38	33	33	49	32	72
<b>% Sponsors help: Service Refer.</b>	51	48	55	51	51	36	47	78	54	72
<b>% Sponsors help: Daily Activs.</b>	53	49	57	48	50	47	55	78	52	83
<b>% Sponsors help: Commun. Info.</b>	50	50	50	47	50	44	45	68	49	72
<b>% Sponsors help: Transport</b>	49	48	50	46	49	37	46	66	51	72
<b>% Sponsors help: Language</b>	29	42	14	31	41	12	15	27	21	50
<b>How often do you see Sponsor?</b>										
<b>(Number)</b>	(650)	(340)	(310)	(133)	(226)	(72)	(64)	(35)	(105)	(15)
	%	%	%	%	%	%	%	%	%	%
<b>Daily</b>	23	30	16	23	29	10	13	31	22	47
<b>Weekly</b>	24	19	30	21	21	38	22	31	22	33
<b>Monthly</b>	9	10	8	11	9	6	8	9	9	13
<b>Less than Monthly</b>	12	8	17	7	9	24	25	11	11	7
<b>Never</b>	9	7	11	8	8	4	23	17	5	0
<b>Don't have a Sponsor</b>	23	26	18	30	24	18	9	0	31	0

*\* Other includes the 3 cities Peterboro, St.Catherines and Thunder Bay. Because of the small number of cases in each, separate analysis for each city is not warranted.*

*Please consult the [How to read Tables](#) in Methodology Section.*

With reference to sponsors helping with daily activities, the proportion was as high as 78% in Windsor, but close to the norm in the remaining cities. Windsor too, had the highest proportion of service referrals (78%), help with community information (68%), and help with transport (66%) while in most remaining cities, it was close to the norm in all three categories. Ottawa had the lowest in service referrals (36%) and help with transport (37). Help with recreation ranged from a high of 49% in Windsor to a low of 23% in Hamilton. Finally, help with language was highest in Toronto (41%) and Hamilton (31%) but as low as 12% in Ottawa. Hence, while Windsor appears to be the city where refugees received most help, relatives in Toronto and Hamilton, must have helped with language problems.

When asked how often they saw their sponsors, 31% in London, 30% in Hamilton, 24% in Toronto and 18% in Ottawa, did not have one. Sponsors were most likely to be seen daily in 'other' cities (47% of the 18 cases), Windsor (31%), and Toronto (29%), while in the other

remaining major cities it was below 25 percent. Twenty-three percent in Kitchener and 17% in Windsor said that they never saw their sponsor.

The activities and the relationship with their sponsors as expressed by the **KOF refugees** in each city are summarized as follows:

### **Hamilton (112)**

With respect to needing assistance, 20 refugees stated that they received no help or had no access to sponsors. Several reasons were mentioned: “Sponsor unknown (used to come when parents were in Canada, since they were repatriated, sponsor never seen)” (008-KOF-Ham) Thirty-two refugees stated that they did receive help from their sponsors for many things. Their sponsors, who were family members or relatives, would help with the basic day to day functions such as, filling out school registration, translating documents, paying for bills, grocery shopping, and integrating them into the community through various social functions. In one case, the refugee revealed that the sponsor “helped to find apartment, grocery store, doctor, bank.” (037-KOF-Ham)

More than one-fifth (29) responded to the question regarding the level of communication that refugees have with their sponsors. Five refugees indicated that they only see their sponsors when needed. “When I need them, I call and they come and help. They call us all the time, we talk on the telephone.” (137-KOF-Ham) Seventeen refugees mentioned that they saw their sponsors frequently, either daily or weekly. In four cases, the refugees would see their sponsors periodically: “Saw sponsor 1 or 2 times more after 4 or 5 months.” (058-KOF-Ham) And in three cases refugees admitted that they either had no contact or lost contact with their sponsors mostly because they had moved away or were having problems with their sponsors. “Saw sponsor-when first arrived for about 2 months. He’s not interested and we haven’t seen him or heard from him for 1 year.” (041-KOF-Ham)

### **Windsor (6)**

When in need of help, most of the refugees would go to their community services or family for support. Their sponsors (family members or relatives) would help with the basic day-to-day functions such as filling out school registration forms, translating documents, paying bills,

grocery shopping, and integrating them into the community. In one case, the client revealed his/her sponsor “helped to find a family doctor.” (353-KOF-Wind)

Most of the refugees revealed that they have contacts with their sponsors in varying degree. Some would see their sponsors when needed, others would see their sponsors frequently, either daily or weekly and in two cases, the refugees would see their sponsors periodically (i.e. every few months). In these two particular cases, the refugees have lost contact with their sponsors over time as one demonstrated in the following comment: “At first daily and now monthly. As time goes on needs assistance less and less.” (353-KOF-Wind)

### **Toronto (202)**

More than half (117) of the refugees replied to the question pertaining to receiving help. Twenty-nine refugees stated that, they received no help or had no access to sponsors. Comments included: “Sponsor didn’t help us to do anything. She was only around first month.” (116-KOF-Tor.) “A lady helped us for 3 or 4 months when we first arrived. Now we only hear from her by phone-have not seen her in over a year.” (136-KOF-Tor) “Sponsor didn’t help at all. Winnipeg” (140-KOF-Tor.)

Several interviewers noted: “Were asked and stated yes, but never got a sponsor-daughter states that they were asked because she is extremely busy-but never got one.” (197-KOF-Tor.) “Were offered but brother stated that they didn’t need one. He would look after what he could. No sponsor.” (219-KOF-Tor.) However, 88 refugees stated that they did receive help from their sponsors for many things. Their sponsors (family members or relatives) would help with the basic day-to-day functions such as filling out school registration forms, translating documents, paying for bills, grocery shopping and integrating them into the community. The following responses illustrate the kind of help they received from their sponsors: “Family were sponsors-helped find apartment, school, etc.,” (118-KOF-Tor.) “Have a lady comes by occasionally and they called her their sponsor, however they do not know her name nor with whom she is associated.” (131-KOF-Tor.) “Very nice man and sponsor helped apartment, baby born.” (209-KOF-Tor.) “... He takes us to doctors and when mother was sick he helped a lot.” (254-KOF-Tor) “Children helped me do everything,” (275-KOF-Tor.)

One-fourth (45) of the refugees replied to questions regarding the level of communication that refugees have with their sponsors. Eight refugees provided that they only see their sponsors



when needed: “Whenever needed, always available.” (289-KOF-Tor.) “They came every week-then every few weeks. Now we see them when we need help.” (215-KOF-Tor.) Seventeen refugees indicated that they saw their sponsors frequently, either daily or weekly and four saw their sponsors periodically. Sixteen refugees admitted that they either had no contact or lost contact with their sponsors: “Never-sponsor was around for first 3 months. Have not heard from sponsor since. Cannot remember name.” (303-KOF-Tor.) “She went back home so we don’t see her.” (136-KOF-Tor.)

### **London (14)**

When in need of help, all of the refugees stated that they turned to their family and friends for support. Their sponsors (being family members or relatives) helped with the basic day-to-day functions such as “filling out school registration forms, translating documents, paying for bills, grocery shopping, and integrating them into the community through various social functions.” One refugee indicated that his “family in Canada have introduced him to the Albanian community.” (369-KOF-Lon)

Most of the refugees did not provide responses to questions regarding their communication status with their sponsors. However, two revealed that they come in contact with their sponsors very frequently: “Lives with sponsor.” (358-KOF-Lon)

### **Peterborough (8)**

When in need of help, more than half of the refugees sought help from their family and friends. Their sponsors helped with the basic day-to-day functions such as filling out forms, registering for school, translating documents, paying the bills, grocery shopping, and integrating them into the community. One refugee described his/her sponsor’s help in the following way: “Helps in all ways, takes kids for ice cream, doctor’s appointments, application, etc.” (378-KOF-Pete)

While one quarter of the refugees saw their sponsors frequently, another quarter lost contact with their sponsors. One refugee indicated that “At first everyday, but he’s busy now and so are we and we don’t need him all the time anymore.” (371-KOF-Pete)

### **Kitchener (13)**

Nearly all of the refugees sought help from community services and other services such as immigration offices. However, two refugees indicated that they sought help from their friends and relatives. None of the refugees provided any answers when asked to describe the activities that their sponsors offered or their interaction with sponsors.

### **Ottawa (21)**

When in need of help, only one refugee mentioned that s/he would seek out family and friends for support. Refugees' sponsors (family members or relatives) helped with the basic day-to-day functions such as filling out school registration, translating documents, paying for bills, grocery shopping, and integrating them into the community through various social functions. In terms of seeing the sponsors, no responses were provided.

With respect to the **KOS refugees** in each city, they described their activities and relationship with their sponsors as following:

### **Hamilton (24)**

One third of the refugees approached friends, family, or sponsors for information needed. One fifth pinpointed community services agencies. More than half of the refugees said they received help from their sponsors. Only two stated that they received no help and didn't have access to sponsors. In some cases this was due to their moving away from their original settlement location. "Would be helpful to have sponsor-have applied for the HOST program" (465-KOS-Ham). Less than half responded to the question concerning how frequently they saw their sponsor.

### **Windsor (35)**

When in need of help, one third of the refugees would seek out their family and friends for support. Their sponsors (family members or relatives) would help with the basic day-to-day functions such as filling out forms, registering for school, translating documents, paying for bills, grocery shopping, integrating them into the community through various social activities. One

quarter of the refugees saw their sponsors frequently and another quarter lost contact with their sponsors.

### **Toronto (30)**

Half of the refugees claimed that they contacted their friends and family for information. Less than half said that they went to the local community agency for help and less than half indicated that they received help from sponsors. "Paid utility bills, medical appointments, and school" (434-KOS-Tor). Almost one third of the refugees said they only saw their sponsors when they needed them.

### **St. Catherine (6)**

All of the refugees stated that when in need of help, they turned to friends, family, or sponsors with basic day-to-day activities such as filling out school registration forms and other documents, and grocery shopping. "Appointments, banking, shopping". (447-KOS-St. Cath). Two refugees indicated that they either saw their sponsor frequently or periodically. "Sponsor phones everyday" (447-KOS-St. Cath).

### **Thunder Bay (4)**

Most of the refugees stated that when they needed information, they usually contacted community services, agencies, or sponsors. Most of the refugees admitted to receiving help from their sponsors on basic day-to-day activities such as filling out registration forms and other documents, grocery shopping, paying bills, translation, etc. "Sponsor helped a lot in the beginning and is still helpful-good relationships." (452-KOS-TBay). Only one refugee indicated that s/he approached family members for help.

### **London (99)**

Two-third (76) of the refugees provided responses to the question on receiving help. Fifteen refugees stated that they received no help or had no access to sponsors for various reasons and 61 stated that they did receive help from their sponsors for many things. Their sponsors (family members or relatives) helped with the basic day-to-day functioning such as filling out school registration forms, translating documents, paying for bills, grocery shopping,

and integrating them into the community. One client revealed that his/her sponsor “helped with documents visited daily, shopping, everything.” (558-KOS-Lon)

Half (48) of the refugees replied to the question regarding the level of communication that refugees have with their sponsors. Nine refugees indicated that they only saw their sponsors when needed: “Come whenever needed” (627-KOS-Lon), while twelve stated that they saw their sponsors frequently, either daily or weekly. Eleven refugees saw their sponsors periodically: “They saw them very often at the beginning but now once/month or every second month.” (617-KOS-Lon) And sixteen refugees admitted that they either had no contact or lost contact with their sponsors mostly due to their moving away or having problems with sponsors: “They do not see each other since her eldest went back to Kosovo.” (606-KOS-Lon)

### **Kitchener (63)**

Twelve refugees stated that they received no help or had no access to sponsors because of various reasons: “Sponsor was busy with his family. Was not available to assist him.” (667-KOS-Kitch). However, 41 stated that they did receive help from their sponsors for many things. Their sponsors (family members or relatives) helped with the basic day-to-day functions such as, filling out school registration forms, translating documents, paying the bills, grocery shopping, and integrating them into the community through various social functions. One refugee revealed that his/her sponsors “are good. Locate family doctor, transportation to medical appointments, to get glasses, help solve family problems, help teach English.” (688-KOS-Kitch)

Half (33) of the refugees replied to the question regarding the level of communication that refugees have with their sponsors. Two refugees mentioned that they only saw their sponsors when needed, while ten provided that they saw their sponsors frequently, either daily or weekly. In seven cases, the refugees would see their sponsors periodically: “Haven’t seen them for the past 3 months. Do not need their help as much before.” (663-KOS-Kitch) And in seventeen cases, refugees admitted that they either had little contact or lost contact with their sponsors mostly due to their moving away or having problems with sponsors.

### **Ottawa (69)**

Very few refugees indicated that they sought assistance from friends, relatives, or family members. Many refugees revealed that they used community services/agency for assistance. A

large number of refugees stated that they sought assistance from their sponsors. Only two refugees said that they did not contact anyone for help.

Many refugees admitted to receiving help from their sponsors. Four refugees said that they approached their family for help and another four said that they received no help and/or didn't have access to sponsors for various reasons. With regard to contacts with their sponsors, many refugees said that they saw their sponsors frequently.

Overall, the comments expressed by KOF/KOS refugees on their relationship with sponsors were by and large positive and they were appreciative of the help they received from their sponsors as illustrated by the following selected responses:

*“Helps in all ways, take kids for ice cream, doctor’s appointments, application, etc...” (378-KOF-Peterborough).*

*“Helped to find apartment, grocery store, doctor, bank.” (037-KOF-Hamilton).*

*“When I need them, I call and they come and help. They call us all the time we talk on telephone.” (137-KOF-Hamilton)*

*“Have a lady comes by occasionally and they called her their sponsor, however, they do not know her name nor with whom she is associated” (131-KOF-Toronto).*

*“Are good. Locate family doctor, transportation to medical appointments, to get glasses, help solve family problems, help teach English” (688-KOS-Kitchener).*

*“Sponsor does everything, pays bills, check bank balance, she is in total control” (507-KOS-Ottawa).*

Some refugees did not have positive relationships with their sponsors and saw them infrequently or not at all as illustrated by the following responses:

*“Call sponsor when needed, often times they do not show up when promised” (491-KOS-Ottawa).*

*“Sponsor didn’t help us to do anything. She was only around 1<sup>st</sup> month”(116-KOF-Toronto).*

*“They saw them very often at the beginning but now once/month or every second” (617-KOS-London).*

#### 4. Socio-Economic Adjustment

Table 7: Profession Respondents had before coming to Canada

Characteristic	TOTAL	REFUGEE		COMMUNITY						
		KOF	KOS	Hamil	Toron	Ottaw	Kitch	Winds	Lond	Other*
Number	706	376	330	136	233	90	76	41	113	18
<b>PROFESSION OF HOF</b>	(653)	(356)	(297)	(122)	(223)	(75)	(62)	(46)	(110)	(15)
Intellectual-Professional	7	8	6	4	6	8	8	9	9	7
Health Professional	2	1	4	3	1	5	0	2	4	0
Other Professional	7	9	6	5	1	24	11	4	8	22
Government Employee	4	5	3	4	4	7	7	7	3	0
Business Employee	6	8	5	5	6	4	10	9	6	13
Skilled/Semi-skilled Worker	26	28	24	31	24	15	26	35	26	35
Male Service Worker	5	5	5	3	4	8	0	9	7	2
Female Service Worker	6	6	6	5	9	3	3	4	6	7
Unskilled manual	11	10	12	14	12	5	8	3	15	7
Other	26	20	29	26	31	21	27	20	16	7
<b>PROFESSION OF SPOUSE</b>	(384)	(215)	(169)	(79)	(117)	(50)	(30)	(26)	(69)	(13)
Intellectual-Professional	4	5	2	5	4	4	3	0	4	0
Health Professional	4	6	3	6	2	6	10	4	4	0
Other Professional	2	2	1	1	0	4	3	0	3	0
Government Employee	2	1	2	1	1	6	3	0	1	0
Business Employee	4	2	7	3	2	8	10	4	1	8
Skilled/Semi-skilled Worker	3	3	3	3	3	4	3	8	1	0
Male Service Worker	1	0	1	0	0	0	3	4	0	0
Female Service Worker	10	7	14	6	6	8	10	19	10	46
Unskilled manual	3	2	4	1	1	6	0	0	9	8
Other	67	72	63	74	81	54	53	62	67	38
<b>PROFESSION: ADULT 19+</b>	(25)	(5)	(20)	(4)	(3)	(3)	(4)	(5)	(6)	(0)
Intellectual-Professional	0	0	0	0	0	0	0	0	0	0
Health Professional	12	20	10	25	0	0	0	20	17	0
Other Professional	4	0	5	0	0	33	0	0	0	0
Government Employee	4	0	5	0	0	0	0	20	0	0
Business Employee	0	0	0	0	0	0	0	0	0	0
Skilled/Semi-skilled Worker	8	0	10	0	0	0	25	20	0	0
Male Service Worker	4	20	0	0	33	0	0	0	0	0
Female Service Worker	4	0	5	0	0	0	25	0	0	0
Unskilled manual	4	20	0	0	33	0	0	0	0	0
Other	60	40	65	75	34	67	50	40	83	0

\* Other includes the 3 cities Peterboro, St.Catherines and Thunder Bay.  
Because of the small number of cases in each, separate analysis for each city is not warranted.

Please consult the [How to read Tables](#) in Methodology Section.

The majority (26%) of the 653 heads of family (HoF) who listed their occupation (See Table 7) were skilled or semi-skilled workers, followed by unskilled manual workers (11%). There were no strong differences between KOF and KOS refugees. Two thirds of the 384 spouses who provided their occupation had to be classified as ‘other’. Female service workers (10%) were the most prominent of the listed categories; 7% more KOS than KOF refugees had been female service workers. Only 25 Adults 19+ listed a profession and 60% of these were in the ‘other’ category. Only five KOF refugees and twenty KOS refugees in the Adult 19+ category gave their occupation, making comparison of the two groups meaningless.

The proportion of heads of family in skilled or semi-skilled occupations ranged from a high of 35% in Windsor and the ‘other’ cities, to a low of 15% in Ottawa where 24% of refugees were classified as ‘other professional’. There were 15% unskilled manual workers in London, 14% in Hamilton, and 12% in Toronto.

A total of only 239 heads of family, 51 spouses and 12 adults, answered the question on efforts being made to upgrade skills (See Table 8). Over half (54%) of heads of family and two-thirds of spouses (64%) had made no such efforts.<sup>4</sup> (The total numbers for adults 19+ was too low to make meaningful comparisons). Among heads of family, 10% more KOF than KOS refugees had made ‘no effort’ but among spouses the proportion was only 60% for KOF compared to 74% for KOS. For both heads of family and spouses, a quarter were making efforts to improve their English, but this was only 19% for KOF heads of family compared to 31% for KOS heads of family. Conversely, 31% of KOF spouses compared to only 16% of KOS spouses were making efforts to upgrade their English.

At the time of the interviews, 417 of the 706 refugees were taking some type of course. The overwhelming majority (around 9 in 10) was attending LINC/ESL classes. There were no big differences between KOF and KOS refugees. Just under half of the refugees were attending school full-time with 6% more KOF than KOS refugees doing so.

Two hundred and seventy-six of the 706 refugees explained why they were not attending school. Reasons were fairly well spread out, 25% stating that it had to do with health issues, 19% considering themselves ‘too old,’ 18% having some kind of physical problem and 14% were working/looking for work or were involved in child care.

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<sup>4</sup> Note that the calculated percentage may be misleading because a large number of the questionnaires were left “blank” or marked with “no answer.”

**Table 8: Upgrade Efforts, School and Work Experience in Canada**

Characteristic	TOTAL	REFUGEE		COMMUNITY						
		KOF	KOS	Hamil	Toron	Ottaw	Kitch	Winds	Lond	Other*
<b>Number</b>	<b>706</b>	<b>376</b>	<b>330</b>	<b>136</b>	<b>232</b>	<b>90</b>	<b>76</b>	<b>41</b>	<b>113</b>	<b>18</b>
	%	%	%	%	%	%	%	%	%	%
<b>UPGRADE EFFORTS OF HEAD OF FAMILY</b>										
(Number)	(239)	(123)	(116)	(62)	(63)	(22)	(18)	(15)	(51)	(8)
Improve English	25	19	31	13	19	46	22	33	29	63
Seek Licence	11	12	10	14	11	18	0	7	8	25
Take courses	10	10	10	16	0	18	11	0	12	12
N/A	54	59	49	57	70	18	67	60	51	0
<b>UPGRADE EFFORTS OF SPOUSE</b>										
(Number)	(51)	(32)	(19)	(16)	(12)	(3)	(2)	(2)	(10)	(6)
Improve English	26	31	16	6	33	33	0	0	10	100
Seek Licence	4	3	5	6	0	0	0	0	10	0
Take courses	6	6	5	13	0	0	0	50	0	0
N/A	64	60	74	75	67	67	100	50	80	0
<b>UPGRADE EFFORTS OF ADULT 19+</b>										
(Number)	(12)	(4)	(8)	(3)	(1)	(0)	(3)	(1)	(4)	(0)
Improve English	33	0	50	0	0	0	67	100	25	0
Seek Licence	0	0	0	0	0	0	0	0	0	0
Take courses	50	75	38	67	100	0	33	0	50	0
N/A	17	25	12	33	0	0	0	0	25	0
<b>TYPE OF SCHOOL RESPONDENT ATTENDING NOW</b>										
(Number)	(417)	(201)	(216)	(88)	(105)	(69)	(39)	(34)	(68)	(14)
High School	1	1	1	0	1	0	0	0	3	0
Adult/Vocational	4	7	2	9	4	6	4	0	0	0
College/University	2	0	3	1	0	3	3	0	4	0
LINC/ESL	92	92	92	90	95	91	90	97	87	100
Church Classes	0	0	0	0	0	0	0	0	0	0
Community Program	0	0	0	0	0	0	0	0	0	0
Not Specified	1	0	2	0	0	0	3	3	6	0
<b>% Attending Full-time</b>	<b>49</b>	<b>52</b>	<b>46</b>	<b>51</b>	<b>55</b>	<b>50</b>	<b>39</b>	<b>21</b>	<b>45</b>	<b>93</b>
<b>REASON RESPONDENT NOT ATTENDING SCHOOL NOW</b>										
(Number)	(276)	(173)	(103)	(47)	(128)	(17)	(26)	(18)	(39)	(1)
Working/Looking for Work	14	13	17	6	13	41	15	11	15	100
Can't find a school	5	3	8	0	6	12	0	0	10	0
Not here long enough	4	3	5	0	5	6	0	0	8	0
Pregnant, Child care	14	13	15	4	17	0	19	17	15	0
Health Issues	25	28	22	37	22	18	23	17	36	0
Too Old	19	22	11	32	17	23	23	11	3	0
On Waiting List	6	5	7	6	6	0	0	6	13	0
Not Specified	13	13	15	15	14	0	19	39	0	0
<b>% Fam. Memb. Worked in Can.</b>	<b>8</b>	<b>2</b>	<b>15</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>11</b>	<b>8</b>	<b>21</b>	<b>0</b>

\* Other includes the 3 cities Peterboro, St. Catherines and Thunder Bay. Because of the small number of cases in each, separate analysis for each city is not warranted.

Continued in Table 9

Please consult the [How to read Tables](#) in Methodology Section.



Differences between refugee types were minimal, except that 22% of KOF compared to 11% of KOS refugees felt that they were too old. When asked if any member of the household had worked in Canada, only 8% responded in the affirmative. But while the proportion was 15% for KOS refugees, it was only 2% for KOF refugees.

Of the 239 heads of family reporting on upgrading efforts, a quarter had made efforts to improve their English. This was as high as 63% of the 18 cases in the ‘other’ cities, 46% in Ottawa, and 33% in Windsor, but as low as 13% in Hamilton. However, 16% in Hamilton were taking courses and this was only exceeded by the 18% in Ottawa who were doing so. While 26% of spouses overall, were trying to improve their English, 33% of spouses in Toronto and Ottawa were trying to do so. A total of 12 Adults 19 + responded to this question, making comparison by city meaningless.

Of the 417 persons who were attending schools, 92% were enrolled in LINC/ESL classes and there were no strong variations by city. Of the 276 who gave reasons for not attending school, 32% in Hamilton but only 3% in London cited “being too old” as their reason, and 37% in Hamilton and 36% in London, mentioned “other health issues”. A surprising 41% in Ottawa was not attending school because they were working or looking for work.

**Table 9: Upgrade Efforts, School and Work Experience in Canada (Continued from Table 8)**

Characteristic	TOTAL	REFUGEE		COMMUNITY						
		KOF	KOS	Hamil	Toron	Ottaw	Kitch	Winds	Lond	Other*
<b>Number</b>	<b>706</b>	<b>376</b>	<b>330</b>	<b>136</b>	<b>232</b>	<b>90</b>	<b>76</b>	<b>41</b>	<b>113</b>	<b>18</b>
	%	%	%	%	%	%	%	%	%	%
<b>WORK STATUS OF HEAD OF FAMILY</b>										
Employed Full time	4	2	6	1	1	10	5	17	0	11
Employed Part time	9	6	12	5	3	22	5	23	4	33
Not working	87	92	82	94	96	68	90	60	96	56
<b>WORK STATUS OF SPOUSE</b>										
Employed Full time	0	0	0	0	0	0	0	0	0	0
Employed Part time	3	3	2	4	1	4	2	2	3	6
Not working	97	97	98	96	99	96	98	98	97	94
<b>WORK STATUS OF ADULT 19+</b>										
Employed Full time	1	0	1	0	0	2	0	2	0	0
Employed Part time	2	2	2	1	2	7	2	2	0	0
Not working	97	98	97	99	98	91	98	96	100	100
<b>Type of Work</b>										
% HOF with permanent Jobs	34	27	43	22	30	40	50	80	0	0
% Spouse w. permanent Jobs	33	38	0	25	100	0	100	0	0	0
% Adult 19+ w. permanent Jbs	30	33	25	0	20	0	0	100	0	0
<b>Average wage/hour</b>										
HOF Average \$/hr	8.2	8.3	8.1	8.7	8.7	7.7	8.1	8.8	9.1	7.1
SPOUSE Average \$/hr	10.8	10.7	11.5	11.8	9.1	8.1	16.1	7.1	15.1	8.1
ADULT 19+ Average \$/hr	7.3	7.4	7.3	7.1	7.5	7.5	7.1	7.1	0	0
<b>Efforts made to find work</b>										
Personal Search	12	8	19	6	7	12	22	35	16	36
Sending CVs	4	1	7	1	1	6	6	3	11	0
Agency	2	1	3	2	0	2	0	9	3	0
Friends	4	4	5	4	4	3	7	6	3	9
English	35	37	29	41	35	40	22	24	31	46
Sponsor	2	1	4	2	1	6	6	3	0	0
Upgrade Qualifications	6	9	3	10	8	9	2	0	2	0
N/A	35	39	30	34	44	22	36	21	35	9
<b>Agency used to find work</b>										
Community Groups	72	67	76	78	100	68	62	81	77	25
Sponsor	12	4	15	11	0	19	15	19	0	0
Employment Offices	16	29	9	11	0	13	23	0	18	75

**\* Other includes the 3 cities Peterboro, St.Catherines and Thunder Bay.  
Because of the small number of cases in each, separate analysis for each city is not warranted.**

Please consult the How to read Tables in Methodology Section.

When considering the work status of heads of family, spouses, and other adults, the proportions working are naturally low. Only 4% of heads of family and no spouses were employed full-time. A further 9% of heads of family and 3% of spouses were working part-time and only 3% of Adults 19+ were working. KOS heads of family were 10% more likely to be working than KOF heads of family at the time of the interview, but the differences among spouses was non-existent.

Table 9 also shows the proportions of those working whose jobs could be considered as permanent, but since actual numbers working are so low, the proportions are not very meaningful. Given the small numbers actually working, average wage per hour is also not very meaningful, even though spouses appeared to have the highest hourly rate (\$10.80), compared to \$8.20 for heads of family and \$7.30 for other adults in the family.<sup>5</sup> Differences between KOF and KOS refugees were minimal.

Over a third (35%) have made no effort to find work, and among those who have made an effort, learning English (35%) seemed to be the major effort undertaken. KOF refugees were 9% less likely to make an effort, 8% more likely to try to learn English, but 11% less likely to turn to personal searches than their counterparts.

Among those who had made an effort to find work, over 4 in 10 (41%) had turned to a community group and less than 20% to other agencies. KOF refugees were more likely than their counterparts to use employment offices (29% compared to 9%) but less likely to turn to a community group (33% compared to 46%).

Proportions of heads of family who were employed full or part-time, ranged from highs of 40% in Windsor and 32% in Ottawa, to lows of 4% each in Toronto and London. The majority of spouses and adults 19+ years were not working and there was practically no variation from city to city. Among the few heads of family who were working, 80% in Windsor, but only 22% in Hamilton, had permanent jobs.

As mentioned earlier, because of the low numbers of refugees working, the average hourly wage is not very meaningful. For heads of family, it was as high as \$9.10 in London and as low as \$7.10 in other cities. For spouses, it was as high as \$16.10 in Kitchener and as low as \$7.10 in Windsor. There were no variations in average hourly wage among cities for the few Adults 19 years and over.

The two major efforts made by refugees in trying to find work were: learning English (35%) and personal search (12%). The highest proportion of refugees learning English was in the 'other' cities (46% of the 18 cases) and in Hamilton (41%), and the lowest was in Kitchener (22%). Over one third of refugees in the "other" cities (36% of the 18 cases) and 35% in

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<sup>5</sup> Note: This finding should not be read as women earning higher incomes than men because in many instances the KOS/KOF women and children arrived first and the female partners were then listed as HoF. When the men came, the women remained as HoF on the files. CIC-OASIS had information indicating that there were few women working or attending English classes.

Windsor were personally searching, but only 6% in Hamilton were doing so. The agencies that assisted the refugees in finding employment were: community groups (72%), employment offices (16%), and sponsors (12%). All of the Toronto refugees and 81% of Windsor refugees counted on community groups, but this was the case for only a quarter of those in 'other' cities where employment offices were more likely to be used. While 19% of refugees in Ottawa and Windsor approached their sponsor to find work, none of the refugees in Toronto, London and the 'other' cities turned to their sponsor.

The socio-economic adjustment of **KOF refugees** in each community in Ontario are summarized as follows:

### **Hamilton (112)**

Out of two-thirds (77) of the total responses, 11 refugees were students and 11 did not work before coming to Canada, while 55 worked in different jobs ranging from manual labour to skilled to professional employment. Some of the jobs they held before coming to Canada included: selling fruit, painter, welder, electrician, plumber, physics professor, criminal judge, home designer, farmer and shop owner.

One-third (50) of the refugees provided information on upgrading qualifications in the attainment of employment. Thirty-eight stated that they had made no effort without giving further explanation. Three indicated that they had made an effort to upgrade their qualifications but did not specify action taken. Three additional refugees had found employment and seven were either attending English class, expressed a desire to learn to improve language skills, or mentioned that they would like to pursue higher education. One-third (42) of spouses provided responses; 34 made no effort; three mentioned that they would like to improve their English; and three were working.

One-third (48) of the refugees indicated that they would like to find professional, skilled/unskilled work, or anything that is available. Only 13 claimed that they were seeking help from different sources (such as friends, family and community agencies) in locating employment.

## **Windsor (6)**

All of the refugees worked before coming to Canada. A few indicated that they were attending English classes to improve language skills as part of their efforts to upgrade skills for employment purposes. However, only two refugees revealed that their family members were working part-time. One refugee stated that a family member was helping him look for work. “Put applications in at different factories and his son checks the newspapers for him.” (352-KOF-Wind). The rest of the refugees were either unemployed or not making any effort to find employment.

## **Toronto (202)**

More than half (120) of the refugees responded to the question asking them if they had worked before coming to Canada. Fourteen stated that they had been students and 106 stated that they had been employed in different jobs, such as grocery store owner, construction worker, farmer, plumber, electrician, auto mechanic. Almost half (88) of the spouses did not work before coming to Canada; only 13 worked and three were students.

In terms of upgrading qualifications in the attainment of employment, half (101) of the refugees stated that they had made no effort to upgrade their qualifications, without explaining further. Only six provided that they were attending English classes to improve their language skills for better employment opportunities.

One quarter (59) of the refugees indicated that they would like to find employment ranging from professional, skilled and unskilled labour, to anything that was available. Some of the occupations mentioned included: “Bank-financial analyst, loans” (202-KOF-Tor), “accounting-will start taking courses at Yorkdale Adult Learning Centre- Sept 11/00” (302-KOF-Tor.) , “high jump coach, trainer, athlete,” (103-KOF-Tor.), “construction - carpentry,” (106-KOF-Tor.), “clothing sales” (107-KOF-Tor.), “car mechanics” (109-KOF-Tor), “air conditioner repair” (119-KOF-Tor.), “construction/ceramic tile installer”, (129-KOF-Tor.), “truck driver/cabinet maker” (158-KOF-Tor), “teacher, nurse” (155-KOF-Tor). Only 12 refugees mentioned that they were approaching different sources to help them locate employment, i.e., friends, family and community agencies. “Personal referrals and word of mouth” (129-KOF-Tor.), “community agency - registered with them for part-time work” (159-KOF-Tor.),

“Canadian sponsor” (165- KOF-Tor.), “cousin helps me look for work” (255-KOF-Tor.), “relative took her to Country Style for interview, has not used agency” (283-KOF-Tor.).

### **London (14)**

All of the refugees had worked before coming to Canada. Three refugees indicated that they were attending English class to improve their language skills as part of their efforts to upgrade their skills for employment purposes. The responses showed none of the heads of family were working to support their families. One quarter of the refugees indicated that they would be willing to seek unskilled jobs and one refugee stated that she would like to improve her English. “Complete school –nursing field. Learn English” (361-KOF-London).

### **Peterborough (8)**

Half of the refugees had worked before coming to Canada. Only one refugee expressed any interest in learning English to improve language skills: “ Trying to take courses now” (373-KOF-Pete), and two of the refugees stated that their spouses were attending English classes. More than half of the refugees indicated that their family members were employed in unskilled labour. Half of the refugees stated that they were seeking employment through various means, such as newspapers, friends, forwarding resumes, “Applied to various companies and factories however has heard nothing.” (373-KOF-Pete)

### **Kichener (13)**

Two refugees from the HoF category stated that they had performed unskilled labor. Two had worked as skilled laborers, three refugees had not worked, but they did not provide reasons for not working. Six responded that they had worked in professional positions before coming to Canada. In the spouse category, six did not provide answers; five had not worked before coming to Canada but stayed home as housewives; one worked in professional employment; and one had performed unskilled labor. In the two Adult +19 groups, only one indicated that s/he had not worked and no reason was provided, the remaining answers were blank.

Four said that they had made no effort to upgrade their qualifications: "His qualifications will have to be upgraded. Has not made any efforts to upgrade." (346-KOF-Kit) Three stated that they would like to pursue higher education, and one indicated that s/he has other

preoccupations (i.e., getting driver's license, etc...). Four spouses maintained that they had not made any effort to upgrade their qualifications. One refugee mentioned that s/he would like to pursue higher education (i.e., university degree-B.A., Masters, etc...). Within the Adult 19+ group, only one refugee was enrolled in high school/community college: "Yes-attending school now, hopes to go to university." (343-KOF-Kit). Only one refugee indicated that a family member was employed.

In terms of seeking employment, only one refugee was willing to work in unskilled labour, five wanted to work in skilled labour and one refugee wanted to find work in a professional position. Five responded that they were not looking because of health reasons. Four refugees replied that they were currently attending school to learn English and could not seek work: "Attending full time school. Wife is working part time at community agencies ..." (342-KOF-Kit). Only one of the refugees indicated that s/he was looking for work using a variety of methods. Six refugees were not looking for a job or utilizing help services, and three were receiving help from agencies/community services in their job search.

### **Ottawa (21)**

All of the refugees had worked before coming to Canada in various jobs. One quarter of the refugees either had already attended or expressed an interest in attending English class to improve their language skills: "to be determined when fluent enough to seek work." (330-KOF-Ott)

Half of the refugees indicated that they would prefer to find professional employment but they would be willing to take any job available. More than half had tried different sources, such as friends, family, newspapers, sending out resumes and doing volunteer work. Very few sought the assistance of community agencies.

The socio-economic adjustment of **KOS refugees** in each community in Ontario are summarized as follows:

### **Hamilton (24)**

Less than half of the refugees indicated that they had worked before coming to Canada. One fifth of the refugees stated that they were taking English classes. One fifth of the refugees

indicated that they were looking for unskilled jobs such as in a grocery store or a factory. Others did not reply. Four refugees specified that they were not looking for employment because they had health conditions that prevented them from working. Almost one third of the refugees were enrolled in school to learn English. Three indicated that they were looking for jobs through friends, newspapers, etc. or had already found employment. “Found temporary casual employment, earned approximately \$400 (under employment incentive amount) in August 1999. Landlord helped find employment” (455-KOS-Ham). Four refugees stated that they were receiving help from friends in their job search or had sought agency assistance. Three stated that they were not looking but did not provide any reasons. Other refugees did not answer.

### **Windsor (35)**

Two third of the refugees had worked before coming to Canada in different jobs: “Mechanic” (379-KOS-Windsor), “ Maintenance work” (380-KOS-Wind), “Commercial Food Supply” (381-KOS-Wind), “15 years ceramic tiling” (195-KOS-Wind), “Machine technician, in factory construction” (409-KOS-Wind), “Yes, Professor of Albanian Literature”(412-KOS-Wind). Only two refugees expressed any interest in learning English to improve language skills. Six of the refugees claimed that their spouses were attending English class. More than half of the refugees indicated that their family members were employed in unskilled labour. While, one third of the refugees stated that they were seeking any type of employment through various means, such as newspapers, friends, forwarding resumes. “Looking for any kind of work. It is difficult to get transportation to factories outside the city.” (385-KOS-Wind)

### **Toronto (30)**

The majority of the refugees answered that they had work before coming to Canada. Less than half of the refugees showed some level of interest in upgrading their qualifications, such as learning English, or enrolling in high school or community college. Seven of the refugees stated that they were not interested in upgrading their qualifications, without giving an explanation. Two refugees were unemployed. More than half of the refugees indicated that they were willing to work in any type of job. “Tried but unsuccessful. If he could get an opening as a mechanic he would take it but the language is a barrier” (418-KOS-Tor). Three refugees were not looking for work and did not give any reasons for this. More than half of the refugees were either studying



English or looking for a job. “Have submitted applications to factories, stores, restaurants. Employers have said that work experience in Canada is needed” (439-KOS-Tor). Five refugees stated that they were not looking for work and provided poor health as their main reason. Less than half of the refugees were not looking for work and had not sought any assistance from the agencies. Seven refugees said that they were unaware that there were agencies that provided assistance.

### **St. Catherine (6)**

All of the refugees said that they had worked in either unskilled, skilled labour or professional employment. Most of the refugees did not reply to the question, “Made effort to upgrade if qualifications required upgrading.” None of the refugees gave an answer to “presently employed.”

More than half of the refugees were looking for work in either unskilled labour or in their own professional field “In grocery stores, stock clerk, delivery truck” (448-KOS- St. Cath). Less than half were enrolled in school or stated that they were not looking for employment, without giving a reason. “He has been going to work” (449-KOS-St. Cath). Less than half were looking for jobs through friends, newspaper, etc. One was “focusing on learning English” (450-KOS-St. Cath). Refugees were either unaware of agencies that could help, were unemployed, or were not looking for jobs because they were enrolled in school. “Clients do not have any job search skills” (447-KOS-St. Cath).

### **Thunder Bay (4)**

Three refugees had worked prior coming to Canada, performing unskilled jobs (i.e., grocery store, tractor-trailer, farmer, forestry, etc.) and one worked as a skilled laborer (i.e., plumbers, electricians, and auto mechanic). One spouse indicated that she did not work, but did not provide a reason. One performed unskilled work; one worked as a skilled laborer; and one did not provided an answer. None of the Adult +19 provided an answer as to whether they had worked before coming to Canada.

One refugee (HoF) indicated that s/he was taking English classes as part of an effort to upgrade skills. Three refugees were employed in unskilled jobs and one was temporarily employed. Most of the refugees indicated that they were looking for skilled work (i.e., plumbing,

mechanics, etc.). One replied that s/he would like to find employment in one of the following areas: professional, retail, or self-employed. Three indicated that they were now working.

### **London (99)**

Two third (68) of the refugees had worked prior to coming to Canada in a variety of jobs ranging from construction, hairdresser, taxi driver, factory worker, carpet installer, supervisor, welder to teacher, economist, journalist, and agriculture engineer. Only fifteen spouses had been employed prior to coming to Canada and two had been students.

More than one-third (38) of refugees provided responses to the question of upgrading qualifications for the purpose of attaining employment. Twenty stated that they made no effort without supplying any further explanations; two stated that they had made an effort, but did not specify the type of effort made; one had found employment; and 16 were either attending English classes, expressed a desire to learn or improve their English skills or wanted to attain a higher education (i.e. certificate or degree). Only two of the spouses attended English classes as part of their effort to upgrade.

One-third (28) of the refugees stated that family members were working. More than half of the refugees indicated that they would like to find employment, e.g., woodworking, construction, any factory, bricklayer, mechanic, interpreter, photographer, accounting. Almost one-fifth (15) claimed that they contacted different sources for help on locating employment such as, friends, family, and community agencies.

### **Kitchener (63)**

Two third (46) had worked before coming to Canada in different jobs ranging from manual labour to professional employment: e.g., selling fruit, painter, welder, electrician, plumber, physics professor, judge, home designer, farmer, shop owner. Only twelve spouses had worked before coming to Canada and two had been students.

In terms of upgrading qualifications in pursuit of employment, only four refugees were either attending English class, expressed a desire to improve their English, or wanted to pursue higher education (i.e. certificate or degree). Five refugees stated that they had made or were making an effort, but they did not specify how the effort was being made. Spouses and adults 19+ did not make any effort.

More than one third (28) of the refugees indicated that they would like to find professional, skilled and unskilled labour, or anything that was available: e.g., wood working, construction, any factory work, bricklayer, mechanic, interpreter, photographer, accounting. One-third (24) claimed that they were seeking help with locating employment from different sources such as, friends, family and community agencies; five had found employment.

### **Ottawa (69)**

A few of the HoF refugees stated that they had been students before coming to Canada. A large number had worked in a variety of occupations. A few said that they had not worked but did not give any reasons for not working. A large number of the spouses had not worked before coming to Canada because they were stay-at-home housewives or students. Some did not give any reasons. Several refugees had worked in unskilled or professional employment. Almost all of the Adult +19 did not provide an answer as to whether or not they had worked before coming to Canada. Only four indicated that they had not worked and no reasons were provided; two worked in professional jobs.

A very small number of HoF refugees stated that they have not made any effort to upgrade their qualifications. Only one was enrolled in high school or community college: "In school, taking web page design, advance English, Microsoft Word, Microsoft Excel" (538-KOS-Ott). Three refugees were taking English classes, one was already working, and three expressed an interest in pursuing higher education: "Look for a company to do internship" (482-KOS-Ott). Almost none of the spouses indicated whether or not they were making any effort to upgrade their skills. Three stated no, one was enrolled in high school or community college, and one expressed an interest in learning English as a means to upgrade his/her skills.

A handful of refugees stated that they were employed in unskilled jobs; one has a temporary job, and three were unemployed (due to lay offs). Most of the refugees indicated that they were looking for work in either the professional, retail, or self-employed field. Nearly one sixth of the refugees stated that they were not looking for employment. The same number said that they were currently enrolled in school full-time, and the same number stated that they were willing to work in any kind of employment. A very small number of refugees stated that they were working, but did not specify the kind of work. Two were not sure of the type of work they should be looking for.

Almost none of the refugees described the efforts they were making to find employment. One sixth said that they were either currently enrolled in school or wanted to enroll to learn English or upgrade their credentials. Less than one sixth of the refugees stated that they were looking for work by using different methods or connections. Five refugees indicated that they have found employment.

Five refugees admitted that they were receiving help from friends with seeking employment, ten have used agency assistance, and four were looking for jobs through sponsors. "No-mostly through the help of the sponsor. The problem is not finding employment, its lack of English language."(508-KOS-Ott). One refugee relied on him/herself to seek employment

The obstacles the refugees faced and the efforts they employed to find employment were illustrated with the following selected comments:

*"Put applications in at different factories and his son checks the newspapers for him" (354-KOF-Windsor).*

*"Applied for jobs at construction sites and factories. Personal referrals and word of mouth" (129-KOF-Toronto).*

*"Found temporary casual employment earned approximately \$400 (under employment incentive amount) in August 1999. Landlord helped find employment" (455-KOS-Hamilton).*

*"Looking for any kind of work. It is difficult to get transportation to factories outside the city" (385-KOS-Windsor).*

*"Tried but unsuccessful. If he could get an opening as a mechanic he would take but the language is the barrier" (418-KOS-Toronto).*

*"Have submitted applications to factories, stores, restaurants. Employers have said that work experience in Canada is needed" (439-KOS-Toronto).*

*"Clients do not have any job search skills" (447-KOS-St. Catharine).*

*"In school, taking web design, advance English, Microsoft Word, Microsoft Excel" (538-Kos-Ottawa).*

*"Mostly through the helped of the sponsor. The problem is not finding employment, its lack of English language" (508-KOS-Ottawa).*

## 5. Situation of Children

**Table 10: Situation of Children**

Characteristic	TOTAL	REFUGEE		COMMUNITY						
		KOF	KOS	Hamil	Toron	Ottaw	Kitch	Winds	Lond	Other*
<b>Number who have Children</b>	<b>310</b>	<b>160</b>	<b>150</b>	<b>59</b>	<b>91</b>	<b>40</b>	<b>28</b>	<b>24</b>	<b>56</b>	<b>12</b>
<b>Pleased with Children's School (N)</b>	(298)	(153)	(145)	(58)	(86)	(39)	(26)	(24)	(53)	(12)
<b>Pleased, details not given</b>	86	75	98	95	68	87	100	96	94	75
<b>Teachers</b>	4	6	1	2	8	0	0	0	4	8
<b>Other Children</b>	4	7	1	3	6	13	0	0	2	0
<b>Learning English</b>	6	12	0	0	18	0	0	4	0	17
<b>Displeased with Children's School (N)</b>	(12)	(7)	(5)	(1)	(5)	(1)	(2)	(0)	(3)	(0)
<b>Displeased, details not given</b>	8	0	20	0	0	0	0	0	33	0
<b>Other Children</b>	33	57	0	100	40	100	0	0	0	0
<b>Facilities</b>	8	14	0	0	20	0	0	0	0	0
<b>Learning English</b>	17	29	0	0	40	0	0	0	0	0
<b>Changing Schools</b>	17	0	40	0	0	0	0	0	67	0
<b>Location</b>	17	0	40	0	0	0	100	0	0	0

\*Peterboro+St.Catherines+ThunderBay

Please consult the [How to read Tables](#) section.

Of the 310 refugees who had children in school (Table 9), 86% were pleased with their children's education, but they did not elaborate on details. Only 12 refugees were displeased with their children's schooling and the reasons given included: difficulties with other children in the school, the difficulties they faced in learning English, changing from one school to another and the location of the school. However, with the small number of refugees responding to the question, not much reliability can be placed on the percentages.

The situation of children of **KOF refugees** in each community in Ontario are summarized as follows:

### Hamilton (112)

One third (48) of the refugees indicated that were happy with how well their children were adjusting to their new environment. More specifically, in terms of settling in school, refugees were very pleased with how well their children were doing in school. Most refugees

provided: “Good English, happy in school.” (258-KOF-Ham) “Doing very well. All love school and speak very excitable about it.” (036-KOF-Ham)

### **Windsor (6)**

The refugees indicated that for the most part their children were adjusting very well to their new environment. More specifically, in terms of settling in school, they were very pleased with how well their children were doing in school. Most interviewers indicated: “Settling well. They are learning English very quickly,” (351-KOF-Wind), or “Child is happy and parents are pleased with results. She is doing well and is eager to learn.” (353-KOF-Wind)

### **Toronto (202)**

Almost half (81) of the refugees indicated that they were happy with how well their children were adjusting to their new environment and particularly with how well their children were doing in school. Interviewer in Toronto noted that: “Children are happy; like to study; get along with other school children; parents are pleased.” (127-KOF-Tor.) Two refugees stated that their children had problems adjusting. “Daughter doing well and gets along with other children/teachers-son plays soccer but not doing well-feels it may be due to his hearing problem. Also needs glasses.” (249-KOF-Tor.) “Teachers say children are doing very well. They are happy that they speak a lot of English in such a short time.” (223-KOF-Tor.)

### **London (14)**

Only one quarter of the refugees’ indicated that their children were adjusting very well to their new environment. These refugees were very pleased with how well their children were doing in school. Some comments included: “ Junior kindergarten-doing well and trying. Happy with teachers,” (357-KOF-Lon)

### **Peterborough (8)**

Less than half of the refugees indicated that their children were adjusting very well to their new environment. These refugees were very pleased with how well their children were doing in school. One refugee stated that her/his child: “speaks English fluently (without accents). They are learning a lot.” (378-KOF-Pete)

### **Kitchener (13)**

Three refugees revealed that they were pleased with their children's progress in school: "Grade 9, Grade 6, Grade 6. Older son is doing very well in school. Younger sons are both receiving remedial help" (340-KOF-Kit). Two refugees were somewhat pleased and three refugees said that they were very pleased: "Son is doing well in school-grade 3. He was quite traumatized when he first arrived. Having nightmares, but he seems to be doing well now." (346-KOF-Kit).

### **Ottawa (21)**

Half of the refugees indicated that their children were adjusting very well to their new environment. More specifically, in terms of settling in school, refugees were very pleased with how well their children were doing in school. One refugee provided: "I'm proud of them during this 8 months period. In a wonderful school system in Canada-Ottawa." (321-KOF-Ott). However, one refugee revealed that his/her child was having problem adjusting to the new environment. "Son has a problem-doesn't like school, too many hours. Has now settled a little better than before, but still isolated-encouraged to discuss with NGO." (320-KOF-Ott)

Comparable situations of children of **KOS refugees** in each community in Ontario are summarized as follows:

### **Hamilton (24)**

Less than half of the refugees indicated that their children were doing well in school. One refugee replied that s/he was satisfied with the progress of his/her children in school. "Is good but youngest is having difficulties-learning English. Parents are happy with school system" (467-KOS-Ham).

### **Windsor (35)**

Half of the refugees indicated that their children were adjusting very well to their new environment. More specifically, in terms of settling in school, refugees were very pleased with how well their children were doing in school. Comments included: "Three children at school

ages 7, 5, 4. All are adjusting well. One son had difficulties with learning English and ran away –now he enjoys being there.” (410-KOS-Wind) “ One son is attending private school paid by the sponsor, the other ones quite settled.” (379-KOS-Wind)

### **Toronto (30)**

Refugees viewed school conditions as key indicators of how well their children were adjusting to their environment and to settling in Canada. Less than half the refugees indicated that their children were doing well in school and that they were pleased with their progress. “Children doing well” (422-KOS-Tor).

### **St. Catherine (6)**

Less than half of the refugees indicated that their children were doing well in school. One parent commented: “The children are doing well in school. The oldest daughter 13 years is homesick. She was student of the month-Nov./2000” (450-KOS-St. Cath). The other two refugees stated that their children were doing very well in school and possibly getting higher marks. “Three Children are in school. They are doing very well” (449-KOS-St. Cath).

### **Thunder Bay (4)**

Refugees viewed school conditions as key indicators of how well their children were adjusting to their environment and to settling in Canada. Refugees indicated that their children were settling in school very well. Two refugees were very pleased because their children were getting high marks.

### **London (99)**

More than half (53) of the refugees indicated that they were happy with how well their children were adjusting to their new environment. More specifically, in terms of settling in school, refugees were very pleased with how well their children were doing in school. Some responses were: “In Quebec they did very well, here they are doing quite well.” (541-KOS-Lon) “Very good-excellent... oldest daughter hopes to go to school/college after” (566-KOS-Lon).



### **Kitchener (63)**

One-third (20) of the refugees indicated that they were happy with how well their children were adjusting to their new environment and more specifically, how well their children were doing in school. Most refugees provided that their children were doing. “Very well, no problems with children. No nightmares” (678-KOS-Kitch).

### **Ottawa (69)**

Two refugees stated that they were satisfied with the progress of their children in school. Nearly half said that they were pleased with their children’s progress in school and thought their children were doing well in school: "Doing very well, son has improved. Daughter has made friends & doing well in school" (538-KOS-Ott). One refugee stated that s/he is very pleased with how well his/her child has adjusted in school. Only one asserted that his/her children were having problems adjusting.

In general, the comments made in the interviews indicated that the children were doing well in school as illustrated by the following selected examples:

*“Very well. All love school and speak very excitable about it” (037-KOF-Hamilton).*

*“Settling well. They are learning English very quickly” (351-KOF-Windsor).*

*“Children are happy-like to study and get along with other school children – parents are pleased” (127-KOF-Toronto).*

*“Daughter doing well and gets along with other children/teachers – son plays soccer but not doing well-feels it may be due to his hearing problem. Also needs glasses” (249-KOF-Toronto).*

*“Junior kindergarten-doing well and trying. Happy with teachers”(357-KOF-London).*

*“Very well, speaks English fluently (without accents) They are learning a lot”(378-KOF-Peterborough).*

*“Son is doing well in school-grade 3. He was quite traumatized when he first arrived. Having nightmares, but he seems to be doing well now” (346-KOF-Kitchener).*

*“Son has a problem-doesn’t like school, too many hours. Has now settled in a little better than before, but still isolated – encouraged to discuss with NGO” (320-KOF-Ottawa).*

*“Is good but youngest is having difficulties-learning English. Parents are happy with school system” (467-KOS-Hamilton).*

*“Three children at school ages 7,5,4. All are adjusting well. One son had difficulties with learning English and ran away – now he enjoys being there” (410-KOS-Windsor).*

*“The children are doing well in school. The oldest daughter 13-year is homesick. She was student of the month – Nov. 2000” (450-KOS-St. Catharine).*

*“In Quebec they did very well, here they are doing quite well” (541-KOS-London).*

*“Very good-excellent oldest daughter hopes to go to school/college after” (566-KOS-London).*

*“Very well no problems with children. No nightmares” (687-KOS-Kitchener).*

*“Doing very well, son has improved. Daughter has made friends and doing well in school” (538-KOS-Ottawa).*

## 6. Travel and Immigration Status in Canada

**Table 11: Travel and Status in Canada**

Characteristic	TOTAL	REFUGEE		COMMUNITY						
		KOF	KOS	Hamil	Toron	Ottaw	Kitch	Winds	Lond	Other*
<b>Number</b>	<b>706</b>	<b>376</b>	<b>330</b>	<b>136</b>	<b>232</b>	<b>90</b>	<b>76</b>	<b>41</b>	<b>113</b>	<b>18</b>
% Travelled outside Canada	22	19	26	18	16	33	28	15	29	28
<b>N (Travelled)</b>	<b>(157)</b>	<b>(70)</b>	<b>(87)</b>	<b>(25)</b>	<b>(37)</b>	<b>(30)</b>	<b>(21)</b>	<b>(6)</b>	<b>(33)</b>	<b>(5)</b>
<b>Location during longest absence</b>										
Kosovo	89	90	89	92	92	83	81	100	94	80
Other Europe	10	9	10	8	8	17	10	0	6	20
U.S.	1	1	1	0	0	0	9	0	0	0
<b>Longest Absence in Months</b>										
1-2 Months	86	78	93	77	75	86	100	100	97	100
3-4 Months	12	21	4	23	23	7	0	0	3	0
5 or more Months	2	1	3	0	2	7	0	0	0	0
<b>What did while Absent</b>										
Work	2	2	2	0	0	0	0	25	6	0
Family	51	48	54	42	52	56	43	50	65	40
Retrieve belongings	1	0	2	0	0	6	0	0	0	0
Explore	45	48	42	58	48	38	50	25	29	60
Other	1	2	0	0	0	0	7	0	0	0
<b>N (Total)</b>	<b>706</b>	<b>376</b>	<b>330</b>	<b>136</b>	<b>232</b>	<b>90</b>	<b>76</b>	<b>41</b>	<b>113</b>	<b>18</b>
<b>Like about this City?</b>										
Climate	1	0	2	2	0	0	0	2	3	7
Friendly	13	15	11	11	18	14	9	15	10	7
Safe	9	13	5	12	11	12	4	2	5	14
Clean	3	4	3	1	5	6	5	0	1	0
Quiet	28	21	36	32	9	35	42	31	37	36
Parks	6	6	6	2	9	7	7	8	3	0
Schools	5	6	4	2	9	2	3	3	7	14
English-French	1	0	1	0	1	0	0	0	2	0
Everything	34	35	32	38	38	24	30	39	32	22
<b>Dislike about this City?</b>										
Climate	16	13	18	3	16	42	17	0	6	29
People	8	9	8	12	13	0	6	0	9	0
Transport	9	7	12	0	11	13	6	37	8	0
Pollution	22	29	14	75	5	6	6	63	3	0
Quiet	5	4	5	0	1	10	18	0	0	14
Too big	5	8	1	3	15	0	0	0	0	0
Schools	1	1	1	0	2	0	6	0	63	0
Wages/Costs/Jobs	34	29	40	7	37	29	41	0	3	57
Everything	0	0	1	0	0	0	0	0	3	0

\* Other includes the 3 cities Peterboro, St.Catherines and Thunder Bay.

Because of the small number of cases in each, separate analysis for each city is not warranted.

Continued in Table 12

Please consult the [How to read Tables](#) in Methodology Section.

In looking at the travel patterns of the Kosovar refugees, it appears that just over one in five (22%) have traveled outside of Canada since first arriving; the proportion for KOS refugees was 7% higher than for KOF refugees. Of the 157 who had traveled, 9 in 10 had gone to Kosovo,

with no appreciable differences between KOF and KOS refugees. The only other destination of importance was to other places in Europe (10%). The overwhelming majority (86%) was away for just 1-2 months, but among KOF refugees 21% had been away 3-4 months. The two major reasons for traveling were: meeting with family (51%) and exploring the situation in Kosovo (45%). The two groups were similar, but 6% more KOS refugees went for family reasons and 6% more KOF refugees went to explore the situation in Kosovo.

When asked what they liked about the city they were living in (Table 11), just over a third said ‘everything,’ but 28% mentioned that the city was ‘quiet’. ‘Friendly’ (13%), and ‘safe’ (9%) were two other positive aspects about the city they lived in. Conversely, when asked what they disliked most about the city they were living in, just over a third mentioned problems of finding a job, low wages and high costs, just over a fifth mentioned the pollution, and 16% mentioned the climate. While there was only a 5% difference in the two groups of refugees mentioning the climate, 15% more KOF refugees mentioned the pollution and 11% more KOS refugees mentioned jobs, wages and costs. No doubt, KOF refugees were able to get more help from relatives with respect to ‘jobs, wages and costs’.

While a third of the refugees in Ottawa have traveled outside of Canada, this was true for only 16% in Toronto and 15% in Windsor. As mentioned earlier, 9 in 10 who traveled had gone to Kosovo, but in the cases of Ottawa (17%), the ‘other’ cities (20%) and Windsor (10%), they have gone to another part of Europe. While a quarter of those from Toronto who have traveled, were away for 3 or more months, in Kitchener, Windsor and the ‘other’ cities, they were away for 2 months or less.

The major activity while away was visiting with family members, and this was true of two-thirds of refugees in London, but only of 4 in 10 refugees from Hamilton and Kitchener. Six in ten refugees from Hamilton and the ‘other’ cities had traveled to explore the situation in Kosovo, compared to only a quarter from Windsor who mentioned this as a reason for traveling.

When asked what they liked most about the city they were in, just less than four in ten Windsor (39%), Hamilton (38%) and Toronto (38%), said ‘everything’. The proportion was lowest in the ‘other’ cities (22%). While overall 28% cited ‘quiet’, this was as high as 42% in Kitchener but only 9% in Toronto, which had the largest proportion (18%) mentioning friendliness.

Overall a third mentioned ‘wages, costs and jobs’ as what they mainly disliked about the city, 57% in ‘other cities’, and 41% in Kitchener mentioned this. Hamilton (75%) and Windsor (63%) had the highest proportions mentioning pollution. Ottawa (42%) had the highest proportion mentioning the weather, and London (63%) had the highest proportion mentioning schools.

**Table 12: Travel and Status in Canada (Continued from Table 11)**

Characteristic	TOTAL	REFUGEE		COMMUNITY						
		KOF	KOS	Hamil	Toron	Ottaw	Kitch	Winds	Lond	Other*
Number	706	376	330	136	232	90	76	41	113	18
<b>Planning to Move?</b>										
<b>Yes</b>	4	4	5	1	3	11	3	2	7	20
<b>No</b>	90	93	85	97	92	86	93	90	79	73
<b>Uncertain</b>	6	3	10	2	5	3	4	8	14	7
<b>% Moved</b>	31	30	32	32	38	22	9	12	46	11
<b>N (Movers)</b>	(219)	(113)	(106)	(44)	(89)	(20)	(7)	(5)	(52)	(2)
<b>Reasons for Moving</b>										
<b>Climate</b>	6	3	9	2	5	0	0	20	14	0
<b>Education</b>	2	2	2	0	2	0	0	0	4	0
<b>English</b>	15	1	29	2	5	40	43	0	30	0
<b>Family/Kosovar Friends</b>	60	74	46	75	64	55	43	40	46	100
<b>Job</b>	9	8	10	21	16	0	14	40	6	0
<b>Escape previous Can. Location</b>	8	12	4	0	8	5	0	0	0	0
<b>N (Total)</b>	<b>706</b>	<b>376</b>	<b>330</b>	<b>136</b>	<b>232</b>	<b>90</b>	<b>76</b>	<b>41</b>	<b>113</b>	<b>18</b>
<b>FAMILY MEMBERS HAVE.....</b>										
<b>% Applied for Landed Status</b>	94	97	92	97	97	93	98	100	82	100
<b>% Have Landed Status</b>	85	99	68	94	97	75	83	68	61	89
<b>% Repatriated</b>	23	33	21	57	18	18	25	0	27	13
<b>% Gone back to Explore</b>	49	76	39	63	70	50	53	10	42	43

*\* Other includes the 3 cities Peterboro, St.Catherines and Thunder Bay. Because of the small number of cases in each, separate analysis for each city is not warranted.*

*Please consult the [How to read Tables](#) in Methodology Section.*

When asked if they had plans to move, the overwhelming majority (90%) stated that they had no plans to move, but more KOS refugees (10%) than KOF refugees (3%) were uncertain about moving (See Table 11).

Just over 3 in 10 refugees had moved since arriving and the proportions were similar for both groups of refugees. The major reasons given for moving by the 219 movers, was being with family and friends (60%) and learning English (15%). While ‘English’ was mentioned by just

1% of KOF refugees, it was as high as 29% for KOS refugees. Naturally, KOF (74%) refugees were much more likely to move to be with family/friends than KOS (46%) refugees.

Of the 706 refugees who were surveyed, 94% had family members who had applied for landed status and 85% had family members who had already received landed status. Just under a quarter had family members who had repatriated and 49% had members who had returned to explore the situation in Kosovo. While the proportions of the two groups applying for landed status were similar at the time of the survey, only 68% of KOS compared to 99% of KOF had landed status. KOF refugees were more likely to have members who had repatriated (33% compared to 21%) and who had gone back to explore the situation (76% compared to 39%).

Ottawa had the highest proportion (11%) of refugees who were planning to move, but 3 of the 18 refugees in 'other cities' also planned to move. When asked whether they had moved, 46% in London and 38% in Toronto had done so, compared to only 9% in Kitchener. Of the 219 who had moved, three quarters of the 44 movers in Hamilton, two-thirds of the 89 movers in Toronto, and just under half of the 52 movers in London had done so to be with family and friends. The numbers of movers in the remaining other major cities were too low to make meaningful comparisons.

While high proportions of the refugees had applied and already had landed status at the time of the interview, London had the lowest number of applications (82% applications and 61% had landed status). All the 41 refugees in Windsor had applied for landed status, but only 68% had received it by the time of the interview.

Overall, 23% had family members who had repatriated, but this was as high as 57% in Hamilton and as low as zero in Windsor and 18% each in Toronto and Ottawa. Toronto had the highest proportion who had gone back to explore the situation (70%), followed by Hamilton (63%) but only 10% from Windsor had done so.

The travel and immigration status in Canada of **KOF refugees** in each community of Ontario are summarized as follows:

### **Hamilton (112)**

Thirteen refugees indicated that they had made trips back to Kosovo in recent years to visit their family members. Thirteen refugees stated that travels were made but did not specify locations, and six refugees applied for travel documents or were waiting for landed papers.

Four-fifth (89) of the refugees indicated that they have no plans to move to another city. They preferred instead to stay in their current location. The main reason given was that they really like the environment: “It is quiet, nice parks and good community, friendly people and the size of the city is not too big.” “Want to stay with parents in Hamilton.” (082-KOF-Ham) However, 12 refugees were not sure if they would remain in Hamilton and stated that they might consider moving in order to find a job. “If there are jobs in another city we may move there.” (006-KOF-Ham) A third (38) of the refugees mentioned that they did not like the pollution coming from the factories, or having to adjust to their new environment.

### **Windsor (6)**

Fifty percent of refugees mentioned that they had made trips back to Kosovo in recent years to visit their family members. One refugee stated that he “returned to Kosovo to visit his father who was in the hospital.” (351-KOF-Wind)

All of the refugees indicated that they had no plans to move to another city, but preferred to stay in their current location. The main reason given was that they really liked the environment. “ It is quiet, nice parks and good community, friendly people and the size of the city is not too big.” One refugee liked the fact that there were lots of factory jobs. “Lots of factories, not afraid to go to sleep at night, quiet, good police protection.” (354-KOF-Wind) Half of the refugees did not like the pollution that comes from the factories. Most did not provide reasons for their current presence in the community. However, one refugee mentioned that s/he did not like the climate of the original location and that s/he also has more friends living in the current community. Most of the refugees showed their desire to want to remain in Canada by obtaining their landed immigrant status.

### **Toronto (202)**

One-fourth (64) of the refugees replied to the question on travel. Fourteen refugees indicated that they have made trips back to Kosovo in recent years to visit their family members. One refugee mentioned that he went back to Kosovo because: “Brother died-left to attend funeral.” (204-KOF-Tor.) Two refugees stated that they had visited Germany, and 25 refugees confirmed that travels were made but did not specify locations. Finally, 23 had applied for travel documents or were waiting for landed papers. An interviewer commented: “Received travel

documents, but they arrived too late to return home as spouse's father had already died. His illness was the reason that they applied for the travel documents. They have expired and they have re-applied in case of emergency at home." (126-KOF-Tor.)

Most of the refugees indicated that they have no plans to move to another city, rather they preferred to stay in their current location. The main reason given was that they really liked the environment: "Flowers, parks, clean air, health care," (105-KOF-Tor) "People from all different countries living in harmony." (151-KOF-Tor.) "Quiet/peaceful, lot of opportunities, no discrimination." (190-KOF-Tor.) However, nine refugees were uncertain and stated that they might consider moving to find employment. "Depends on job." (192-KOF-Tor.) Seven stated that they would like to move Thirty-three refugees did not like certain aspects of the environment. Comments included: "Drugs and prostitution in the park, rent too expensive " (177-KOF-Tor.) "Ignorant people - not very friendly. Area where they live-lots of crime. Stole wife's purse and money." (039-KOF-Tor.). "Dirty city-litters, buildings, dirty," (275-KOF-Tor.) "too hard to get jobs." (167-KOF-Tor.)

#### **London (14)**

In one quarter of the cases, refugees stated that they have made trips back to Kosovo in recent years to visit their family members or to gain insights into the war condition. One refugee provided the following reason for his/her trip back to Kosovo: "exploratory visit, one month." (367-KOF-London)

Generally, all of the refugees indicated that they had no plans to move to another city. The main reason given was that they really like the environment and everything about the city. One refugee like the fact that London is "quiet, small, large Albanian community." (357-KOF-Lon) A quarter of the refugees stated that transportation and the fire alarms are problems that they least liked about the city. None of the refugees provided reasons for their current presence in the community.

#### **Peterborough (8)**

One quarter of the refugees stated that they have made trips back to Kosovo in recent years to visit their family members or to gain insights into the war conditions.



Half of the refugees indicated that they would move to another city to seek employment. When asked about what they liked most about the city they lived in, more than half stated that they really liked the environment of the city: “it is quiet, has nice parks and a good community, friendly people and the size of the city is not too big.” A quarter of the refugees stated that the lack of employment opportunities was what they least liked about the city.

### **Kitchener (13)**

One refugee visited Kosovo in the last year; one stated that he/she had no plans to travel or visit Kosovo; and one had traveled to Switzerland

None of the refugees planned to move to another city. When asked what they like most about the city they live in, five said that they liked everything about Kitchener: "Everything-people are very helpful & friendly" (346-KOF-Kit). Eight refugees indicated that what they liked most about Kitchener was that ‘it is a place to live’. When asked what they least liked about the city, seven refugees mentioned ‘nothing’, but did not give any explanations. One refugee indicated ‘environmental conditions’, and two said it was because of ‘employment’ (no work, low wage).

### **Ottawa (21)**

One quarter of refugees stated that they had made trips back to Kosovo in recent years to visit their family members or to gain insights into the war condition.

Only one quarter of the refugees indicated that they would move to another city to be closer to other family members, e.g., “Has brother in Hamilton-they want to be together with, looks like an eventual move to Hamilton.” (320-KOF-Ott) When asked about what they liked most about the city they lived in, all of the refugees stated that they really liked the environment. They mentioned that Ottawa is quiet, has nice parks, friendly people and the size of the city is not too big. Half of the refugees mentioned lack of employment opportunities, traveling distance, and high rent rates as problems that they least liked about the city.

The comparable travel and immigration status in Canada of **KOS refugees** in each community of Ontario are summarized as follows:

### **Hamilton (24)**

Only two refugees had traveled but they did not specify the location. One refugee applied for travel documents. The other refugees did not answer the question, and the assumption is that they did not travel at all. Half of the refugees stated “no” without giving any reasons. Two indicated that they would like to move back to their original settlement location or move to be with their friends. When refugees were asked what they liked most about Hamilton, they responded with either “everything” or “the environment” (i.e., quiet, park, community, entertainment activities). A few stated they were uncertain about what they liked. Almost one-third of the refugees stated that what they least liked about the community is the traveling distance, pollution/dirtiness, small size and poor quality of residence, or that their rent is too expensive. Several refugees stated that the reason why they moved to this community was because they have friends and family living there.

### **Windsor (35)**

Only two refugees provided that they have made trips back to Kosovo in recent years to visit their family members or to gain insights into the war condition.

Most of the refugees indicated that they have no plans to move and only one would move to another city to be closer with family. When asked about what they like most about the city they live in, most stated that they liked the environment and everything about the city: it is quiet, nice parks and good community, friendly people and the size of the city is not too big. As well, one refugee likes the fact that there are a lot of factory jobs, e.g., “Very comfortable, more factories.” (382-KOS-Wind) “It is quiet, may be good place to find employment.” (385-KOS-Wind) “The smallness of the city,” (388-KOS-Wind) “everyone and everything, small, quiet, friendly,” (391-KOS-Wind). Most of the refugees liked everything about Windsor with the exception of five refugees who did not favor the traveling distance nor the pollution.

### **Toronto (30)**

Most refugees did not provide an answer to the question on traveling. Five of the refugees indicated that they had visited Kosovo in the last year. Several traveled, but did not specify location, and one had gone to the U.S. Over half of the refugees stated that they were not going to move, but did not provide a reason for this. Three indicated that yes, they would like to move back to their original settlement location, or move to be with friends and family. The majority of refugees did indeed like the community and the interviewer commented as follows: “They liked everything, the environment, the fact that people spoke English.” A few refugees indicated, “It was only a place to live.” Six refugees said that what they least liked about the community was the traveling distance, and two mentioned that their rent was too expensive. Almost half the refugees stated that there was nothing that they disliked about their environment, and they did not provide any explanations. One third of the refugees claimed that they moved into the community because of friends and the fact that it was their own community. “His friends were here to help him. He also has a friend here called Johnny. He met him through friends from Albania. This Johnny helped him with everything including food and such” (421-KOS-Tor). Five mentioned that they moved here for work “Hard to find a job in Ottawa” (435-KOS-Tor). Several refugees did not like their original location or did not want to speak French.

### **St. Catherine (6)**

Most of the refugees did not reply to the question on travel, however, one refugee indicated that s/he had gone to Switzerland “Went to Switzerland for 10 days to visit sick brother - Oct. 18 to Oct. 28” (450-KOS-St. Cath). All the refugees replied that they were not planning to move to another city, and they did not give a reason for this.

Most of the refugees said that they either liked everything about where they lived or they liked the environment (quiet, park, community, and entertainment activities). “Everything-the people are helpful and friendly” (449-KOS-St. Cath). Most of the refugees stated that there was nothing that they disliked about their environment, and they did not provide any explanation. However, one refugee indicated that s/he did not like the pollution/dirtiness. Two refugees stated that they moved to the community because of friends and the fact that it was their own community. “They have friends in St. Catherine. They also wanted to live in an English Province” (448-KOS-St. Cath).

### **Thunder Bay (4)**

Only one refugee indicated that s/he had traveled but did not specify the locations. Half of the refugees stated that they would like to move back to their original location or move to be with their friends or family: "Yes, cousins in Hamilton, more Kosovo people in Southern Ontario and there is work" (453-KOS-TBay). All of the refugees asserted that they liked their environment (quiet, clean, safe, good school, nice people, pretty girls, parks, community, entertainment activities, culture, etc.). But when they were asked what they like least about the city, one stated the 'environment': "Cold" (452-KOS-TBay), two complained that they couldn't find jobs and one specified traveling distance and the need for transportation.

### **London (99)**

One-third (26) of the refugees indicated that they had traveled. Eleven refugees provided that they have made trips back to Kosovo in recent years to visit their family members: "HoF is in Kosovo to bury his father." (569-KOS-Lon) Ten refugees stated that travels were made but did not specify locations; one visited Switzerland.

Two-third (65) of the refugees indicated that they have no plans to move to another city, rather they preferred to stay in their current location and the main reason given was that they really liked the environment: it is quiet, nice parks and good community, friendly people and the size of the city is not too big. Comments included: "Came to London because sister came to London. Albanian community is here. Only problem maybe work." (587-KOS-Lon) However, eleven refugees were still not sure if they would stay and considered moving so that they could find jobs. "Maybe Toronto, lots of jobs there." (585-KOF-Lon) One-third (29) of the refugees did not like the pollution that comes from the factories or they complained about lack of employment opportunities.

### **Kitchener (63)**

Eight refugees provided that they have made trips back to Kosovo in recent years to visit their family members. Two visited the States. Nine refugees stated that travels were made but did not specify locations. Finally, two indicated that they had applied for travel documents.

Only three refugees indicated that they would move to be closer to other family members: “Considering moving to Windsor to be with brother,” (640-KOS-Kitch) Eight refugees had no plans to move to another city, rather they preferred to stay in their current location and the main reason given was that they really liked their environment. Twelve refugees did not like the pollution that comes the factories or the adjustment process.

### **Ottawa (69)**

Thirteen refugees visited Kosovo in the last year; one went to Switzerland; four to Germany; and eight traveled but did not specify location. Nearly all the refugees stated that they would not move to another city, but did not give reasons. Eight were uncertain, one stated that s/he would like to move back to original location of settlement and one said that s/he was considering repatriation. Almost all of the refugees said that they liked the city because of the environment and what it has to offer. Fourteen refugees said they liked everything about the city. One-sixth indicated that what they liked least about the city was: the traveling, distance, pollution, cost, size and quality of residence, and the lack of employment. Eight said that they moved into the community because of friends and their desire to be in their own community; nine stated that it was because they wanted to learn English, not French. The remainder of the answers was blank. Six refugees stated that they have already applied for landed status; one said 'no' to applying without explanation; six have received landed status; eleven were uncertain about remaining in Canada.

The following comments illustrated the reasons for traveling outside of Canada, remaining in Canada and for moving or not moving to another community:

*“Want to stay with parents in Hamilton” (082-KOF-Hamilton).*

*“Returned to Kosovo to visit his father who was in the hospital” (351-KOF-Windsor).*

*“Lots of factories, not afraid to go to sleep at night, quiet, good police protection” (354-KOF-Windsor).*

*“Brother died-left to attend funeral” (204-KOF-Toronto).*

*“To return home as spouse’s father had already died. His illness was the reason that they applied for the travel documents. They have expired and they have re-applied in case of emergency at home” (126-KOF-Toronto).*

*“Quiet, small city, large Albanian community” (357-KOF-London).*

*“Quiet city with beautiful environment and friendly people-its safe”(373-KOF-Peterborough).*

*“Everything-people are very helpful and friendly” (346-KOF-Kitchener).*

*“Has brother in Hamilton – they want to be together with, looks like an eventual move to Hamilton” (320-KOF-Ottawa).*

*“It is quiet, may be good place to find employment” (385-KOS-Windsor).*

*“His friends were here to help him. He also has friend here. He met him through friends from Albania. This friend helped him with everything including food and such” (421-KOS-Toronto).*

*“Hard to find a job in Ottawa” (435-KOS-Toronto).*

*“Went to Switzerland for 10 days to visit sick brother - Oct. 18 to Oct. 28” (450-KOS-St. Catharine).*

*“They have friends in St. Catherines. They also wanted to live in English Province” (448-KOS-St. Catharine).*

*Yes, cousins in Hamilton, more Kosovo people in Southern Ontario and there is work” (453-KOS-Thunder Bay).*

*“H o F is in Kosovo to bury his father” (569-KOS-London).*

*“Maybe Toronto, lots of jobs there” (585-KOS-London).*

*“Considering moving to Windsor to be with brother “ (640-KOS-Kitchener).*

## 7. Health and Health Concerns

**Table 13: Health and Health Concerns**

Characteristic	TOTAL	REFUGEE		COMMUNITY						
		KOF	KOS	Hamil	Toron	Ottaw	Kitch	Winds	Lond	Other*
<b>Number</b>	706	376	330	136	232	90	76	41	113	18
<b>% in Good Health</b>	72	72	73	67	71	77	76	78	76	60
<b>N (Poor Health)</b>	(193)	(106)	(87)	(45)	(68)	(20)	(18)	(10)	(27)	(6)
<b>HOF</b>										
<b>Physical Illness</b>	89	89	90	86	93	95	83	80	88	100
<b>Other Health Issues</b>	11	11	10	14	7	5	17	20	12	0
<b>Spouse</b>										
<b>Physical Illness</b>	92	93	91	92	93	100	100	67	88	100
<b>Other Health Issues</b>	8	7	9	8	7	0	0	33	12	0
<b>Child</b>										
<b>Physical Illness</b>	79	80	78	100	100	100	67	33	83	50
<b>Other Health Issues</b>	21	20	22	0	0	0	33	67	17	50
<b>% Mentioning War Trauma</b>	2	2	1	2	1	0	3	5	2	6
<b>N (Total)</b>	706	376	330	136	232	90	76	41	113	18
<b>% Having a Family Doctor</b>	86	90	82	96	84	88	78	82	85	85
<b>% Having a Family Dentist</b>	72	74	70	80	66	77	65	86	74	77
<b>% With Medical Access Probs</b>	20	8	33	7	12	37	25	51	28	50
<b>No Problem with</b>										
<b>Hospital Emergency</b>	1	1	2	0	1	7	0	0	1	0
<b>Urgent Care Clinic</b>	4	4	6	2	3	5	16	10	2	11
<b>Unspecified</b>	95	95	92	98	96	88	84	90	97	89
<b>N (With Problems)</b>	(139)	(31)	(108)	(9)	(28)	(43)	(19)	(21)	(20)	(9)
<b>Type of Problem</b>										
<b>Shortage of Practitioners</b>	30	27	31	25	14	17	33	46	53	40
<b>Not Included: OHIP/IFH</b>	51	51	51	38	71	65	61	27	24	40
<b>Transport</b>	2	3	1	13	0	4	0	0	0	0
<b>Language</b>	5	12	1	12	10	0	0	9	0	20
<b>Unspecified</b>	12	6	14	12	5	14	6	18	23	0

**\*Peterboro+St.Catherines+ThunderBay**

\*Physical Illness refers to headaches, back pain, blood pressure

\*Other Health Issues refers to nightmares, depression, insomnia

Just over a quarter (28%) of refugees (193) indicated that a family member was not in good health and there was practically no difference in responses from the two groups. Among heads of family, 89% had physical and 11% had other health issues; among spouses the proportions were 92% physical and 8% other health issues. More than one-fifth (21%) of

refugees reported that their children also had health issues. While their children did not have as many physical problems, a fair number were affected by war trauma. Overall, however, ‘war trauma’ was mentioned by only 2% of the refugees. There were no appreciable differences in the two groups when considering the type of ill health or the mention of ‘war trauma.’

Turning to the refugees’ health experiences in Canada, 86% had a family doctor, 72% a family dentist and only 20% mentioned problems with access to medical facilities. KOF refugees were slightly more likely to have a family doctor or dentist than their counterparts. However, while only 8% of KOF refugees said that they had problems with access, this was as high as 33% for KOS refugees. In all likelihood, those having relatives in Canada had easier access.

Among the 131 cases where access was a problem, over half said that they had not been included in OHIP/IFH while 30% spoke of the shortage of practitioners. There were no appreciable differences between the groups, but while 12% of KOF refugees mentioned that their command of English was a problem, only 1% of KOS refugees reported this.

The majority (72%) of refugees reported being in good health; 78% in Windsor, 67% in Hamilton and 60% in ‘other cities’ reported being in good health. Of those who were in poor health, 20% of heads of family in Windsor, 17% in Kitchener and 14% in Hamilton had health issues other than physical. Among spouses, 33% of those in Windsor and 12% if those in London had these issues, but in ‘other’ cities, the proportions were relatively low. It would appear that when parents had other than physical issues, so did their children, since two-thirds of the children in Windsor also had non-physical health related issues, as did one in two of those in the ‘other’ cities and a third in Kitchener. Windsor also had the highest proportion mentioning war trauma (5%) and 2 of the 18 cases (6%) in the ‘other’ cities also mentioned it.

Overall, 86% had a family doctor, but this ranged from a low of 78% in Kitchener to a high of 96% in Hamilton. Only two-thirds of those in Toronto and Kitchener had a family dentist whereas 86% of refugees in Windsor had one. However, over half (51%) of the refugees in Windsor had medical access problems, compared to only 12% in Toronto and 7% in Hamilton.

Among those who did not have problems with access, 1% mentioned hospital emergency access and 4% urgent clinic care, but 95% did not specify why they had no problem. There was little variation by city. Among the 131 refugees who mentioned that they had problems with



accessing medical facilities, 53% in London and only 14% in Toronto mentioned the shortage of practitioners.

The health and health concerns of **KOF refugees** in each community of Ontario are summarized as follows:

### **Hamilton (112)**

Almost one-third (30) stated that they had medical problems such as high blood pressure, thyroid problems, or depression. A very small number of refugees provided responses to whether or not they were having problem accessing the medical services. Only two claimed to have problems with dental care or drugs that were not covered under the IFH plan. “Doctor requested for a very expensive drug-lung ailment that was not covered. Other medication is being used.” (054-KOF-Ham)

### **Windsor (6)**

Most of the refugees did not respond to questions on their state of health. However, three refugees indicated that they had problems accessing medical services. These problems tended to be dental care or drugs not covered under the IFH plan. Some comments included: “Wife needs extra dental care and has not receive the request for prior approval decision yet” (351-KOF-Wind). “Pharmacy not accepting IFH and making them pay without explanation” and “ I thought I had to pay.” (353-KOF-Wind)

### **Toronto (202)**

Most of the refugees did not provide any indication of their state of health. However, almost one-fifth (32) stated that they had medical problems such as high blood pressure, thyroid problem, and depression. Some of the medical conditions mentioned are: “both hypertension, medication & severe depression, broke vertebrae, difficult to walk. Doctor comes once a month to give injection.” (112-KOF-Tor.) “H o F back pain, brother-teeth problem.” (280-KOF-Tor.) “wife suffers from migraines and has had heart condition. Severe teeth problems with lots of pain.” (136-KOF-Tor.) “Wife-letter for doctor for no school. Son says she has high blood pressure and kidney problems” (142-KOF-Tor.) “Daughter had two seizures, recent

hospitalization, wife-knees. H o F – respiratory, neck prostate operation.” 195-KOF-Tor.) “Wife has high blood pressure, diabetic-on daily medication. Artery disease/arthritis.” (285-KOF-Tor.) Almost none of the refugees replied to the question pertaining to having problems accessing medical services. Only two claimed to have problems with dental care and drugs not covered under the IFH plan. Comments included: “Several family members need dental treatment.” (126-KOF-Tor.) “Having problems getting prescription filled.” (156-KOF-Tor.) “Has some dental work that IFH does not cover” (182-KOF-Tor).

### **London (14)**

Half of the refugees indicated that they were having health problems. One refugee stated that he/she has “lung cancer, doesn’t want treatment. Regular chest x-rays, every three week to doctor, been to the hospital.” (365-KOF-Lon) None of the refugees had any problems accessing medical services. One refugee made a positive comment about the services. “Excellent services.” (370-KOF-Lon).

### **Peterborough (8)**

Almost all of the refugees indicated that they were in good health. One interviewer noted “everyone in healthy now, one member had psychological problem when they arrived but is getting better everyday.” (373-KOF-Pete) Less than half of the refugees seemed to be having problems accessing the medical services. “IFH is difficult to use at drug store.” (378-KOF-Pete)

### **Kitchener (13)**

Three refugees stated that they were having health problems: "Still having trauma from the war" (350-KOF-Kit). Five refugees stated that they did not have trouble accessing medical services because: "Uses Urgent Care Clinic" (345-KOF-Kit). One replied 'yes' to having trouble accessing medical services (some medical services are not covered under public health and refugees are not aware of the policy).

### **Ottawa (21)**

All of the refugees indicated that they were in good health. Only one refugee claimed to have problems accessing the medical services. “Bad experience with dental service for daughter.

Had to pay for root canal. Cautioned to use IFH. We had attempted to obtain reimbursement through doctor but was refused.” (333-KOF-Ott)

The comparable health and health concerns of **KOS refugees** in each community of Ontario are summarised as the following:

### **Hamilton (24)**

More than half of the refugees answered that they were in good health; only one refugee said that s/he was not in good health. Comments included: “Yes, spouse and dependents. No, Ho F – some problems with ear, headaches – treated by doctor. Clients also walks with the use of a cane; explained he has difficulties walking” (470-KOS-Ham). Over half of the refugees did not answer the question on accessing medical services; the other refugees gave not applicable answers.

### **Windsor (35)**

Most of the refugees indicated that they were in good health. However, seven stated that they were experiencing serious medical conditions such as, heart problem, kidney pain, disc problem and others. Half of the refugees noted that they had no problems accessing the medical services, except for three who did have problems related to dental care or drugs that are not covered under the IFH plan. “Yes. Dental problems in family,” (396-KOS-Wind)

### **Toronto (30)**

Over half of the refugees indicated that they were in good health. However, two stated ‘no’ without any explanation. One third indicated that they were not in good health due to heart problems, kidney pain, disc problem and other medical conditions. One third of the refugees stated that they had trouble accessing medical services. An interviewer noted: “He was confused when he comes here; you said it was free but he goes to the pharmacy and they make him pay. Dentist was inhospitable. His daughter has black teeth. The dentist asked them to leave because they don’t work with that kind of insurance, so H o F found a new dentist” (424-KOS-Tor). Almost half of the refugees claimed they had no trouble with accessing medical services.

**St. Catherine (6)**

The majority of refugees indicated that they were in good health. One refugee claimed that s/he was not in good health. "H o F gets headaches and dizziness" (450-KOS-St. Cath). Two stated that they had no trouble accessing medical services but one refugee was having problems. "No answer, H o F has problems with his back, he slept on the cold ground while in Macedonia" (447-KOS-St. Cath).

**Thunder Bay (4)**

All of the refugees indicated that they were in good health and they did not have problems accessing the medical services

**London (99)**

Most (80) of the refugees indicated that they were in good health. However, 14 stated that they had medical problems such as high blood pressure, mental stress, insomnia, diabetes and vision problem. Two third of the refugee mentioned that they did not have problem accessing medical services, however eight claimed to have problems which tended to be dental care or drugs not covered under the IFH plan. "Spouse is having problem with her teeth which is not covered by IFH." (600-KOS-Lon)

**Kitchener (63)**

Only 11 refugees mentioned serious medical conditions such as, high blood pressure, gallstones, kidney pain, and depression. Out of the two third (46) who responded to the question relating to accessing medical services, almost all of the refugees indicated that they had no problems accessing the medical services. However, only four refugees had trouble with the medical plan, which tends not to cover dental works or specific types of drugs. "Yes. Cannot get coverage by IFH for a problem caused by recent tooth filling," (649-KOS-Kitch)

**Ottawa (69)**

Less than one third of the refugees said that they were not in good health due to medical conditions. Four refugees said that other family members were ill. Eight refugees reported that they were having trouble accessing medical services for various reasons: "Client has OHIP,

pharmacist and doctors are reluctant to accept IFH" (472-KOS-Ott) and "IFH don't cover the cost of needles for his diabetes, it costs \$20 for 2 months" (484-KOS-Ott).

Selected examples of the problems as expressed by the refugees in the interviews are:

*"Doctor requested for a very expensive drug-lung ailment that was not covered. Other medication is being used" (054-KOF-Hamilton).*

*"Pharmacy not accepting IFH and making them pay without explanation and thought they had to pay" (353-KOF-Windsor).*

*"Has done dental work that IFH does not cover" (182-KOF-Toronto).*

*"IFH is difficult to use at drug store" (378-KOF-Peterborough).*

*"Bad experience with dental service for daughter. Had to pay for root canal. Cautioned to use IFH. We had attempted to obtain reimbursement through doctor but was refused" (333-KOF-Ottawa).*

*"He was confused when he comes here you said it was free but he goes to the pharmacy and they make him pay. Dentist was inhospitable. His daughter has black teeth. The dentist asked them to leave because they don't work with that kind of insurance, so H o F found a new dentist" (424-KOS-Toronto).*

*"Spouse is having problem with her teeth which is not covered by IFH" (600-KOS-London).*

*"Yes. Cannot get coverage by IFH for a problem caused by recent tooth filling" (659-KOS-Kitchener).*

*"Clients has OHIP, pharmacist and doctors are reluctant to accept IFH" (472-KOS-Ottawa).*

*"IFH don't cover the cost of needles for his diabetes, it costs \$20 for 2 months" (484-KOS-Ottawa).*

## 8. Availability of Settlement and Community Resources

Table 14: Availability of Settlement and Community Resources

Characteristic	TOTAL	REFUGEE		COMMUNITY						
		KOF	KOS	Hamil	Toron	Ottaw	Kitch	Winds	Lond	Other*
Number	706	376	330	136	232	90	76	41	113	18
	%	%	%	%	%	%	%	%	%	%
<b>Current Source of Information</b>										
Sponsors	19	4	37	13	5	44	24	39	20	60
Family	23	38	5	24	36	10	8	10	19	7
Friends	8	10	6	3	16	9	1	5	3	7
Teachers	1	2	0	2	1	2	0	0	1	7
Community Group	48	46	50	58	42	33	66	47	52	19
Library	0	0	0	0	0	0	0	0	0	0
No-one	1	0	2	0	0	2	0	0	5	0
<b>% Found good Information</b>	97	98	95	97	99	87	100	98	100	93
<b>Information mentioned</b>										
N (Mentioning Information)	(50)	(23)	(27)	(11)	(8)	(13)	(10)	(3)	(2)	(3)
Canadian Geography	12	4	19	9	25	8	10	33	0	0
Services	26	26	26	27	25	54	10	0	0	0
Employment	16	30	4	27	12	23	0	0	0	33
Family Reunification	10	9	11	9	25	0	0	33	50	0
Sponsors overrated	4	1	7	0	0	0	10	0	50	0
Costs	16	4	26	0	13	8	50	34	0	0
Can. Social/Political Problems	16	26	7	28	0	5	20	0	0	67
<b>N (Total)</b>	<b>706</b>	<b>376</b>	<b>330</b>	<b>136</b>	<b>232</b>	<b>90</b>	<b>76</b>	<b>41</b>	<b>113</b>	<b>18</b>
<b>% Able to find an Interpreter</b>	96	97	95	97	98	87	94	100	99	100
<b>Interpreter Used</b>										
Community Centre	28	14	45	24	14	19	49	67	44	20
Sponsors	1	1	1	2	1	2	1	3	0	0
Family	33	47	17	44	41	27	17	21	27	7
Friends	14	14	13	8	22	16	6	3	10	13
Teachers	0	0	0	1	0	0	0	0	0	0
No NEED	24	24	24	21	22	36	27	6	19	60

Table Continued.....

\* Other includes the 3 cities Peterboro, St.Catherines and Thunder Bay.

Because of the small number of cases in each, separate analysis for each city is not warranted.

Please consult the [How to read Tables](#) in Methodology Section.

About half (48%) of the refugees listed ‘community group’ as their main source of information. Other important sources were family members (23%) and sponsors (19%). While similar proportions of KOF and KOS refugees depended on community groups as a source of information, 38% of KOF compared to only 5% of KOS refugees said they depended on family members. The latter depended largely on sponsors: 37% compared to 4% for the former.

Nearly all refugees (97%) found good information, and there were no appreciable differences between KOF and KOS refugees. However only 50 refugees mentioned the type of

information they received. A quarter of these mentioned information on services and a sixth each mentioned information on employment, costs, and Canadian social and political problems. KOF and KOS refugees did not differ in referring to information about services, but with reference to Canadian geography, 19% of KOS compared to 4% of KOS mentioned it; with reference to costs, the relative proportions for the two groups were 26% and 4%. KOF refugees were more likely to mention employment (30% compared to 4%) and Canadian social and political problems (26% compared to 7%).

Almost all refugees (96%) were able to find an interpreter, and there were no differences between the two types of refugees. But while 45% of KOS refugees depended on a community centre, 47% of KOF refugees were able to depend on a family member. A quarter of each group had no need of an interpreter

Under half said that their main source of information was a community group. This was as high as two-thirds of refugees in Kitchener, but only a third in Ottawa and 1 in 5 in the 'other' cities. Twenty-four percent of refugees in Hamilton and 36% in Toronto could rely on family members, but only 8% in Kitchener could do so. Sponsors were most useful sources of information for 6 in 10 of the refugees in the 'other' cities and 44% of refugees in Ottawa. Sponsors were least likely to be the sources of information in Toronto (5%). Overall, 97% of refugees stated that they found good information, and there was very little variation by city. Of the 50 refugees who had mentioned a type of information, over half in Ottawa and over a quarter each in Hamilton and Toronto, mentioned information about services.

While nearly all refugees (96%) could find an interpreter, those in Ottawa (84%) were least likely to be able to do so. Overall, a third used family members as interpreters, with Hamilton (44%) and Toronto (41%) leading the way.

Table 14a: Resources Available (C o n t i n u e d)

Characteristic	TOTAL	REFUGEE		COMMUNITY						
		KOF	KOS	Hamil	Toron	Ottaw	Kitch	Winds	Lond	Other*
<b>Number</b>	<b>706</b>	<b>376</b>	<b>330</b>	<b>136</b>	<b>232</b>	<b>90</b>	<b>76</b>	<b>41</b>	<b>113</b>	<b>18</b>
<b>Name of Useful Agencies (Number)</b>	(508)	(296)	(212)	(117)	(159)	(53)	(56)	(35)	(74)	(14)
	%	%	%	%	%	%	%	%	%	%
<b>Government Agencies</b>	9	2	17	1	2	50	11	6	2	14
<b>Community Group</b>	88	96	78	97	98	46	84	79	92	86
<b>Library and WWW</b>	2	0	5	0	0	2	5	9	5	0
<b>Food Bank</b>	0	0	0	0	0	0	0	0	0	0
<b>School</b>	1	1	0	2	0	0	0	6	0	0
<b>No mention</b>	0	1	0	0	0	0	0	0	1	0
<b>Usefulness of Agency (Number)</b>	(454)	(272)	(182)	(107)	(143)	(50)	(50)	(29)	(61)	(14)
	%	%	%	%	%	%	%	%	%	%
<b>Very Good</b>	21	23	18	18	22	30	16	3	21	43
<b>Good</b>	56	63	46	68	62	38	56	55	41	43
<b>OK</b>	12	4	23	7	3	10	20	31	26	0
<b>Could be better</b>	3	1	6	2	1	6	2	0	10	7
<b>No help</b>	0	1	0	0	1	0	0	0	0	7
<b>No visit to Agency</b>	8	8	7	5	11	16	6	11	2	0

\* Other includes the 3 cities Peterboro, St.Catherines and Thunder Bay.  
Because of the small number of cases in each, separate analysis for each city is not warranted.

Please consult the [How to read Tables](#) in Methodology Section.

The majority (508 out of 706 refugees) mentioned the names of useful agencies; 88% of those cited were community groups and 9% were government agencies. Not surprisingly, half of Ottawa refugees mentioned government agencies, but a tenth or less of refugees in ‘other’ cities did so. Nearly all KOF refugees (96%) and 78% of KOS refugees mentioned community groups, but 17% of KOS refugees also mentioned government agencies. Almost all of the refugees in Toronto (98%) and Hamilton (97%), but less than half of those in Ottawa, mentioned community groups.

A total of 454 refugees evaluated the usefulness of agencies. Well over three quarters found these to be very good (21%) and good (56%), however, just under a quarter (23%) of KOS refugees found the agencies to be just okay. While 86% of refugees in Hamilton and the ‘other’ cities and 84% in Toronto thought they were very good or good, those in Windsor (58%) were least likely to evaluate them as very good or good.

The resources available to **KOF refugees** in each community of Ontario are summarized as follows:



**Hamilton (112)**

Only five thought that the information base was useful, while eight wanted information on other services such as how to find a job, how to locate members of their community, information on the rest of their family in Kosovo or how to bring their family here. Almost all of the refugees stated that when information was needed, they would approach their family members, sponsors, or community services. Forty-two refugees stated that they would contact their family and sponsors and 60 refugees said that they would access community services. These community agencies assist them with translating documents, filling out forms, locating medical services and locating missing cheques. Two-thirds (75) of refugees thought the services provided by these agencies were very useful. “Good- info on immigration and my rights.” (038-KOF-Ham)

Almost one-third (32) of the responses provided that their sponsors helped with most of the daily functioning activities. Refugees had varying degrees of access to their sponsors; 17 would see their sponsors frequently, and nine either saw their sponsors when needed or periodically.

**Windsor (6)**

Half of the refugees mentioned that their sponsors, family members and the community agencies were their main sources for obtaining service support such as translation, locating medical services, registration etc. Sources included, school boards, new Canadian centers and libraries. No opinions were given on the quality of these services.

**Toronto (202)**

Only 14 refugees thought that the information base was useful. Four refugees wanted information on other services such as housing, information on the rest of their family in Kosovo or how to bring their family here. Six thought that the information was not useful. “Did not stay in Reception House. Stayed with sister-in-law. Received little to no information. Cannot remember when or where.” (103-KOF-Tor.) When information was needed, almost of the refugees contacted their family members, sponsors, or community services. Ninety-nine refugees stated that they approached family members and/or sponsors for help, while 94 accessed community services and multicultural centres. “Provided information re: Canadian Citizenship.”

(126-KOF-Tor) “More information on government housing,” (238-KOF-Tor.) “ Immigration only came once (distance). United Church provided all assistance.” (268-KOF-Tor.) These community agencies assisted them with translating documents, filling out forms, locating medical services and locating missing cheques. Half (107) of the refugees thought that the services provided by these agencies were very useful. “Staff friendly and helpful,” (129-KOF-Tor.) Almost half (88) of the refugees stated that their sponsors helped with most of the daily functioning activities and they had varying degrees of access to their sponsors. Seventeen saw their sponsors frequently, and 12 either saw their sponsors when needed or periodically.

### **London (14)**

A quarter of the refugees thought the information that they received at the base was useful. All of the refugees turned to their friends and family to access information and these same people provided language support to interpret documents.

One quarter of the refugees indicated that their sponsors helped with everything, and the other three quarter went to community agencies for support in filling out forms, locating medical services and locating missing cheques. They turned to mostly government agencies. All of the refugees thought that these agencies were very good at providing the needed services.

### **Peterborough (8)**

Only one refugee thought the information received at the base was useful and several felt that they were overwhelmed with information. When refugees needed to gain relevant information, more than half either contacted their friends and family or community agencies to help them with translation, filling out forms, and applications for jobs. More than half of the refugees thought that the services provided by the agencies were good and helpful.

### **Kitchener (13)**

The majority of the refugees complained that the community resources received at the base were not useful. Six of the refugee stated 'no', but did not give any reason. Overall, eleven refugees used community services and other services such as, immigration offices while only two felt that they could rely on their family and friends. When the refugees were asked whom they used for interpretation, two stated 'no one' and indicated that they could help themselves.

Four responded by saying that they used their family/relatives and only one used the community services. "Yes-Uses food bank once per month" & "Yes-you are allowed to go to the food bank 6 times per year (340-KOF-Kit) & he has used it all up" (350-KOF-Kit). Three refugees indicated that they felt the services being offered were okay, six thought the services were good, and four stated that these services were very good or excellent.

### **Ottawa (21)**

Only two refugees thought that the information they received at the base was useful, while four thought the information was not useful. When they needed to gain relevant information, one quarter of the refugees contacted their friends and family and half of the refugees accessed community agencies. Refugees accessed service support for translation, filling out forms and applications for jobs. Three quarter of the refugees thought that the services provided by the agencies were good and helpful.

The comparable resources available to **KOS refugees** in each community in Ontario are summarized as follows:

### **Hamilton (24)**

Six refugees stated that the information at the base was not useful. Two refugees wanted additional information that was not included, such as, geographical or employment information. Four thought the information at the base was useful. Most of the refugees contacted people they knew such as family, friends, and sponsors for help. Some contacted local community agencies. Half of the refugees used the community services for any type of interpretation. Some were self-reliant and others had their friends/family help them. More than half of the refugees admitted to receiving help from their sponsors. Two replied that they did not receive any help. Some refugees saw their sponsors only when they needed them while others saw them either frequently or periodically. Two refugees claimed that they had lost contact with their sponsors and some complained that their sponsor did not help a lot. Less than half of the refugees accessed community centres to find useful information, however, one sought help from other sources, such as, the library, Internet, etc. Less than half of the refugees stated that they used the local

agencies for assistance for things such as filling out documents and locating medical services. Most of the refugees said that the services were good/excellent.

### **Windsor (35)**

Almost one third of the refugees thought that the information they had received at the base was useful. “Information was valuable. Family has told at base that land fee (ROLF) would not apply but were upset when they arrived and were told that they would have to pay. However, clients accepts this now but did not understand why they were told something different at the base.” (408-KOS-Wind) “Very good information.” (394-KOS-Wind) “Basic information was useful. Spouse arrived due to family reunification, record orientation at RH-information was useful.” (407-KOS-Wind) When refugees needed to gain relevant information, most either accessed their friends and family or community agencies: 15 mentioned friends and 20 pointed to community agencies for support. These would be the main sources for refugees to access service support for translation, filling out forms, and applications for jobs. One third of the refugees thought that the services provided by the agencies were adequate or okay and the other one third thought that the services were good and helpful.

### **Toronto (30)**

Almost half of the refugees stated that the information received at the base was useful. Five refugees wanted information on geographical locations to get familiar with the communities. Only one complained that the information was not useful. Half of the refugees indicated that they used friends and family for interpretation and they contacted them for information. The refugees also used community agencies for information and interpretation. Almost half of the refugees stated receiving help from their sponsors and the other half indicated that they received no help. More than half of the refugees accessed community centers and agencies for help. Less than half of the refugees claimed that the local community services were either okay, good, very good/excellent.

### **St. Catherine (6)**

Most of the refugees stated that the information received at the base was useful. All the refugees indicated that they contacted friends, family, and sponsors when they needed help. Most

of the refugees used community services for interpretation. “Ms..., a volunteer interpreter” (448-KOS-St. Cath). Only one refugee stated that s/he used no one and that s/he could help her/himself. Most refugees indicated that they get help from their sponsor. The refugees also stated that they see their sponsor frequently or periodically. Most of the refugees accessed community centres for useful information. Three refugees indicated that they used agencies for assistance. Most of the refugees considered the agency services to be good to excellent.

#### **Thunder Bay (4)**

Only one refugee thought the information provided at the base was useful. All of the refugees indicated that they contacted community services, agencies, and sponsors if they needed information. One refugee mentioned that s/he went to community services for help with interpretation, while another refugee asked friends, relatives and family members for assistance. All of the refugees contacted agencies for various services, such as filling out forms, locating medical services, and locating missing cheques.

#### **London (99)**

Only four refugees thought the information base was useful. Almost of the refugees mentioned that they would contact their family members, sponsors, or community services for assistance with translating, filling out forms, locating medical services etc. Thirty stated that they would call upon their families and sponsors, while 55 would access community services. One-third (28) of the refugees thought the services provided by these agencies were very useful “Help them all the time-good services.” (566-KOS-Lon)

More than half (61) of the refugees stated that their sponsors helped in most of their daily functioning activities and that they had varying degrees of access to their sponsors. Twelve refugees saw their sponsors frequently, and eleven either saw their sponsors when needed or periodically.

#### **Kitchener (63)**

Most did not have comments on the information base, however two refugees wanted more information on other geographical locations. When information was needed, almost all of the refugees indicated that they would turn to their family members, sponsors, or community

services. Fifteen stated that they would contact their family and sponsors, while 35 would access community services agencies. These community agencies assisted them with translating documents, filling out forms, locating medical services and locating missing cheques. One-third (19) of refugees thought the services provided by these agencies were very useful.

Almost one-third (19) of the refugees mentioned that their sponsors helped with most of the daily functioning activities and that they had varying degrees of access to their sponsor. Ten saw their sponsors frequently, and nine either saw their sponsors when needed or periodically.

### **Ottawa (69)**

Twelve refugees said that the information given at the base was not useful, however, five thought that the information was useful. Many refugees admitted that they received help from their sponsors and community services/agencies. Only a few mentioned that they received help from family, friends, and relatives. Nearly all refugees contacted the community services or their friends, sponsors, or family members for help with interpretation. Only seven refugees reported that they did their own interpreting, when needed. Once again, a large number of refugees stated that their sponsors helped them a great deal. Four refugees said that they received no help and did not have access to sponsors, and four approached family members for help with day-to-day activities. Many refugees indicated that they saw their sponsor frequently. Eight saw their sponsors when needed, three had no contact with their sponsors, and seven are losing contact with their sponsors.

About half of the refugees were able to provide names of agencies where useful information can be found. Only two refugees accessed other resources and three accessed sponsors for information. Just under half of the refugees stated 'no' without giving any explanation. Half of the refugees admitted that they accessed these agencies for assistance and 16 said 'no' without giving any explanation. One third indicated that these services were either very good or excellent; four said they were okay; and three thought that the services were not useful.

## 9. Future Plan

Characteristic	TOTAL	Table 15: Future								
		REFUGEE			COMMUNITY					
		KOF	KOS	Hamil	Toron	Ottaw	Kitch	Winds	Lond	Other*
Number	706	376	330	136	232	90	76	41	113	18
	%	%	%	%	%	%	%	%	%	%
<b>Planning to Remain in Canada?</b>										
<b>N (Answering question)</b>	(671)	(360)	(311)	(135)	(222)	(85)	(72)	(31)	(111)	(15)
<b>Yes</b>	92	97	87	93	99	86	93	97	81	87
<b>No</b>	2	2	2	2	1	2	0	0	5	0
<b>Unsure</b>	6	1	11	5	0	12	7	3	14	13
<b>Reasons for Returning to Kosovo</b>										
<b>N (Giving Reasons)</b>	(160)	(33)	(127)	(12)	(13)	(52)	(12)	(1)	(66)	(4)
<b>Family</b>	6	6	6	8	8	2	0	0	11	0
<b>Friends</b>	63	6	78	8	8	85	0	0	83	0
<b>Language</b>	5	3	6	0	8	0	33	100	2	25
<b>Work</b>	1	0	1	0	0	0	8	0	0	0
<b>Age</b>	3	3	2	8	0	4	8	0	0	0
<b>No Reason</b>	1	3	1	0	8	0	8	0	0	0
<b>Maybe</b>	21	79	6	76	68	9	43	0	4	25
<b>How will you Support yourself?</b>										
<b>N (Planning to Remain)</b>	(679)	(368)	(311)	(133)	(229)	(84)	(73)	(37)	(108)	(15)
<b>Work</b>	72	63	81	62	65	80	77	92	81	73
<b>Student</b>	2	3	2	3	3	4	1	0	1	0
<b>Family</b>	2	3	2	2	3	2	6	0	0	0
<b>ODSP</b>	2	2	2	2	2	4	0	3	0	0
<b>Welfare</b>	15	21	9	22	21	7	12	5	9	7
<b>Repatriating</b>	1	1	1	1	0	0	0	0	3	0
<b>Don't Know</b>	6	7	3	8	6	3	4	0	6	22
<b>Major Challenge for you and Family at Present Time</b>										
<b>N (Total)</b>	706	376	330	136	232	90	76	41	113	18
<b>Work</b>	16	13	19	7	13	15	13	21	31	36
<b>Money</b>	7	5	9	1	9	10	3	11	7	0
<b>Education</b>	4	3	5	2	4	4	3	0	7	0
<b>English</b>	45	50	39	57	47	32	53	42	31	57
<b>Continue my Profession</b>	3	5	2	8	1	10	1	0	1	0
<b>Illness</b>	7	5	9	7	4	6	9	8	9	0
<b>Emotional Adjustment</b>	17	18	15	18	19	15	15	18	12	7
<b>Housing</b>	1	1	2	0	3	6	0	0	1	0
<b>Everything</b>	0	0	0	0	0	2	1	0	1	0

\* Other includes the 3 cities Peterboro, St.Catherines and Thunder Bay.  
Because of the small number of cases in each, separate analysis for each city is not warranted.

Please consult the [How to read Tables](#) in Methodology Section.

When asked about whether they were planning to stay in Canada, 671 of the 706 refugees replied to the question. Of those, 97% of KOF refugees and 87% of KOS refugees responded affirmatively. It appears that those having relatives in Canada are more likely to respond that they are staying. Among those planning to remain in Canada the proportion ranged from 99% in Toronto to 81% in London.

Of the 160 who said that they wanted to return to Kosovo, 63% listed ‘friends’ as a reason for returning. As many as 85% of refugees in Ottawa and 83% in London listed ‘friends’ as a reason for returning, but nobody in Kitchener, Windsor or ‘other’ cities mentioned this.

Twenty-one percent said ‘maybe’ to the question of returning. A large majority (79%) of KOF refugees said ‘maybe’ as did 76% in Hamilton and 68% in Toronto, but no one in Windsor.

Of those planning to remain, the vast majority (72%) hoped to support themselves through work, but 15% mentioned welfare. KOS refugees were much more likely to mention work (81% compared to 63%) and KOF refugees were much more likely to mention ‘welfare’ (21% compared to 9%). Windsor had the highest number of refugees who mentioned work (92%) compared to only two-thirds for those in Hamilton and Toronto. The latter two cities, had the highest proportions who mentioned welfare: 22% and 21%, respectively.

When the refugees were asked about the major challenges facing them at the present time, learning English (45%) stood out, followed by emotional adjustment (17%) and finding work (16%). While the two groups had similar proportions mentioning emotional adjustment, 11% more KOF refugees mentioned learning English as a major challenge than KOS refugees, but 6% more KOS refugees mentioned finding work. Concerns about learning English were highest in Hamilton and ‘other’ cities (57% each) and lowest in Ottawa (32%). Proportions mentioning emotional adjustment ranged from 7% in ‘other’ cities to 18% and 19% in Hamilton and Toronto respectively. Finding work was a challenge for 36% of the 18 cases in ‘other’ cities and 31% of those in London but only 7% of refugees in Hamilton. It appears that while a few of the refugees are uncertain about their future in Canada, most of them are realistic in what they have to do to make it in Canada - learn the English language and seek employment.

The future plans of **KOF refugees** in each community in Ontario are summarized as follows:

### **Hamilton (112)**

Most refugees expressed a desire to stay in Canada. Eighteen wanted to apply to stay in Canada; 14 had already applied and 48 had already received landed status. Only four were uncertain.



Two-third (66) of the refugees indicated that they would seek employment when government income support ended. One-third (34) either sought welfare assistance or had their family members take care of them. The main challenges faced by most refugees included: language barriers, finding employment to support themselves and their families, health, and the emotional adjustment of being separated from their family members.

### **Windsor (6)**

Most refugees specified that wanted to stay in Canada and had already applied for or received their landed status. Half of the refugees indicated that they were planning to seek employment to take care of themselves when government income support ended. The other half mentioned that they would like to continue with school to improve their English before seeking employment. The main challenges faced by most refugees were language barriers, finding employment to support themselves, gaining their landed status, and adjusting emotionally to the separation from their family members.

### **Toronto (202)**

More than one quarter (66) of refugees expressed their desire to stay in Canada. Fifty-one had already received their landed status. Ten refugees either wanted to apply or had already applied for permanent residence.

Almost three quarter (130) of refugees indicated that they would seek employment when government income support ended. “First move back to Hamilton then take course. If I need to go to welfare, then I will but I want to find a job.” (116-KOF-Tor.) “Find a job after learning English.” (103-KOF-Tor) “Must look for a job to feed my family.” (122-KOF-Tor.) “2 years down the road? -I will be working by then.” (125-KOF-Tor.) “Husband will work maybe,” (146-KOF-Tor.) “Wants a job now-actively looking.” (154-KOF-Tor.) “I want to be working as a truck driver to support myself.” (280-KOF-Tor.)

One-quarter (51) either sought welfare assistance or had their family members take care of them. “I guess welfare,” (160-KOF-Tor.) “Social assistance,” (148-KOF-Tor.) “Can’t work-welfare.” (177-KOF-Tor) “Maybe work, maybe welfare like son,” (202-KOF-Tor.) “Maybe welfare for 2 months until school finished- then I’ll find work.” (209-KOF-Tor.)

The main challenges faced by refugees included language barriers, finding employment to support themselves, health problems, and emotional adjustments due to separation from family members. Comments included: “Can’t read and write in their own language or English.” (148-KOF-Tor) “Have no formal education/cannot learn English and has many medical problems.” (285-KOF-Tor) “Money, language,” (142-KOF-Tor.) “Rent is very high. Jane and Finch is bad area and feel trapped. Finding a good pay jobs.” (247-KOF-Tor.) “How am I to live when the government stops giving money,” (259-KOF-Tor) “Memories from home-children,” (116-KOF-Tor) “My brother/son medically doing better and receiving good care but it is emotionally frustrating,” (293-KOF-Tor) “ Language. Money/health/support family. Now I have friends and I am better now” (093-KOF-Tor).

#### **London (14)**

Almost all of the refugees indicated that they intended to remain in Canada or have family members who intend to apply for permanent residence. Only one refugee had already received landed status. One quarter of the refugees stated that they had family members who had been repatriated or had gone back to Kosovo for a visit. One refugee expressed: “husband has already been repatriated.” (358-KOF-Lon) A quarter of the refugees indicated that they would seek employment to take care of themselves when government income support ended. Two refugees were uncertain about what to do about their source for future income support. The main challenges faced by most refugees were language barriers, finding employment to support themselves, health problems, and emotional adjustments due to separation from family members.

#### **Peterborough (8)**

Four refugees intended to stay in Canada and had already received their landed status. None expressed a desire to return to Kosovo, however two had visited Kosovo.

Half of the refugees indicated that they would seek employment when government income support ended. Half of the refugees indicated that the main challenges faced by most refugees included finding work, language barriers and emotional adjustments to separation from their family members.

### **Kitchener (13)**

Only one out of 13 refugees indicated that he/she had received landed status. Ten refugees stated that they would seek employment once income supports assistance ended. "Hopes to find full time employment prior to assistance ending" (341-KOF-Kit). One stated that s/he would be seeking welfare or social assistance. One refugee was already employed: "Spouse is currently working as a settlement counselor for the ...earning \$15.97 per hour. She is on contract until 31/03/01 & works 20 hours per week. HoF hopes to find full time employment prior to assistance ending in May 2001" (342-KOF-Kit). One refugee indicated that s/he would be supported by other family members after income support assistance terminated.

One refugee revealed that money and work are the major challenges to meet living costs. Two stated that adjusting to new situations is the major challenge because they are trying to emotionally reconcile with having family members in Kosovo: "Since coming to Canada the language was a major challenge & being in a different country. Dealing with the death of my eldest son from USA" (348-KOF-Kit). Seven indicated that language barrier was their major challenges during this time. Finally, three refugees indicated that their health conditions were their major challenges for now: "Not being able to see properly. He must wear glasses when he is outside. Not being able to attend school to learn English" (345-KOF-Kit). When refugees were asked if they had any other comments to add, they did not have any comments besides the ones mentioned above.

### **Ottawa (21)**

Only one refugee expressed uncertainty regarding his/her permanent stay in Canada. "Not sure, depends on how well adult children settle." (327-KOF-Ott). No other responses were given. Three quarter of the refugees indicated that they would seek employment when government income support ended and one quarter stated that they would seek social assistance. Three quarter of refugees indicated that the main challenges facing them included finding work, language barriers and emotional adjustments to separation from their family members

The comparable future plans of **KOS refugees** in each community in Ontario are summarized as follows:

### **Hamilton (24)**

Several refugees mentioned that they were uncertain if they would remain in Canada. “Undecided. If we can find employment we will stay, do not like to rely on government” (455-KOS-Ham). The reasons given for family members’ intention to return or be repatriated to Kosovo included returning to be with family members left behind in Kosovo. “His father went back to Kosovo to be with his daughter who was left back in Kosovo” (707-KOS-Ham). Over half of the refugees stated that they would find work to support themselves once their income support assistance ended.

Half of the refugees stated that they had some difficulties with language barriers and adjusting to their new situation. “English is a problem for parents. Parents don’t really want to be here” (702-KOS-Ham). “We are homesick, family is separated. 3 daughters and son are in Kosovo. Language is a difficulty” (708-KOS-Ham). Two indicated that they did not have any major problems.

Two refugees expressed concerns over the well-being of family members in Kosovo or mentioned other uncertainties. “Concern about his immigration documents; has 24 months sponsorship and he is only entitled to financial assistance for 12 months”(703-KOS-Ham). In their counselor comments, interviewers described the schooling conditions of their clients: “Adult members are making efforts toward self sufficiency by attending school despite no firm decisions to remain in Canada. Parents and brother have been in Canada since October 1999” (468-KOS-Ham).

### **Windsor (35)**

Most refugees did not provide a response regarding their plans to reside in Canada permanently, however, one indicated that s/he has already received permanent residence status and one was not certain.

Almost all of the refugees indicated that they would seek employment when their government income support ended. “Hopes to find employment.” (380-KOS-Wind) “Must find work to support his family,” (381-KOS-Wind) “Father is working full-time at \$12/hr-as a mechanic.” (379-KOS-Wind) “Work- maybe a cleaning job.” (391-KOS-Wind) However two expressed that they would seek social assistance. “Client is a senior, will apply for social assistance.” (384-KOS-Wind) “Client is 64 years old, settlement worker to assist client apply for

social assistance” (386-KOS-Wind). Over two third of the refugees indicated that the main challenges they faced were finding work, language barriers and adjusting emotionally to their separation from family members.

### **Toronto (30)**

Five refugees indicated that they were in the process of applying or had already applied for landed status. Only one said s/he did not intend to apply, but did not give an explanation. Two refugees said that their family members had gone back to Kosovo but did not provide any explanations; two were unsure and one stated that s/he would visit Kosovo.

Twenty-six refugees indicated that they would find work to support their families when their income support assistance ended. Three mentioned that they would seek welfare or social assistance. “Will apply to welfare while attending high school” (423-KOS-Tor). Over half the refugees stated that they were facing some major challenges, such as money/work, adjusting to a new situation and language barriers. “Rent is expensive, they have to buy food, they need employment. They have to pay \$20 a level for English classes” (418-KOS-Tor).

Three refugees stated that they had medical conditions. In the “any other comments” sections, four refugees expressed concerns over the well being of family members in Kosovo. “Explained that he can’t sponsor over age brother and sister” (425-KOS-Tor). Another four refugees stated that they were happy to be in Canada. In the “counselor” section, one third mentioned their schooling conditions. “Needs to get out, attend ESL school and than find work” (427-KOS-Tor). Three refugees indicated that they lacked sufficient income. “Main theme with this family is that they want more government money. Apparently none of them are working even part time. They have an older van and there were two computers in the home” (420-KOS-Tor). Five refugees stated that they needed to seek employment. “Told them to look for employment and take part time ESL and get more information from... ” (429-KOS-Tor). Five refugees specified that thy needed more income support for they have a newborn now. “Delay in application for NCB; deductions 5 months Feb. 2. Issue additional funds for newborn child” (439-KOS-Tor).

### **St. Catherine (6)**

Only one refugee indicated that s/he had received landed status; the rest did not give an answer. One refugee stated that his brother had gone back to Kosovo. "Brother went back to Kosovo" (450-KOS-St. Cath). The other refugee did not give an answer. All of the refugees mentioned that they were planning to find work to support their family. "Hoping to find employment" (449-KOS-St. Cath). Most refugees stated that they were having trouble with the English language and with money and finding employment. "Speaking English and finding a job" 446-KOS-St. Cath). Less than half of the refugees required a follow-up by settlement services. One refugee wanted to know what had happened to his application for landed status "Want to know about their appreciation for landing, what is happening since they have applied" (448-KOS-St. Cath).

### **Thunder Bay (4)**

One refugee indicated that s/he had applied for permanent residence, while two refugees were uncertain about whether or not they would be remaining in Canada. When asked if they planned to return to Kosovo, two refugees indicated that they were uncertain and two refugees did not answer this question. All of the refugees indicated that they would find work once income support assistance ended in order to support themselves and their family. Refugees stated that finding work was the major challenge that they faced because they were having difficulty meeting living costs: "Steady work and Kosovo, people are leaving for Southern Ontario, only two families will be left" (451-KOS-TBay).

### **London (99)**

Most refugees expressed a desire to stay in Canada and some had already received their landed status. Seventy wanted to apply to stay in Canada, while fourteen had already applied and five had already received landed status. Only twelve were uncertain.

Almost all (81) of the refugees indicated that they would seek employment when government income support ended. One-third (13) either sought welfare assistance or had their family members take care of them. The main challenges faced by most refugees included: language barriers, finding employment to support themselves, health problems and the emotional adjustments to separation from their family members.

### **Kitchener (63)**

Most refugees did not provide a response to the question of staying in Canada permanently. Only one said yes and two had already applied for permanent residence.

Two-third (40) of the refugees indicated that they would seek employment when government income support ended. Eleven either sought welfare assistance or had their family members take care of them. The main challenges faced by most refugees included: language barriers, finding employment to support themselves, health problems and the emotional adjustment to separation from their family members.

### **Ottawa (69)**

Only nine refugees were uncertain as to whether or not they would leave Canada: "Don't know yet, the younger sister is homesick" (492-KOS-Ott). All other answers were either blank/crossed out/or not applicable. Nearly all of the refugees said that they would find work once income supports assistance ended. Four stated that they would seek welfare and social assistance; two were learning English and currently looking for work; five were continuing with school; two were uncertain; and two stated that their family would support them. Three indicated that money/work were the major challenges that they faced; five stated "none" without giving any explanations; about one third stated that language was a barrier: "For their children to be educated and have a future in Canada" (475-KOS-Ott). Three listed their health condition as a major challenge and twelve stated that finding work was their major challenge at the present time. Only one refugee said s/he was happy being in Canada; three said that adjusting to a new environment is something they need to deal with; and three thanked the Canadian government: "Appreciates what the government and Canadian people have done for them". (493-KOS-Ott). Lastly, three refugees said English training is what they needed.

The following examples illustrate what the refugees had to say:

*"First move back to Hamilton then take course. If I need to go to welfare, then I will but I want to find a job" (116-KOF-Toronto).*

*"Maybe welfare for 2 months until school finished – then I'll find work" (209-KOF-Toronto).*

*“Language. Money/health/support family. Now I have friends and I am better now” (093-KOF-Toronto).*

*“...Undecided. If we can find employment we will stay, do not like to rely on government” 455-KOS-Hamilton).*

*“We are homesick, family is separated. 3 daughters and son are in Kosovo. Language is a difficult” (708-KOS-Hamilton).*

*“Client is 64 years old, settlement worker to assist client apply for social assistance” (386-KOS-Windsor).*

*“Told them to look for employment and take part time ESL and get more information from a local immigrant serving agency Centre” (429-KOS-Toronto).*

*“Speaking English and find a job” (446-KOS-St. Catharine).*

## **(VI) A Comparison of Responses from Sponsors and Refugees**

In completing the Sponsors Survey, sponsors tended to make similar comments to those that the refugees supplied with respect to the following main domains:

### **Relationship with Sponsor:**

The sponsors provided various kinds of support to their sponsored refugees and as the refugees made their way to settle in the community, the frequency of interaction became less help oriented and more socially-based as illustrated by the following comments:

*“...we meet less frequently. It used to be all meetings were of a helping/driving nature-medical, dental, emergency, school, etc., now it is more visiting, fun-oriented. They are more independent...” (18-KOS-London).*

*“...many members of the support group provided transportation at their own expense...” (08-KOS-St. Catharine).*

*“Yes, moral, financial – found housing for all within one black...[H]e has done a fabulous job...” (17-KOS-Toronto).*



**Socio-Economic Adjustment:**

Despite the various efforts made to find employment for their sponsored refugees, sponsors frequently stated that language is the main obstacle. Selected comments illustrated:

*“Language remains a barrier for adults...”(019-KOS-Ottawa).*

*“The only thing he has to do is learn English...” (14-KOF-Hamilton).*

*“Need to improve language skills...lack of a particular skill will mean extensive training...no experience which can be applied locally...” (11-KOS-Windsor).*

**Situation of Children:**

Sponsors in the Sponsors Survey had largely positive comments with respect to the children’s progress:

*“She is doing well but it must be difficult for her in helping parents communicate...This puts a lot of responsibility on her shoulders...” (09-KOS-Windsor).*

*“Integration into secondary school went fairly smoothly...There appeared to be peer group discrimination quite frequently...” (08-KOS-St. Catharine).*

**Health and Health Concerns:**

Similar to the findings in this report, sponsors in various communities expressed their concerns about adequate medical coverage and the difficulties they faced in helping their sponsored refugees under the IFH program.

*They have lots of problems with their teeth and several doctors refuse to take them because of the paper work and inadequate coverage...(17-KOS-Ottawa)*

*There is confusion over what IFH covers and there appears to be inconsistency in how it is applied...(19-KOS-Ottawa).*

*...IFH does not cover all required dental services and we have paid for some of them as the family cannot afford them...[A] large number of drugs, required vitamins, etc., are not covered and we have paid for them (16-KOF-Toronto).*

In sum, the findings from the Sponsorship Survey reflect largely similar settlement experiences to those found in this survey:

- Both sponsors and refugees shared the same concerns regarding the IFH plan not covering certain medical services such as dental care, or specific types of drugs for serious illnesses.
- Sponsors and refugees gave similar responses regarding the kinds of help that sponsors provide to refugees such as, translation, filling out forms, registering for school, paying bills, etc.
- Generally, both groups admitted that similar sources (family, friends, sponsors and community agencies) and similar strategies were employed to help refugees find jobs (i.e., forwarding resumes, seeking employers, gaining contacts from people they know, accessing HRDC job banks).
- In terms of relationship between sponsors and refugees, both groups shared similar perspectives: as refugees become more independent, they either lose contact with their sponsors or only meet their sponsors on an as need basis.
- In terms of resources, refugees stated that they accessed sponsors, family and community agencies equally, and sponsors also indicated that they have introduced the refugees to community services for support.
- Refugees and sponsors were positive about the refugee children's adjustment in school. Most refugees thought that their children were doing very well in school (i.e., they get along well with other children, high marks, speak English well). However, in a few instances, refugees admitted to the fact that their children were experiencing problems adjusting to their school environment.

## **(VII) Conclusions**

Based on the findings from the quantitative data as well as from the content analysis of the refugees' responses to the open-ended questions, this study provides important documentation on the resettlement experiences of the Kosovar refugees in the following domains:

- **Income, Budget and Accommodation:** Few refugees claim to have difficulties in covering adequately their living expenses. Most refugees appear to be managing their financial situation reasonably well under the RAP entitlement by adjusting their living costs and

activities such as buying cheaper goods/foods, sharing costs with other family members, walking instead of taking public transportation or even quitting smoking. Similarly, while most refugees state that their accommodation is acceptable, few complain about the quality of the furniture, bedding, high rent, and the inadequate living space for large families.

- **Relationship with Sponsors:** Most refugees continue to seek assistance from family/friends, sponsors and community services. Similar to the findings in the Sponsors Survey, when the refugees become more independent, the level of contact is reduced and they meet less frequently. In some case refugees and sponsors actually lose contact when the refugees move to another community/city. Overall, the inadequacy of the refugees' language skills – English, has made them dependent upon the sponsors and community agencies for help.
- **Language Classes:** Similar to the findings in the Sponsors Survey, most adult family members have been attending language classes (LINC/ESL) in an effort to upgrade their language skills and to find employment. The reasons for not attending language classes are very similar to those given in the Sponsors Survey - illnesses, old age, working, lack of childcare and having to look after young children.
- **Employment Issues:** Findings in this domain are similar to those of the Sponsors Survey. Language is a major problem for most refugees seeking employment. The refugees employ a variety of strategies to find employment such as making contacts with relatives, friends, sponsors and community agencies, forwarding resumes to potential employers, checking HRDC job banks, newspapers ads. Nevertheless, they need to learn the English language to be able to gain employment.
- **Health and Health Concerns:** Responses from most of the refugees have indicated that they are generally in good health and can easily access the medical services. However, similar to the comments made by sponsors in the Sponsors Survey, some do have problems accessing medical services due to the fact that IFH plan does not cover certain drugs or dental services.

- **Situation of Children:** Most refugees think that their children are adjusting very well and they are doing well in school - getting high marks, learning to speak English fairly quickly, enjoying their classes and making friends with other students. However, in a few cases, children are having some difficulties in school – language, stress. Similar patterns of responses prevailed in the Sponsors Survey.
- **Availability of Resources:** Most refugees approach their friends, family/relatives, sponsors and community agencies for help with translation, employment referrals, filling out forms, registering for courses, locating medical services and other types of services. Family and sponsors provide help with day-to-day functions, such as registering for school, paying bills, shopping, etc. As well, most refugees think that the information provided is useful and informative. Some prefer to have more information on job search, employment opportunities, other cities, immigration services, and information on the well being of their family members in Kosovo.
- **Future Plans:** Most refugees are happy to remain in Canada permanently and a great majority of them have applied for landed status. Only a few want to repatriate or are uncertain as to what their future plans are. Most refugees want to seek employment to become economically self-sufficient and only a small number of them indicate that they would seek social assistance when government income support ends. Those who claim to seek social service support are either seniors or those who want to complete their English courses or other education. A few state that they would look to their family for financial support. Most of the refugees indicate that the major challenges they face are: language barrier to finding employment, insufficient income, health, and emotional adjustments.

In sum, because of the emergency situation in Kosovo, many of the Kosovar refugees are unprepared to uproot themselves again. However, in spite of their relatively short period of residence in the various communities in Ontario, they are settling in reasonably well with the support of RAP, sponsors, family members, and relatives. They have access to services provided by local immigrant serving agencies to improve their English language skills, which will in turn help them in finding employment.

The Kosovar refugee settlement program has provided opportunities for those in need of Canada's protection. The program's success can nowhere be more clearly demonstrated than by viewing the overwhelming determination of the majority of these refugees' to stay permanently in Canada. Hence, regardless of the difficulties they are currently facing during this initial stage of settlement, (e.g., few are gainfully employed and many are having difficulties in the English language), their resilience as demonstrated by the efforts they have made to upgrade themselves and their determination to find employment to support themselves once the RAP runs out, clearly demonstrates that most of the Kosovar refugees will become successfully settled in Canada.

### **(VIII) Recommendations**

The recommendations are largely shaped and informed by the refugees' overwhelmingly positive response (over 90%) to resettlement in Canada. They are also based on issues that have not been thoroughly addressed in this survey and should be taken into serious consideration so that the Kosovar refugees' settlement in Canada does indeed provide them with "a new life where they may become productive members in Canada."

1. Emotional adjustment (mental well-being) of the refugees should receive greater attention. In particular, understanding how the effects of depression resulting from what they have gone through and their deep concerns for the well-being of their family members in Kosovo impede their ability to become successfully resettled.
2. To fully understand how well the children are adjusting, it is important to go beyond examining their school environment or performance in school. Other areas such as the children's relationship with their parents and siblings should be included. While the children may be doing well in school, they may nevertheless face difficulties at home that could have a detrimental impact on their overall adjustment.
3. Regardless of the efforts made by the refugees to improve their skills and qualifications, we need to examine what other kinds of upgrading/training programs, other than language classes, should be made available to them. Furthermore, what programs should be implemented

to broaden their skill base and increase their confidence and motivation to become independent once the RAP ends.

In view of the above, the following recommendations are offered with the intent to further engender a positive outcome of these refugees' resettlement experiences:

- Increase funding to augment the income base of large refugee families. In many cases where refugees claim to have problems with managing their budgets, they tend to have large families and are faced with the problem of not being able to meet their expenses because of the small amount they receive in income support.
- Enhance language skills by encouraging refugees to attend English classes. As a result of not having the ability to speak English, refugees are more dependent on family, sponsors and community agencies for help on various day-to-day functions. As well, the lack of English language skills creates problems for many refugees in accessing jobs or maintaining jobs. Perhaps, guidelines should be implemented to make English classes mandatory. More affordable childcare should also be made available to women so that they can attend these language classes.
- The problem of accessing health services should be addressed in terms of expanding the IFH plan to cover certain drugs that are needed to treat serious illnesses and to cover basic dental care. In order for some of the refugees to be healthy and independent, their health problems need to be dealt with properly.
- Many refugees revealed that depression, stress and concerns about their current settlement situation, and the safety of their family members back in Kosovo have been major challenges to their emotional well-being. Access to crisis counseling should be provided and a counseling service should be created to help refugees deal with their emotional adjustment.
- Employment agencies, job placement agencies, and immigrant serving agencies should be encouraged to help refugees find jobs, by way of increasing the funding levels to them.

Existing retraining/upgrading programs should be identified and/or expanded to accommodate the influx of employable refugees.

- Occupational regulatory bodies should take a critical and realistic assessment of their accreditation criteria so that refugees who are professionals and/or trades persons can be accredited and thereby continue with their previous occupations.
- Potential employers should be given incentives to provide employment opportunities for the qualified refugees to gain Canadian working experiences after they have completed the relevant occupation-specific educational/training upgrading and language training programs.
- Orientation, re-orientation workshops should be organized on a continuing basis to provide refugees with relevant and updated information on the different services available to them – e.g., where English classes can be found, employment information, information on other cities, in-depth information sessions on the IFH plan for better understanding of guidelines, and information on the existing Kosovo community.
- To help improve the quality of residence and accommodation, non-used building should be converted and renovated to house the refugees. The refugees can participate in the renovation process. (i.e. Habitat for Humanity project). In this way the cost of rent can be contained and spaces can be designated based on family size.

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**KOS/KOF Client Monitoring Interview:**

No show:	Action :
Interview Date:	CIC:
Start Time:                      End:	Location:
Duration:	
Client name:	Interviewer:
Family Members Present:	Family Composition:
Date of Arrival In Canada :	Original city and province of destination:
Base:	Date of Arrival: If applicable, date of arrival in city of interview:
HOF ID :	Interpreter :    yes _____                      no _____

**Registration**

1. Has your family opened a bank account?    Y    N
2. Has your family registered for:
  - Social Insurance Number    Y    N
  - National Child Benefit            Y    N
  - Enrollment of school aged children (if applicable)    Y    N    N/A

**Income support :**

3. How are you managing your budget every month ?- Include details of rental costs and use of transportation allowance.

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Rent \_\_\_\_\_ + Cost Of Utilities \_\_\_\_\_ ( Phone \_\_\_\_\_ Electricity \_\_\_\_\_ Gas \_\_\_\_\_ Other \_\_\_\_\_)  
= \_\_\_\_\_ (Total Rent + Utilities) Rental Entitlement \_\_\_\_\_ Variance (+/-) \_\_\_\_\_

Interviewer Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Accommodation:**

4. How many number of bedrooms? \_\_\_\_\_  
How many tenants? \_\_\_\_\_  
How many # of tenants per bedroom? \_\_\_\_\_ (Interviewer Calculation)  
Is the furniture adequate? Y N

Comments:  
\_\_\_\_\_

**Education and Employment:**

5. Are you presently attending any type of school ? Y N  
Where \_\_\_\_\_  
English Language Instruction \_\_\_ LINC or ESL  
Other \_\_\_\_ : Highschool College Vocational Training (Type:\_\_\_\_\_)  
Are you attending school full or part time? FT (25 hrs. per week or more) PT (less than 25 hrs.)

\_\_\_\_\_

5b If not attending school , provide reasons why not:

\_\_\_\_\_

Interviewers Comments: \_\_\_\_\_

\_\_\_\_\_

6. What type and level of schooling did you complete in Kosovo? (Circle highest level completed)

**H o F:** None Elementary Highschool Post-secondary Other: \_\_\_\_\_

List degree or specialization if applicable: \_\_\_\_\_

**Spouse:** None Elementary Highschool Post-secondary Other: \_\_\_\_\_

List degree or specialization if applicable: \_\_\_\_\_

**Adult 19+:** None Elementary Highschool Post-secondary Other: \_\_\_\_\_

List degree or specialization if applicable: \_\_\_\_\_

**Adult 19+:** None Elementary Highschool Post-secondary Other: \_\_\_\_\_

List degree or specialization if applicable: \_\_\_\_\_

**Employment:**

7a. Did you work before coming to Canada ? if yes - state occupation, profession or trade.

H o F: \_\_\_\_\_ Spouse: \_\_\_\_\_

Adult Members Over 19: \_\_\_\_\_

\_\_\_\_\_

7b.- If your qualifications required upgrading, have you made any efforts to upgrade them

H o F: \_\_\_\_\_ Spouse: \_\_\_\_\_

Adult Members Over 19: \_\_\_\_\_

8a. Are you presently employed ? Y N

Members of Household Employed: H o F Spouse Dependents

Provide details:

Family Member: \_\_\_\_\_

Hours of Work: FT (25 hours per week or more) PT (25 hours or less)

Status: Temporary Permanent

Type: Paid Volunteer

Hourly Wage: \$ \_\_\_\_\_

---

Family Member: \_\_\_\_\_

Hours of Work: FT (25 hours per week or more) PT (25 hours or less)

Status: Temporary Permanent

Type: Paid Volunteer

Hourly Wage: \$ \_\_\_\_\_

---

Family Member: \_\_\_\_\_

Hours of Work: FT (25 hours per week or more) PT (25 hours or less)

Status: Temporary Permanent

Type: Paid Volunteer

Hourly Wage: \$ \_\_\_\_\_

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8b. What kind of work are you looking for?

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8c. If you are not employed, please describe your efforts to find employment and results

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8d. While looking for employment, have you sought the assistance of an agency?  
Please provide details including name of agency/agencies and results

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Interviewer Comments: \_\_\_\_\_

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**Travel:**

9. Have you traveled outside of Canada in the past \_\_\_\_ months?    Y    N

Provide details: \_\_\_\_\_

Interviewer Comments: \_\_\_\_\_

**Health**

10. Are you in general good health? Y N

Details if provided:

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11a. Do you have a family doctor? Y N

11b. Do you have a family dentist? Y N

12. Has your family had any trouble accessing medical services? Y N

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Interviewer Comments: \_\_\_\_\_

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**Settlement**

13. Now that you have been in Canada for \_\_\_\_\_ months, do you find that the information that you received at the base was useful. Yes No

What else would you add to that information?

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14. If you need any information or assistance, whom do you usually contact ?

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15a. Are you able to locate an interpreter when needed? Y N



15b. Who do you use for interpretation? \_\_\_\_\_

16a. Can you name ways that your sponsor is helping you with your life in Canada?

Recreation \_\_\_ Referrals to Services \_\_\_ Day to Day Activities \_\_\_ Community Information \_\_\_

Transportation \_\_\_ Interpretation/Translation \_\_\_ Other \_\_\_\_\_

Describe activities:

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16b. How often do you see your sponsor?

Daily    Weekly    Monthly    Occasionally

Comments: \_\_\_\_\_

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17. Can you name any agencies in the city of \_\_\_\_\_ where you can find useful information?

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18. Have you been to these agencies for assistance?

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19. How do you find their services?

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20. How are your children settling down in school - are you please or displeased with the results. Please provide details?

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**Community:**

21. Now that you have lived in the city of \_\_\_\_\_ are you planning to move to another city ? if yes- why?

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22. What do you like most about the city of \_\_\_\_\_? What do you like least ?

Most \_\_\_\_\_

Least: \_\_\_\_\_

*Next Question for Secondary Migrants Only.*

23. Why did you move into the community of \_\_\_\_\_ in the province of Ontario?

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Interviewer Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Future Plans:**

24a. Have any of the members of your family:

Applied for Landing

Repatriated

Landed

Undertaken an Exploratory Visit

24b. Do you anticipate remaining in Canada?

Do any of the members of your family intend to apply for permanent residence? Y N

\_\_\_\_\_

24c. Do any of the members of your family intend to return to repatriate/return to Kosovo? Y N

Reasons Given: \_\_\_\_\_

25. How are you planning to support yourself once income support assistance ends in \_\_\_\_\_?

\_\_\_\_\_

26. What do you consider to be your major challenge for you and your family at the present time?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

27.- Any other comments: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_



**Counsellor Comments :** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Action Required:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

List of documents/ letters seen- please circle appropriate box

IMM 1000	yes	no
IFH	yes	no
Lease	yes	no
LINC/ESL	yes	no
Employment	yes	no
Other		
Other		
Other		