

COMMUNITY & CIVIC ENGAGEMENT of Newcomers on the North Shore

Impact North Shore 2024-2025 Client Survey

✓ Newcomers' Community Services Access & Community Participation

Newcomers are less likely to access some community and recreation services as compared to the previous year.

Similar to previous years, there continues to be a large proportion of respondents, who said they have **not used any other community services** in the past year (**26%**).

From the 2023 survey, **32%** of respondents said they volunteered in Canada.

40%



Public Libraries

▼ 4% decline from 2023-2024

18%



Recreation Centres

▼ 4% decline from 2023-2024

12%



Sports & Fitness

▼ 4% decline from 2023-2024

11%



Arts/Culture/Community

▼ 4% decline from 2023-2024

8%



Volunteer Services

— no change from 2023-2024

These respondents:

- report a **higher sense of belonging to the local community**, and
- are more likely to **agree their community is welcoming to newcomers**

REFLECTION

How do we **promote local volunteerism** and **support opportunities for im/migrants to take an active role in civic and democratic life?**

✓ Increasing Accessibility of Community Services



62% of respondents would like **information/ orientation sessions** introducing and explaining the community services available



46% of respondents would like staff at the community service locations to **speak the same language as them**



40% of respondents would like to access community services with **virtual/ online service options**



32% of respondents would like to access more **in-person community services**



22% of respondents would like community service locations that are **easier to access by public transit**



21% of respondents would like **more welcoming and inclusive community spaces**