

## North Shore Multicultural Society Settlement Services: Client Survey

### Information

This survey asks you about settlement services. Settlement services include:

Language services	Community/recreation centre	Citizenship information
Medical services	Family or child issues	Education issues
Employment services	Housing resources	Financial/legal assistance

1. Please rate how helpful you have found the information that you have received from a settlement worker.

	CHECK (✓) ONE BOX FOR EACH QUESTION			
	Not applicable	Not at all helpful	Helpful	Very helpful
a. Information about living in Canada.				
b. Information about community organizations (e.g., library, recreation and community centres).				
c. Information about government departments (e.g., MSP, Permanent Residency, Citizenship, housing etc.).				
d. Information about Canadian laws and your rights and responsibilities.				

### Employment

2. Have you received employment services? Please check your answer.  No  Yes

*If you have received employment services, please answer the following questions. If not, please go to question 4.*

3. Employment services:

	CHECK (✓) ONE BOX FOR EACH QUESTION		
	No	Somewhat	Yes
a. Did you get information about working in Canada?			
b. Did employment services help you learn skills that you can use to get employment in Canada?			
c. Did employment services help you make connections with others to help you gain employment in Canada?			

### English Language Skills

4. Do you have enough English to participate in activities in your community? Please check (✓)

No  Sometimes  Yes

## Finding Community Resources

5.	CHECK (✓) ONE BOX FOR EACH QUESTION			
	Never	Rarely	Sometimes	Often
a. Do you use the public library?				
b. Do you attend programs at a community/recreation centre?				
c. Do you find the government services (e.g., MSP, Citizenship etc.) that you need?				

## Participating in Canadian Life

6. How long have you been in Canada? Please check (✓) one box.

Less than 1 year

1 to 3 years

More than 3 years

7. If you have lived in Canada for more than 3 years, please give your rating for the following questions.  
If you have been here less than 3 years, please go to question 8.

Have NSMS services helped you to.....	CHECK (✓) ONE BOX FOR EACH QUESTION		
	No	Somewhat	Yes
a. make decisions about living in Canada?			
b. understand your rights and responsibilities in Canadian Society?			
c. find employment?			
d. participate in your community?			
e. feel more confident that you can find what you need from community organizations?			
f. make new friends?			

## Overall Satisfaction

8. How satisfied are you with the services you have received from NSMS? Please check (✓) one box.

Not at all satisfied

Satisfied

Very satisfied

9. How respectful were the services that you received from NSMS? Please check (✓) one box.

Not at all respectful

Respectful

Very respectful

10. How likely are you to recommend NSMS Services to others? Please check (✓) one box.

Not likely

Likely

Very likely

11. Please share any comments and/or suggestions you might have that could improve our services.

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