



# COMMUNITY NEEDS ASSESSMENT REPORT

CENTRE FOR COMMUNITY  
LEARNING AND DEVELOPMENT

**IMMIGRANT WOMEN INTEGRATION PROGRAM**



PREPARED FOR CCL&D BY

YASMIN ARA ZAMAN  
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## 1. ACKNOWLEDGEMENT

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I acknowledge the support that I have received from the residents of 720, Kennedy Road, South Asian community and other residents and small businesses located on Eglinton East Avenue and Kennedy Park.

My sincerest thanks to Mrs. Fazle Tamanna, Mr. Nurul Alam for connecting me with the Bangladeshi community, Ms. Jesmin Habib,( Supervisor, Ontario Early Years Centre, Scarborough Southwest) and Ms. Zhila Sirhaki for their assistance in leading ways to meeting with people from different background.

## 2. EXECUTIVE SUMMARY

The survey covered Eglinton East - Kennedy Park neighbourhoods – neighbourhood # 124 and 138

The purpose of the survey was to have a deeper understanding of and assess the community needs of surveyed neighbourhoods and to measure the index of wellbeing. While measuring the index of wellbeing at the community level through a survey, the main important findings are:

- The survey covered the immigrants, both citizens and permanent residents, from various parts of the world with the concentration from South Asia, South East Asia, Africa and East Europe.
- 45% of the respondents are indifferent to their quality of life and 24% considered their life to be poor or very poor.
- Civic amenities available for the residents are less than satisfactory.
- The bonding with their neighbourhood and community is low.
- Education level of the respondents is high. However they are not getting suitable employments matching their qualification and expertise. This is one of the main causes of unhappiness and depression.
- Majority live in rented accommodation, feel that it is difficult to find affordable housing and have worries about housing.
- 55% respondents do not depend on any support services like food bank, social assistance, subsidised housing, employment insurance, etc. But 46% of the respondents are dissatisfied with their standard of living.
- 29% respondents are employed full time and 24% part time. Most employed respondents feel that their jobs required lower level of education and experience compared to theirs. 36% are looking for work and feel that it isn't easy to find a job, especially in line with their expertise.
- Serious disappointments are many – being unemployed, difficulty in finding suitable full-time employment, Canadian employers' closed mindset, not getting the job the respondents' want, illness & death in the family
- Respondents' stress in life is high. 53% faced various problems. Job loss, job change, thought of losing job, illness or death in the family or friends are identified to be the major factors of potential stress.
- 95% respondents have worries or stress at various levels, and 62% feel unhappy or depressed.
- High concentration in day-to-day engagement like employment outside the community and unpaid work at home. Others are volunteering, youth/student, locally employed, and staff of community agency.
- 36 respondents were involved in group and organization activities - in community organizations, ethno-specific organizations, religious or spiritual organizations. It has been identified that involvement in youth group, sports or other activity, seniors group and political organizations is low.
- 43% participate in community activities
- Majority do not think that the way services are provided in their community allow equal access for everyone, availability of information about social services is inadequate in their community, and it is harder for certain groups in their communities to get access to the services they need.
- Respondents have experienced discrimination or harassment mainly at school, workplace, neighbourhood and at public places. In prohibited grounds, level of discriminations were high in race, place of origin and in low percentage in ethnic origin, citizenship, sexual orientation, sex, marital status, family status, age and receipt of public assistance.
- An interesting feedback from a respondent was his feeling that despite having extensive transferable skills, lack of Canadian experience seems to be a barrier in finding suitable employment. I have experienced similar feeling from several highly educated and experienced respondents during my interviews.
- Respondents' level of satisfaction with the community is low and the sense of belonging is weak.
- Respondents' have several issues with regard to their neighbourhood like drunk and rowdy behaviour, garbage or litter, vandalism, drugs, misbehaving teenagers and troublesome neighbours; and at a lower scale with faith & religious tolerance, and race & ethnic tolerance.

- The strength of the respondents' support from the family and friends is very high.
- Most respondents are aware of environment protection needs.
- Respondents' major concern is in terms of youth building assets:
  - Most respondents felt that positive role models were neither available, nor accessible.
  - Accessibility of homework assistance / tutoring programs is low.
  - High level of negative response, both in terms of availability and accessibility, with regard to drop-in youth centre, mentoring programs, peer listeners, parental involvement and youth-led programs.
  - High level of positive response with regard to availability of relevant information and volunteering.
- All the listed programs for youth were felt to be needed or highly needed. Several thoughts and suggestions have come forth from the respondents for improving programs for children and youth in their neighbourhood.
  - More programs involving greater communities
  - Improving community relationships
  - Safe playground
  - Programs arranged by the government to engage youth and children
  - Clubs like drama, music, sports, etc.
  - Identifying what the youth and children would like to do after school and arranging after school programs accordingly.
  - There are more programs for adult and children. Considerably lesser efforts are made for the youth as they are more difficult to deal with. Increased efforts to be made to understand their needs.

During the survey it has also been noticed that the presence of service providing agencies has not improved since the last survey and needs assessment conducted in the previous year, 2010.

### 3. COMMUNITY PROFILE

#### 3.1. Eglinton East – Kennedy Park

##### Eglinton East – Kennedy Park

**Kennedy Park.**



**Neighbourhood # 124,**  
**Ward No. 35 - Scarborough Southwest (north)**

**Eglinton East**



**Neighbourhood: #138**  
**Ward: 35 - Scarborough Southwest (north) ,**  
**37 - Scarborough Centre (west)**  
**38 - Scarborough Centre (east)**

#### 3.2. History

##### A. Kennedy Park

**Scarborough Junction** (also known as **Kennedy Park**) is a neighbourhood in the Scarborough district of Toronto, Ontario, Canada. It is bordered by Birchmount Road, Brimley Road, Eglinton Avenue, and St. Clair Avenue.

The first European settlement in the area was the town of Strangford established at what is today the intersection of Victoria Park and St. Clair in 1863. Another small town named Mortlake was established in 1865. The town's main building, the Halfway House Hotel survives today at Black Creek Pioneer Village where it was moved in 1962.

The small farming communities changed when the area became the meeting point of two major railways. The Grand Trunk Railway lay track through the area in 1856 and the Toronto and Nipissing Railway arrived in 1873. The business of the area changed from farming to supporting travelers and maintaining the railroads. The two towns Strangford and Mortlake merged into Scarborough Junction. By 1896 Scarborough Junction became the most populated of all the villages with the Township of Scarborough.

The post-World War II years saw Scarborough Junction become one of the first areas of Scarborough to be transformed into modern suburbs. Its major road and rail lines made for easy travel to the city. While this area, built up in the '40s and '50s, looks like a well-preserved swath of early suburbia, an influx of Filipino, Chinese, Indian and Sri Lankan, Bangladeshi, and Pakistani populations is bringing new vibrancy to the central Eglinton drag. The large grid of bungalow-lined streets is broken by the occasional curvy road, a few '50s split-levels, and the infrequent contemporary behemoth. Lawns are neat as a pin, but tree cover is lacking. Surrounded by train tracks and the

equally formidable six lanes of Eglinton Avenue East, the neighbourhood can feel a bit isolated, but the subway and the Scarborough GO station are accessible.

### **Scarborough Junction (Strangford & Mortlake)**

Strangford Post Office opened in 1863 at Moffat's Corners, now the intersection of Victoria Park and St. Clair. The name was likely given by the local Irish settlers, the name taken from a small town south of Belfast, Ireland in Northern Ireland. The Post Office closed ten years later when Scarborough Junction was established. Both the post office and the community name have long since been forgotten.

Mortlake P.O. opened in 1865 in the Halfway House Hotel at what is now Midland Avenue and Kingston Road. Named after the English hamlet outside London, the post office closed in 1872 when Scarborough Junction was established. Although the community now carries the name Cliffside, the Halfway House was not forgotten. Having served Scarborough for more than a century, the hotel was dismantled in 1962, moved and rebuilt as the focal point of Black Creek Pioneer Village. Today, a walk through the doors of the hotel is like a step back into Scarborough's 19th century.

Business in Scarborough Junction area began with the establishment of hotels along Scarborough Junction's main roads: the "Farmer's Inn" on Kennedy Road at Danforth Road, and the "Halfway House Hotel" on the north west corner of Midland Avenue and Kingston Road. After the two railways were built (1856, 1873), Scarborough Junction began to focus more of its business on the railway.

The community officially became Scarborough Junction after a second railway was built through the community in 1873. That same year the Scarborough Junction P.O. opened in Bell's store on the south-west corner of Kennedy Road and St. Clair Avenue. The store was later acquired by the Everest family who took advantage of the proximity of the railways, to develop one of the largest general merchant businesses in the Township.

School Section #10 was established in 1847 and in 1850 a frame school was built for the children of the community to attend, later to be replaced by a brick building in 1870. In 1900 a two-room, two-storey school was built on Kennedy Road, just south of Danforth Road because the community was growing rapidly. When two more rooms were added in 1906 the Junction School became the largest public school in the Township at that time.

Scarborough Junction was also one of the first areas in Scarborough to develop residential communities, with the construction of houses on "side streets" as early as 1900. After the Second World War the residential communities grew even more rapidly, as hundreds of Veteran's homes were erected, and new industries were set up in and around the community. Scarborough Junction was ideal for development, one reason being that travelling in and out, and around the village was quite easy due to its two railways, and its major arterial roads (Kennedy Road, Danforth Road, and Kingston Road to the south).

One of Scarborough Junction's early churches was Bethel Methodist Church on the south east corner of Kennedy Road and Eglinton Avenue. The only evidence of it that remains is its cemetery. This cemetery was recently taken over by the Scarborough Historical Society as another of their special projects as they strive "to preserve study and stimulate an interest in the history of Scarborough."

The small hamlet of Moffat's Corners became closely united with Scarborough Junction after 1873. Located in western Scarborough at St. Clair and Victoria Park Avenues, Moffat's Corners nearest school was the one in Scarborough Junction, in School Section #10. Although the Strangford P.O. operated here for ten years, during the 19th century, the community's only real business was Alex Moffat's "Royal Oak" Tavern.

## **B. Eglinton East**

**Eglinton East**, also known as **Knob Hill**, is a neighbourhood in eastern Toronto, in the district of Scarborough. It is bounded by Stansbury Crescent, Citadel Drive, and West Highland Creek to the north, Midland Avenue to the west, the CNR rail line, Brimley Road, and Eglinton Avenue to the south, and Bellamy Road North to the east.

Eglinton East is a working class neighbourhood with a high percentage of immigration to the area. Sri Lanka has produced the most immigration to the area over the past decade and correspondingly the most spoken (non English) language is Tamil. There is a large number of East Indian, Filipino and Jamaican people living in this neighbourhood. While there is an equal number of Chinese the other figures are above average.



The residents of this neighbourhood primarily live in high rise buildings with only 22% of people owning their place of residence.

### 3.3. Community Profile & Demographics

#### Demographics (Base 2006 Census)

Database of population increase from 2006 - 2010 is not available. Taking into account the population increase and the inflow of immigrants over the last four years, the demographics of this neighbourhood would be different from 2006 census data.

2006 Population	39,420
% Change Since 2001	-2.4%
Area	6.8 Km <sup>2</sup>
Population Density	5,795 persons / Km <sup>2</sup>
Pop. of Children (0-4 yrs)	7.0%
Pop. of Children (5-14 yrs)	13.3%
Pop. of Youth (15-19)	6.3%
Pop. of Youth (20-24)	6.8%
Pop. of Seniors (65+ yrs)	12.9%
Parks & Open Space	0.5 Km <sup>2</sup>
Distance to nearest subway station	0.9 Km
Number of TTC surface routes	26
Total Employment	4,252
Part-Time Employment	1,609
Visible Minority	67%
Not Visible Minority	33%

Eglinton East & Kennedy Park are two neighbourhoods of Scarborough.

In 2006, Scarborough's population was 602,575, with a density of 3,161 persons per square kilometres (1,220 sq mi). A study based on census data between 1996 and 2001 shows that Scarborough's growth rate was more than 6%, the highest growth in Toronto. Its population is second to North York, but if this trend continues it should be the most populated district in Toronto by 2010.

On the basis of the rate of population growth 6% during 1996 – 2001, Scarborough's 2011 population is expected to be 806,381.

In 2006, Eglinton East had a population of 22,385 and Kennedy Park had 17,035, a total of 39,420. On the same ratio, the population of Eglinton East and Kennedy Park is expected to have grown to 52,754.

Like Scarborough, a significant portion of my surveyed neighbourhoods' population is composed of immigrants and descendants of immigrants who have arrived in the last four decades. In 2006, visible minority made up 66.8% of the neighbourhood's population. South Asians (23.3%), Black (15.2%), Philipino (11.2%) and Chinese (7%) are shown as being the highest within neighbourhoods.

In terms of origin by region, population concentration in Eglinton East and Kennedy Park are different. At Eglinton East, South Asian, East & Southeast Asian, European British Isles and Caribbean are top five. At Kennedy Park, top five is led by East & Southeast Asian, followed by European, South Asian, British Isles and other North American.

However the picture is expected to be substantially different in the next census in these two neighbourhoods due to the increased inflow of immigrants, especially from South Asia.

### How does this neighbourhood differ from the rest of Toronto?

	<b>Kennedy Park</b>	<b>Eglinton East</b>
% of Children (0-4)	Higher	Higher
% of Children (5-14)	Higher	Higher
% of Youth (15-24)	Same	Higher
% of Seniors (65+)	Lower	Lower
% of Seniors (65+)	Higher ( 47.1% )	Higher ( 51.8% )
Total Population Change	Lower	Same

### Employment by Sector

Sector	Total Employment by sector	Part-time Employment by Sector
Service	21%	22%
Office	19%	15%
Institutional	27%	20%
Retail	26%	40%
Manufacturing/ Warehousing	6%	2%
Others	1%	1%

### Families

<b>Variable</b>	<b>Priority Area</b>	<b>City of Toronto</b>
Total Families	10,865	670,105
Lone Parent Families	3,110	136,135
% Lone Parent Families	28.6%	20.3%
Seniors 65+	4,860	333,730
Seniors Living Alone	1,115	89,790
% Seniors Living Alone	22.9%	26.9%

### Top Recent Immigrant Origin

Origin	Number	%
South Asia (India, Pakistan etc.)	1,835	40.1%
Southeast Asia (Philippines etc.)	1,125	24.6%
Eastern Asian (China, Japan etc.)	445	9.7%
Western Central Asia & the Middle East	265	5.8%
Other	910	19.9%
Total	4580	<b>100%</b>

## Visible Minority groups

Chinese	7.0%
South Asian	23.3%
Black	15.2%
Filipino	11.2%
Latin American	1.4%
Southeast Asian	1.0%
Arab	0.6%
West Asian	1.9%
Korean	0.2%
Japanese	0.5%
Visible minority n.i.e.	2.0%
Multiple Visible minority	2.5%
	66.8 %

## Top 12 Non-Official Language Spoken

1. Tamil
2. Tagalog (Filipino)
3. Chinese (no dialect indicated)
4. Chinese (Cantonese)
5. Bengali
6. Persian (Farsi)
7. Urdu
8. Greek
9. Chinese (Mandarin)
10. Italian
11. Spanish

## Income

Household Income 2005	Priority Area	City
Median After-Tax	\$39,320	\$46,240
Average After-Tax	\$45,835	\$63,870
Total Person in Private Households	39,075	2,465,500
Low Income Persons	10,340	478,307
% Low Income After-Tax	26.5%	19.4%

Note: The statistics above is from 2006 census and does not reflect the current situation

## 4. COMMUNITY NEEDS ASSESSMENT - SURVEY

### 4.1. Objectives:

The objectives of this Community Needs Assessment Survey, 2011, are:

- To measure the index of wellbeing at community level
- To find out how community services and life conditions impact the residents' perception of wellbeing
- To provide information and guidance to government and non-government service organizations to develop appropriate programs in order to promote community wellbeing

The objectives can be best summarised by the following paragraph defining "What is Canadian Index of wellbeing?"

“Canada, like most countries, lacks a single, national instrument for tracking and reporting on our overall quality of life. GDP was never designed or intended to be a measure of social progress, or quality of life. It is simply a calculation of the value of all goods and services produced in a country in one year. Even the ‘father of GDP’, Nobel laureate Simon Kuznets, recognized that “the welfare of a nation can scarcely be inferred from a measurement of national income as defined by the GDP.”

Over time, GDP has emerged as a surrogate for wellbeing. That’s a big problem. As a measurement of national income, GDP doesn’t distinguish between activities that are good and those that are bad for our society. Think of GDP as a giant calculator with an addition but no subtraction button. Activities like smoking, drinking to excess, building jails and hiring police to deal with crime, destroying green lands to build sprawling subdivisions, over-harvesting our natural resources to the point of jeopardizing their sustainability, using fossil fuels that pollute our air and heat up our planet – all these activities propel GDP upward.

At the same time, GDP fails to include a host of beneficial activities like the value of unpaid housework, child care, volunteer work and leisure time, because they take place outside of the formal marketplace. Nor does it make subtractions for activities that heat up our planet, pollute our air and waterways, or destroy farmlands, wetlands and old-growth forests. The notion of sustainability – ensuring that precious resources are preserved for future generations – doesn’t enter the equation.

In reality, wellbeing involves a multi-dimensional array of social, economic and environmental factors. The way they connect and interact has a large effect on our wellbeing. To improve them through public policy, we first have to track and report on them so we can better understand the root causes of our current wellbeing.

The presence of the highest possible quality of life in its full breadth of expression, focused on but not necessarily exclusive to: good living standards, robust health, a sustainable environment, vital communities, an educated populace, balanced time use, high levels of democratic participation, and access to and participation in leisure and culture. “

[\(From CIW website: Measuring What Matters\)](#)

## **4.2. Methodology**

Data from several sources were used for this report.

- City of Toronto’s census reports was used for this report.
- Report on Eglinton East (Neighbourhood 138) and Kennedy Park (Neighbourhood 124) by Social Policy Analysis & Research Section in the Social Development, Finance and Administration Division of City of Toronto.
- Wikipedia database on Scarborough

Surveys were conducted to collect data about accessibility to social services and facilities in the defined neighbourhoods. Majority of the existing Community and Religious Centres, Schools, libraries, shopping centres and plazas, neighbourhood grocery outlets, parks have been covered.

Interview with the key informant played an important part in gathering information.

The survey findings has been analysed and the report has been prepared with a focus on needs and possible solutions.

### 4.3. Personal Observation

It has been observed that many of the residents have negative response towards any sort of survey and did not want to participate. They feel that that surveys do not bring any change to their problems and needs. Unemployment, poor living condition, lack of social services are the factors contributing to disengagement of the residents to their community in general.

Conducting survey through the social service agencies was not easy due to their almost non-existence status in this neighbourhood. However, the South Asian community, Farsi speaking communities and LINC classes extended their support.

Needs for the services and programs for youth, activities that promote youth engagement, job development and employment programs for the skilled immigrants got priority during the survey. Safer playgrounds, affordable new housing, clubs like music, drama and sports also rated as essential to improve overall quality of life.

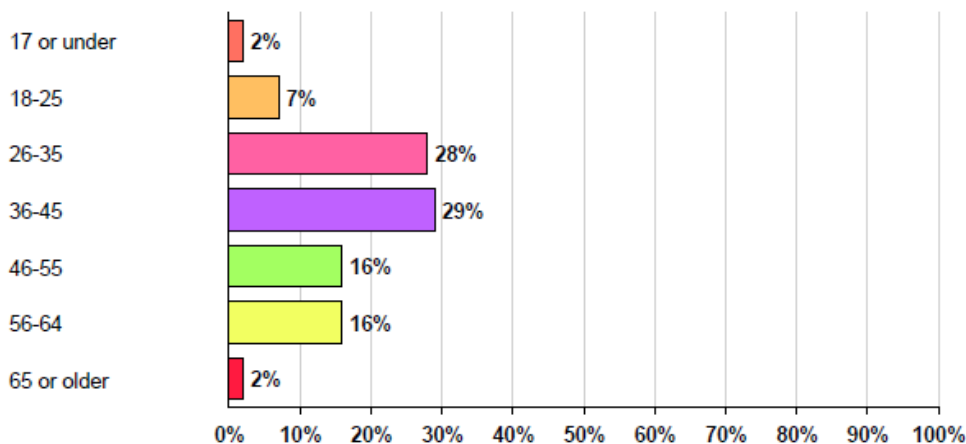
## 5. COMMUNITY NEEDS ASSESSMENT – SURVEY FINDINGS

### 5.1. Demographic

#### 5.1.1. Neighbourhood

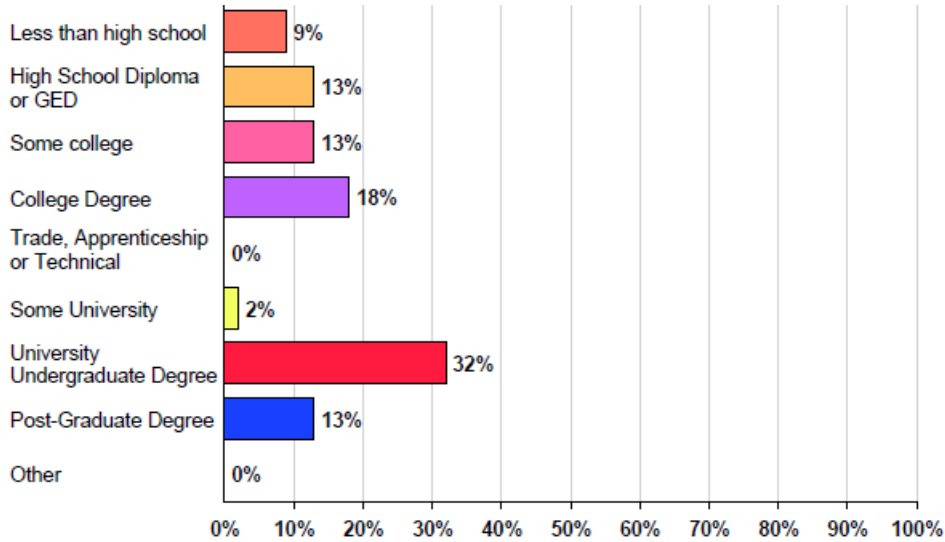
Of the total 45 respondents in the survey, 93% were from Eglinton East and Kennedy Park neighbourhoods while 7% from nearby Crescent town area in Scarborough.

#### 5.1.2. Age Group



- Above table shows the age group of the respondents in Eglinton East – Kennedy Park. 57% of the respondents were from 26-35 and 36-45 age groups while 34% were from 46-55 and 56-64 age groups.

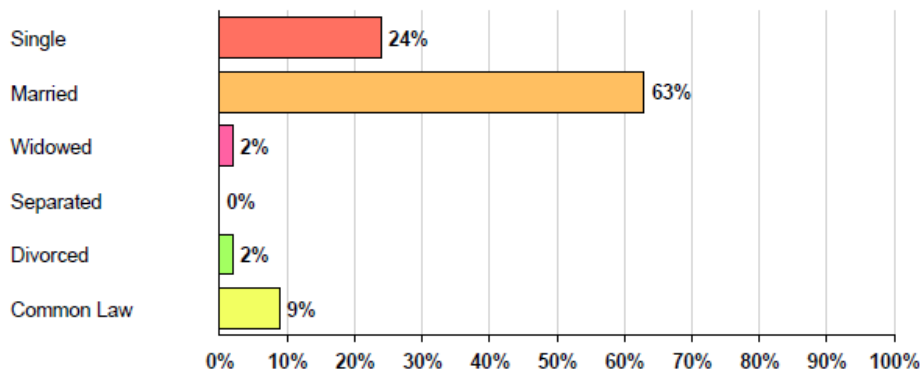
**5.1.3. Education Level & Specialization**



- The education level of the respondents was high, most being with Post Graduate, Undergraduate and College degrees.
- Concentration of specialization in Arts & Literature, Social Sciences, Business, Finance, Management, Law and Engineering.

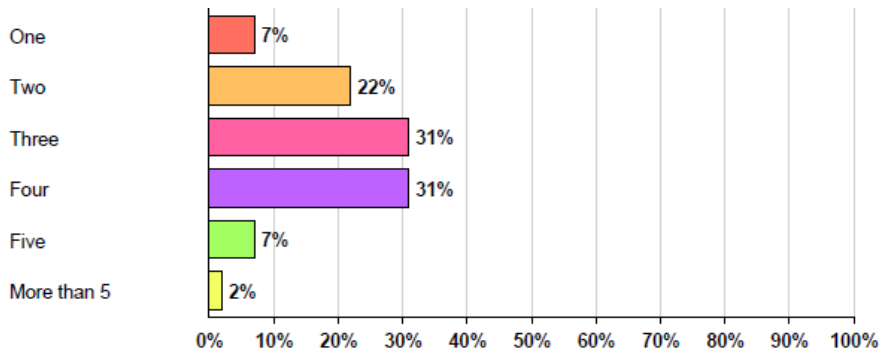
**5.2. Family – Marital Status, Household, Children**

**5.2.1. Marital Status**



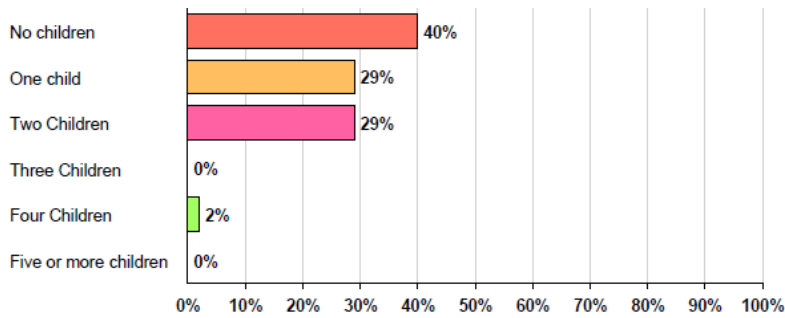
- 67% of the surveyed respondents were married and 24% single. 9% were common law partners.

### 5.2.2. People in Household



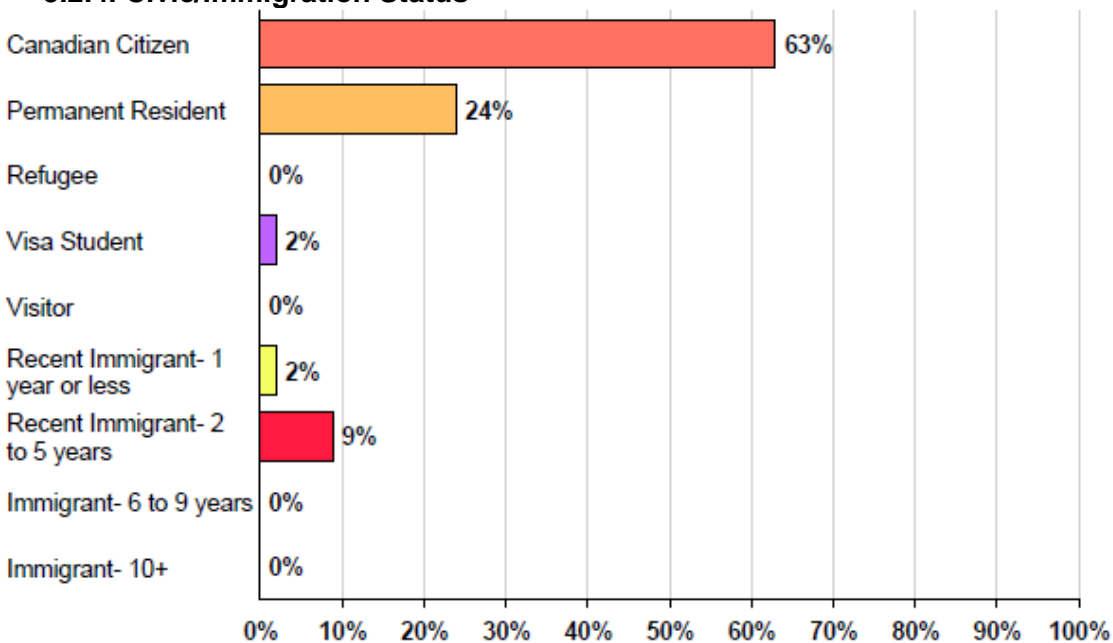
- High concentration of 3 to 4 persons per household (31%),
- 22% constituted 2 persons per household.

### 5.2.3. Children living at Home



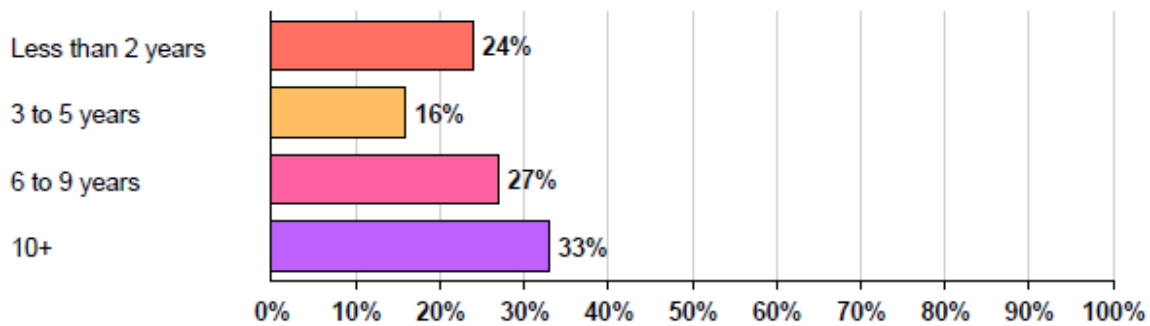
- 40% of the respondents had no children living at home
- 29% with two children and 29% with 1 child.

### 5.2.4. Civic/Immigration Status



- 63% were Canadian Citizens & 24% Permanent Residents (including 11% new immigrants).
- 2% visa students from overseas.

### 5.2.5. Length of Time in Canada

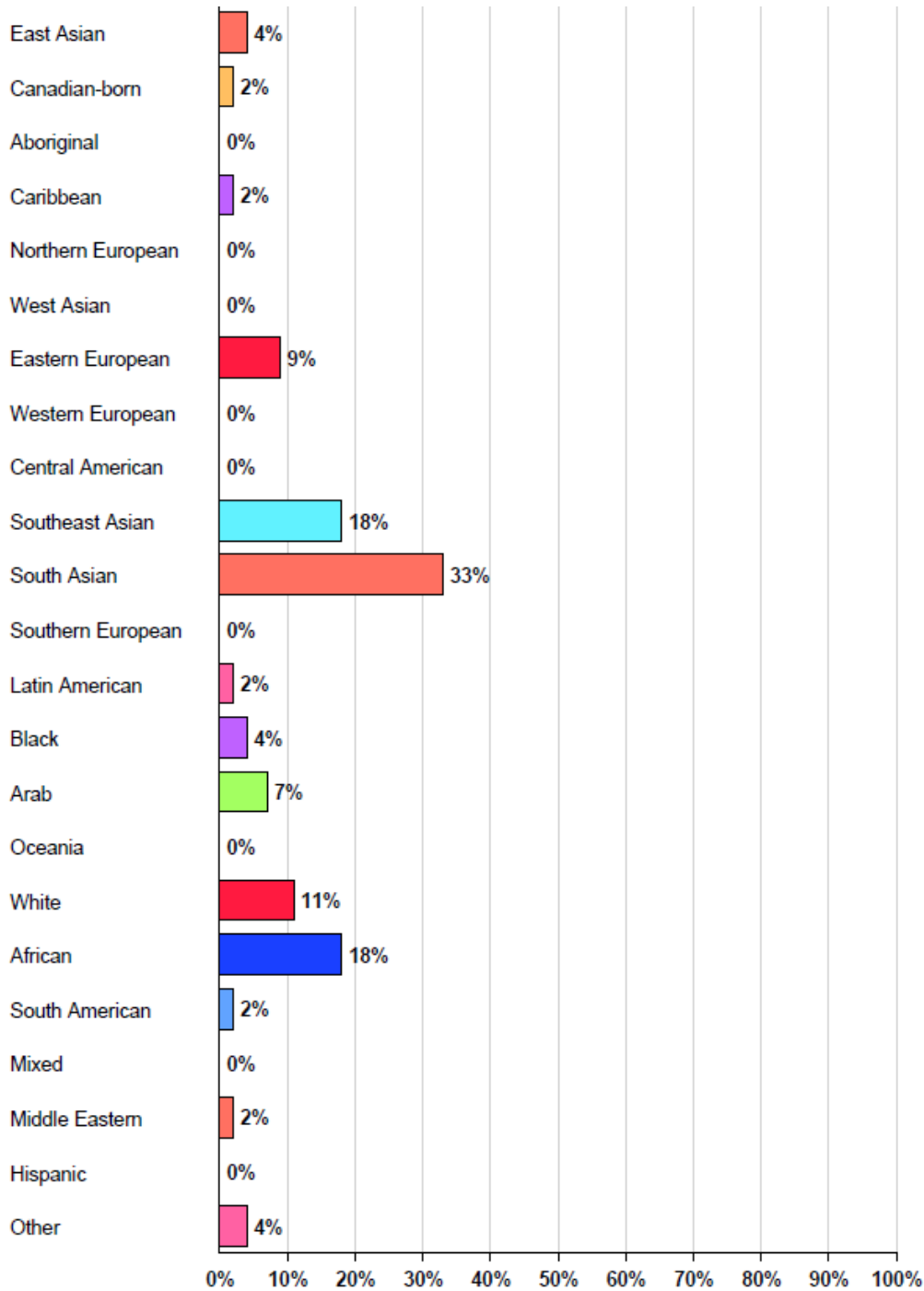


- 33% respondents with 10+ years in Canada while 27% with 6-9 years.
- 16% respondents between 3 to 5 years. 24% constitute new immigrants, less than 2 years.



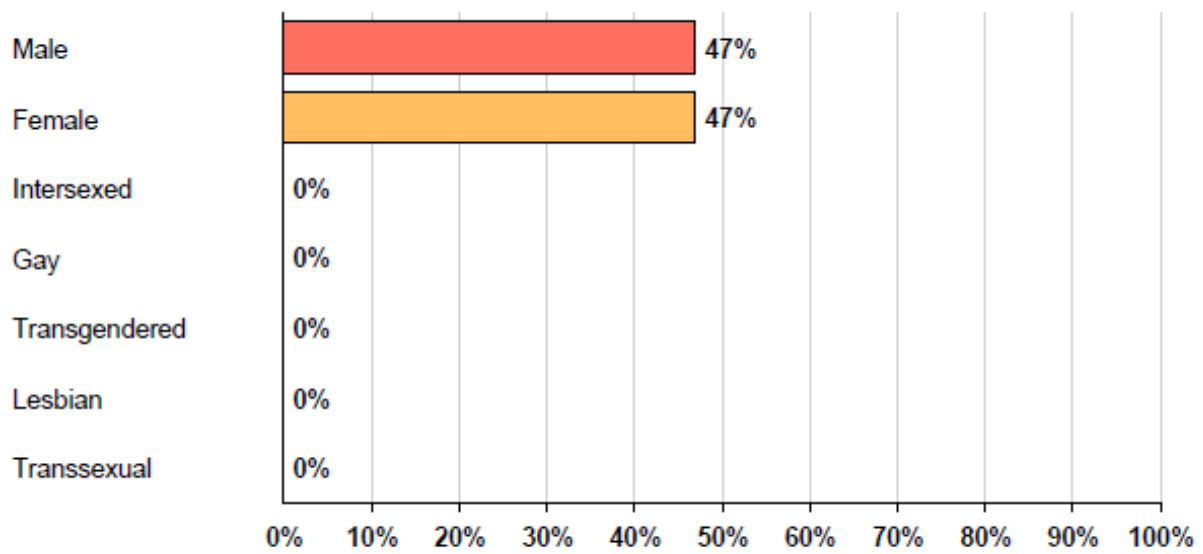
### 5.3. Self Identity

#### 5.3.1. Origin



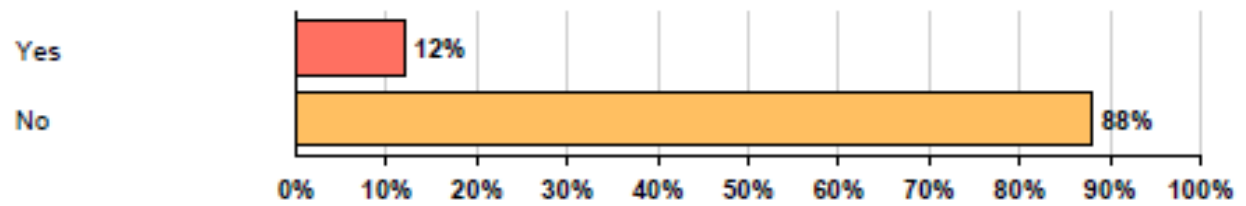
- Survey respondents composed of people from 13 defined race/ethnicity/country/region of origin.
- Main concentration: 33% South Asian, 18% African, 18% Southeast Asian and 9% East European.

### 5.3.2. Gender



- Male & female distribution of the respondents are more or less evenly spaced

### 5.3.3. Disability

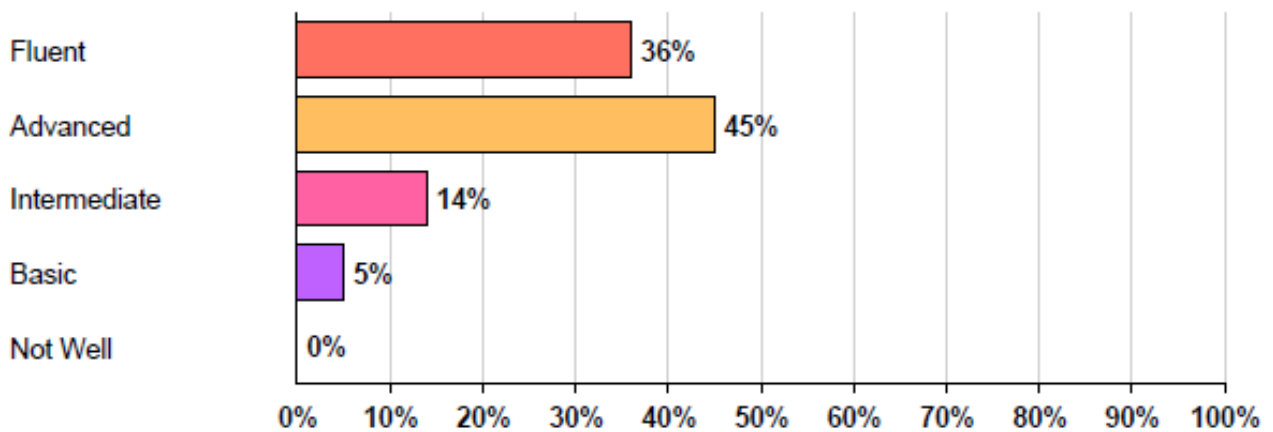


- Disability level is low.

### 5.3.4. Language

- A total of 26 languages are spoken in these neighbourhoods.
- Surveyed respondents spoke 15 languages other than English – Bengali, Urdu, Hindi, Spanish, Tamil, Telegu, Jamaican, Sinhalese, French, Russian, Tagalog, Chinese, Farsi, Portuguese and Arabic.

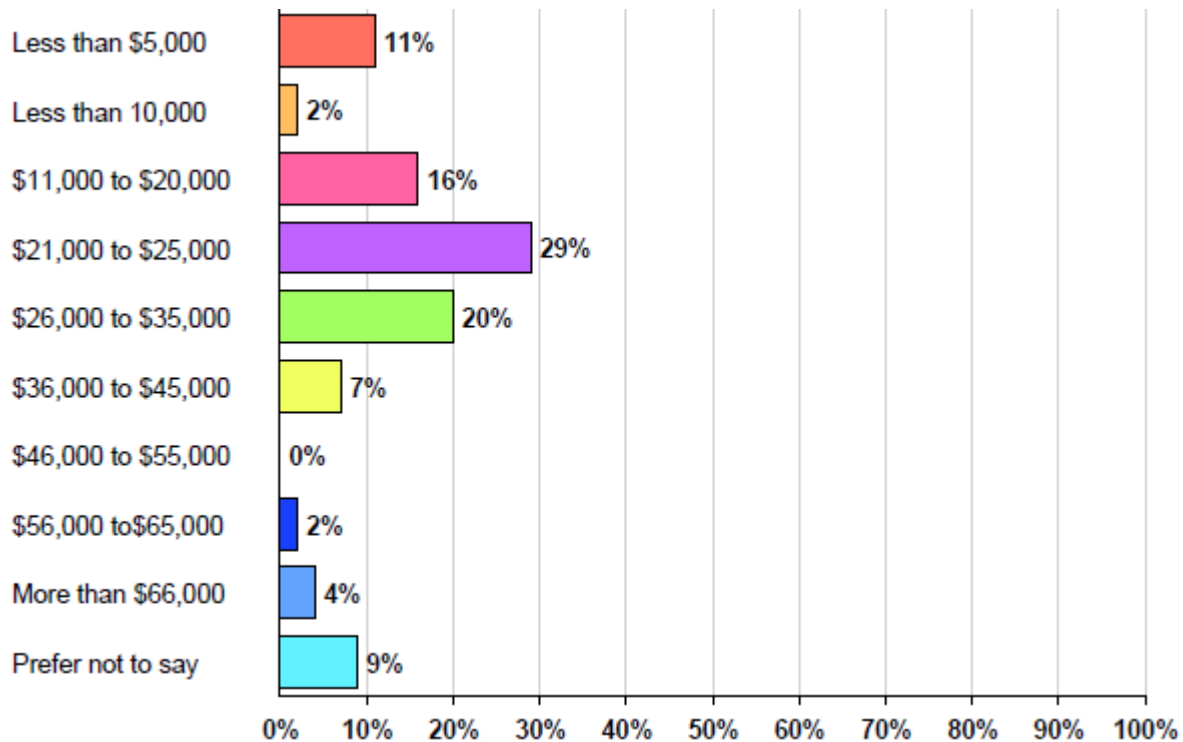
### 5.3.5. English Fluency



- Most respondents were very good in conversational English. 36% respondents classified themselves as fluent, 45% as advanced and 14% as intermediate. This reflects on the respondents' level of education.

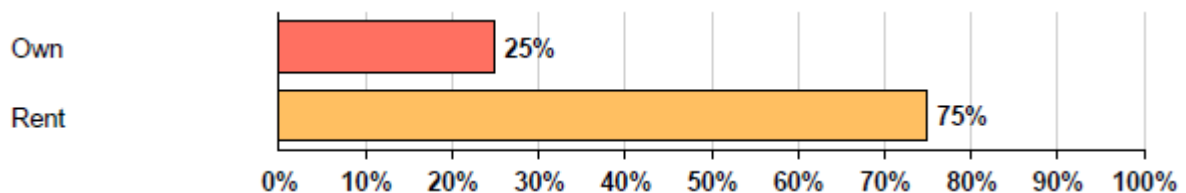
## 5.4. Living Standards

### 5.4.1. Household Income



- Above table represents the income level of the surveyed respondents from Eglinton East – Kennedy Park 28% respondents were in the low income level (\$ 5,000 - \$ 20,000), 49% fell in the two categories of \$ 21,000 – \$ 25,000 and \$ 26,000 - 35,000.
- 54% respondents maintain savings account.

### 5.4.2. Housing

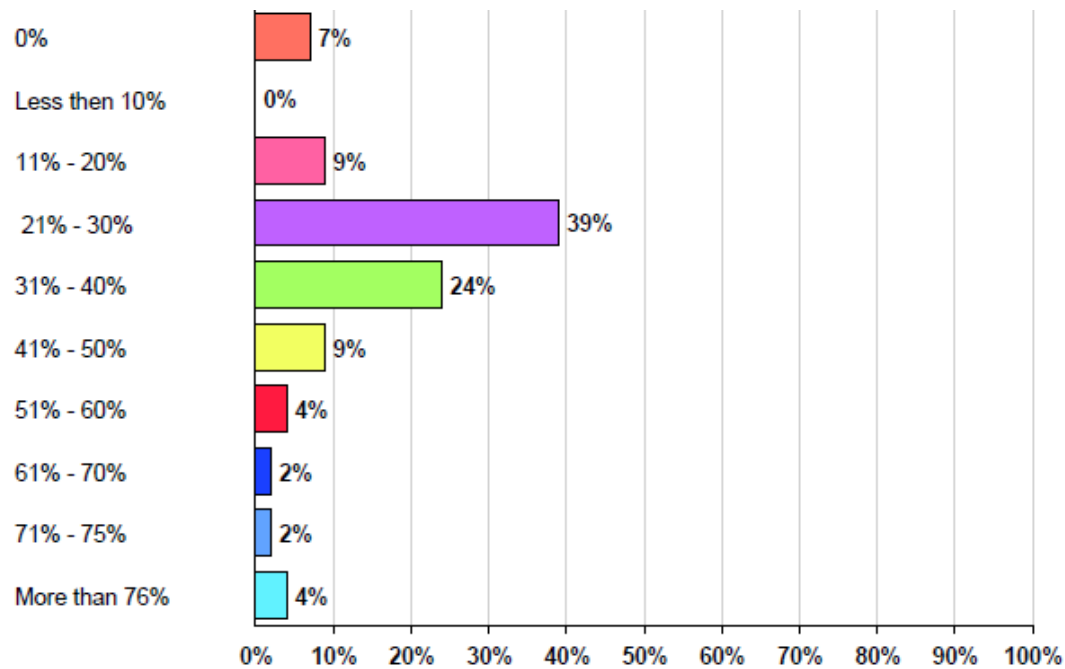


- 75% respondents live in rented accommodation.
- 85% respondents find it difficult to find affordable housing.
- 41% had major worries about housing in the last 12 months.

- 52% are dissatisfied with their current accommodation due to dirty environment, careless landlord, rent not affordable, unsafe neighbourhood, etc. They were forced to live in unsuitable neighbourhoods because of their economic condition.

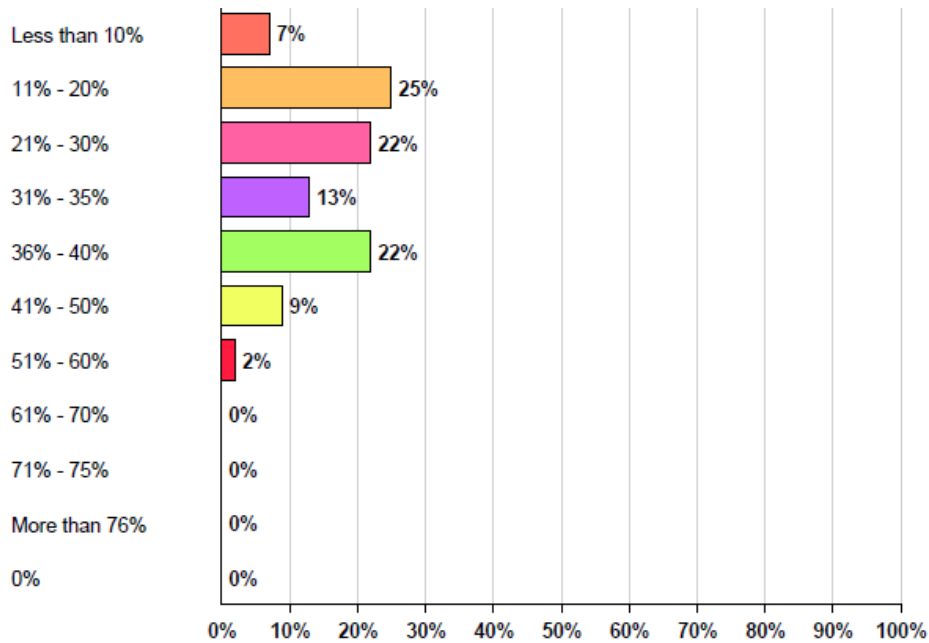
### 5.4.3. Household Expenditures

#### *Housing*



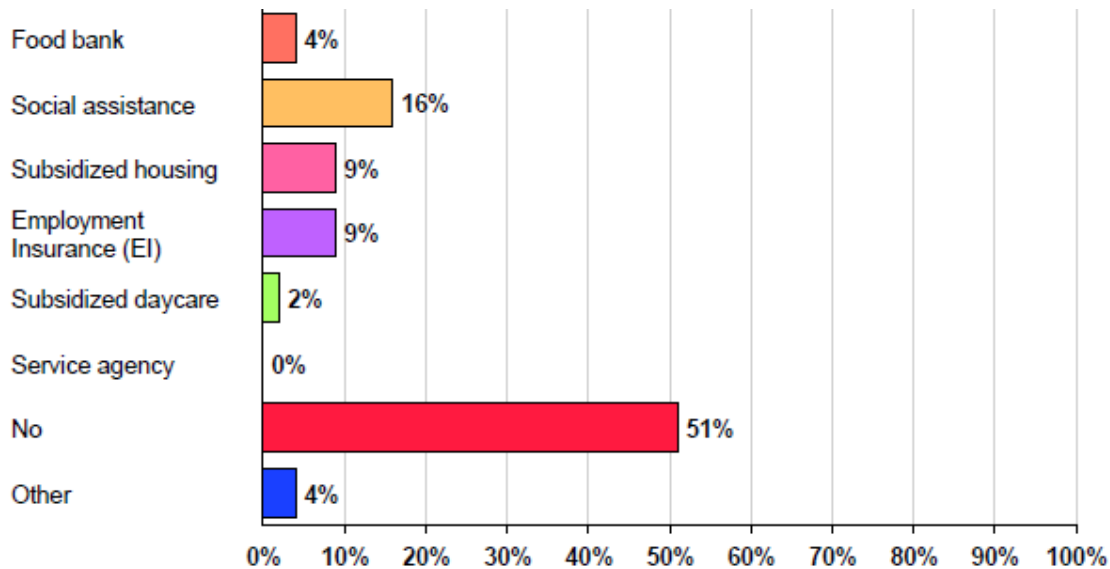
- 39% respondents spend 21-30% of their income on housing, while 24% spend 31-40% and 21% spend more than 40% on housing.

## Food



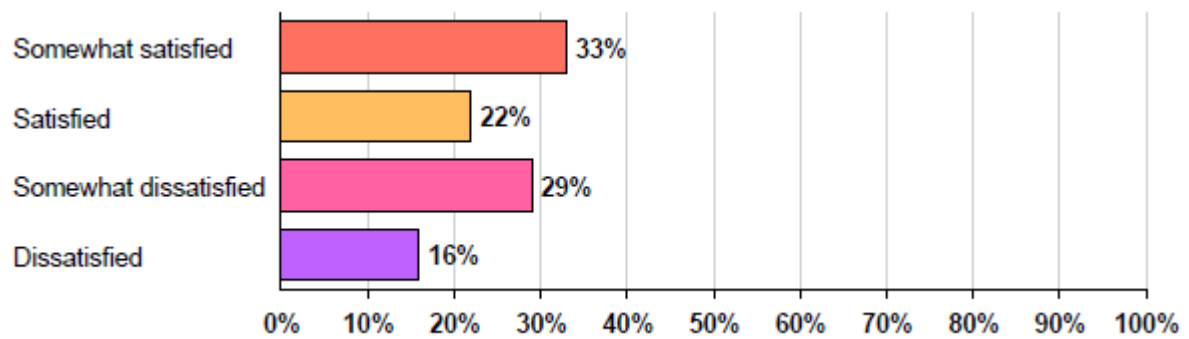
- 25% respondents spend 11-20%, 22% spend 21-30%, 22% spend 36-40% on food

## Support Services



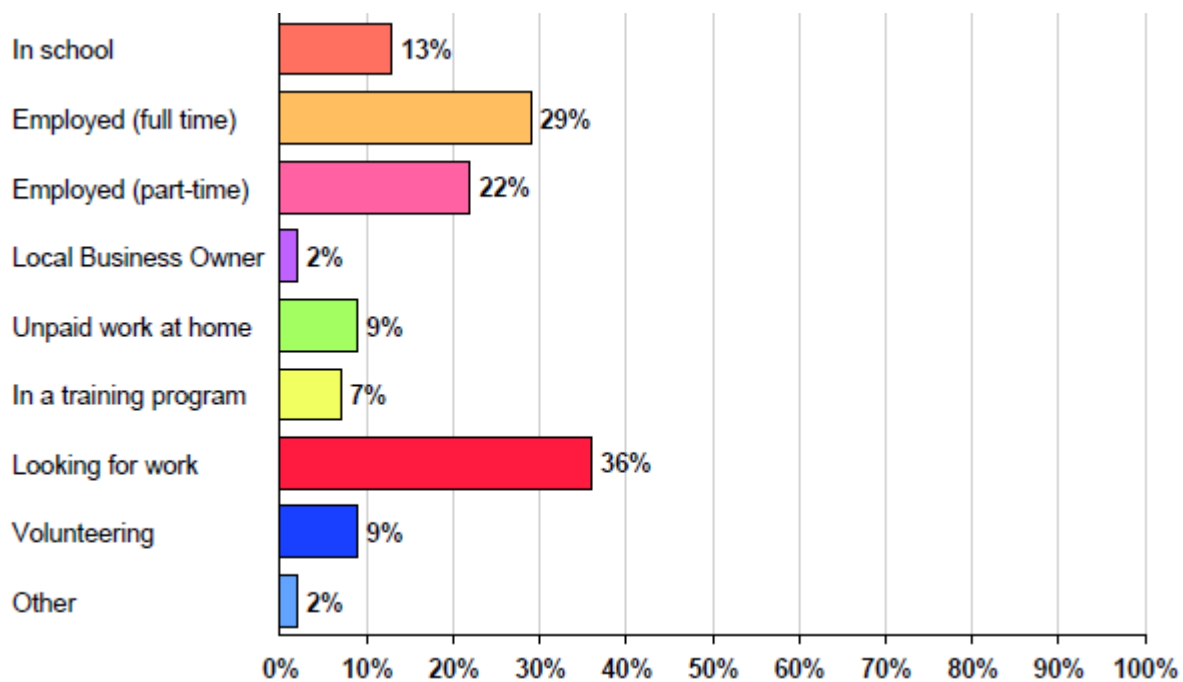
- 55% respondents do not depend on any support services. 9% live on subsidised housing, 16% on social assistance, 9% on EI and 4% on food bank.

#### 5.4.4. Standard of living – satisfaction



- Respondents' response reasonably distributed. 22% satisfied, 33% somewhat satisfied,
- 29% somewhat dissatisfied and 16% dissatisfied. In the dissatisfaction index, 45% respondents are dissatisfied.

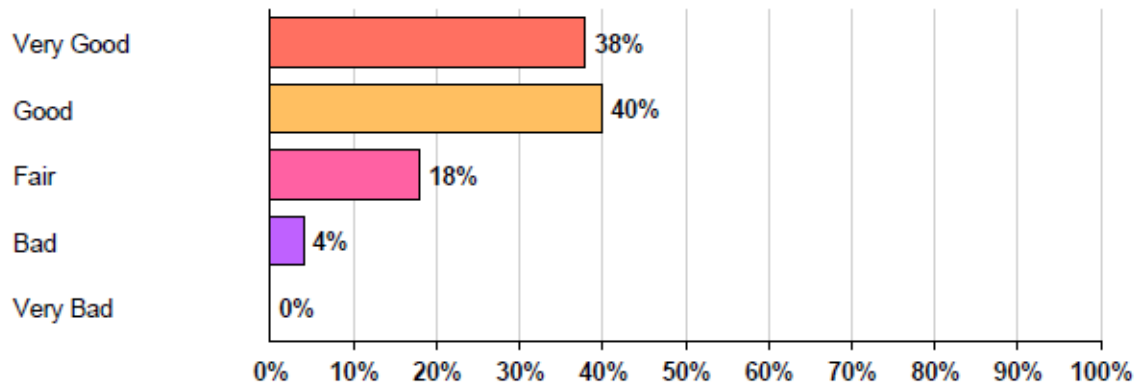
#### 5.4.5. Day-to-Day Involvement



- 29% respondents are employed full time, 22% part time while 36% were looking for work. Respondents looking for work felt that it isn't easy to find a job.
- Most of the fully employed respondents felt that their jobs required lower level of education compared to theirs'. 26% required less than high school, 33% required high school, 12% some college, 12% trade education and 5% university degree.

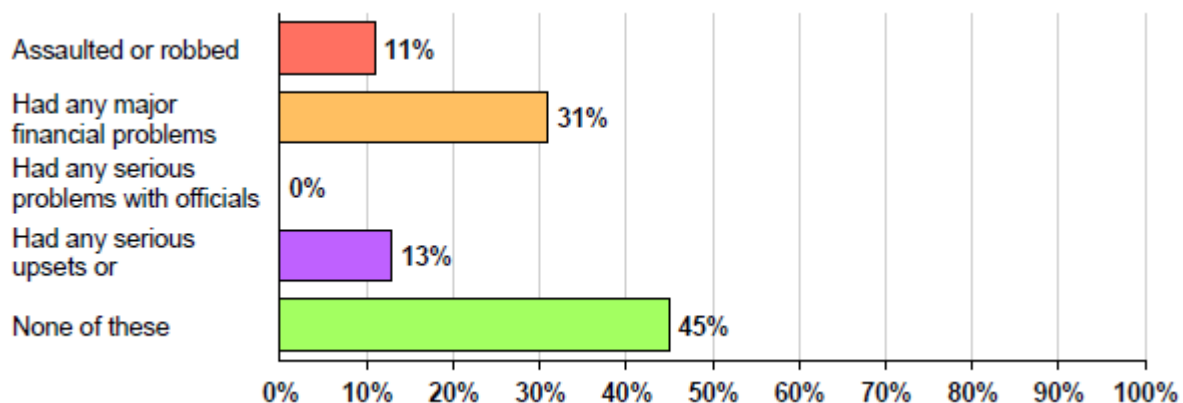
- 40% unemployed were in training/employment program, 38% cited various other reasons like lost job recently & looking for work, working part-time, sickness, not finding suitable work due to lack of Canadian experience, etc.
- 44% respondents have someone in their family who have health insurance at work.
- 85% respondents did not suffer from any illness, disability or other physical problems caused/made worse by their job/work.

#### 5.4.6. Health



- Survey respondents were found to be in good health. 38% maintained very good health, 40% good and 18% fair.
- 24% have long standing illness/disability/infirmary. 35% of them feel that this illness/disability limits their activities in some ways.
- Most respondents visit their doctors at regular intervals. 64% visited in 1-3 months, while 29% visited in 3-6 months.

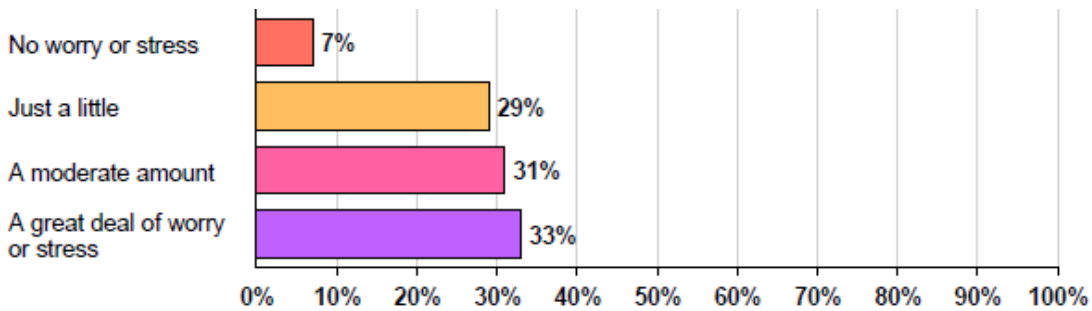
#### 5.4.7. Stress in life: Stress Factors, Feeling Good





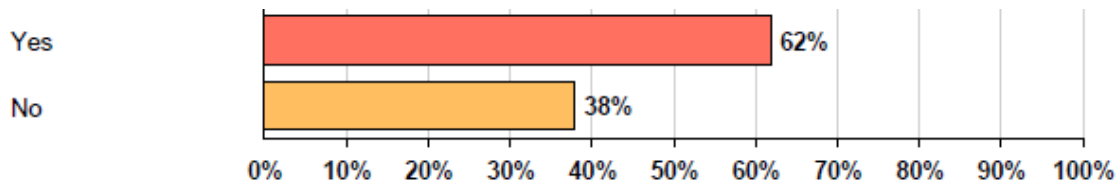
- 31% faced major financial problems, 13% had serious upsets or disappointments and 11% were assaulted or robbed. 45% did not face any things that can cause stress.
- Job loss, job change, thought of losing job, illness or death in the family or friends were identified to be the major factors of potential stress.
- Serious disappointments were many – being unemployed, difficulty in finding suitable full-time employment, Canadian employers’ closed mindset, not getting the job the respondents’ wanted, illness & death in the family

**Worry or Stress:**



- Only 7% respondents do not have any worry or stress.
- Balance 93% have worries or stress at various levels - 33% have a great deal of worry or stress, 31% have moderate level of worry or stress and 29% worries a little.

**Feeling Depressed:**



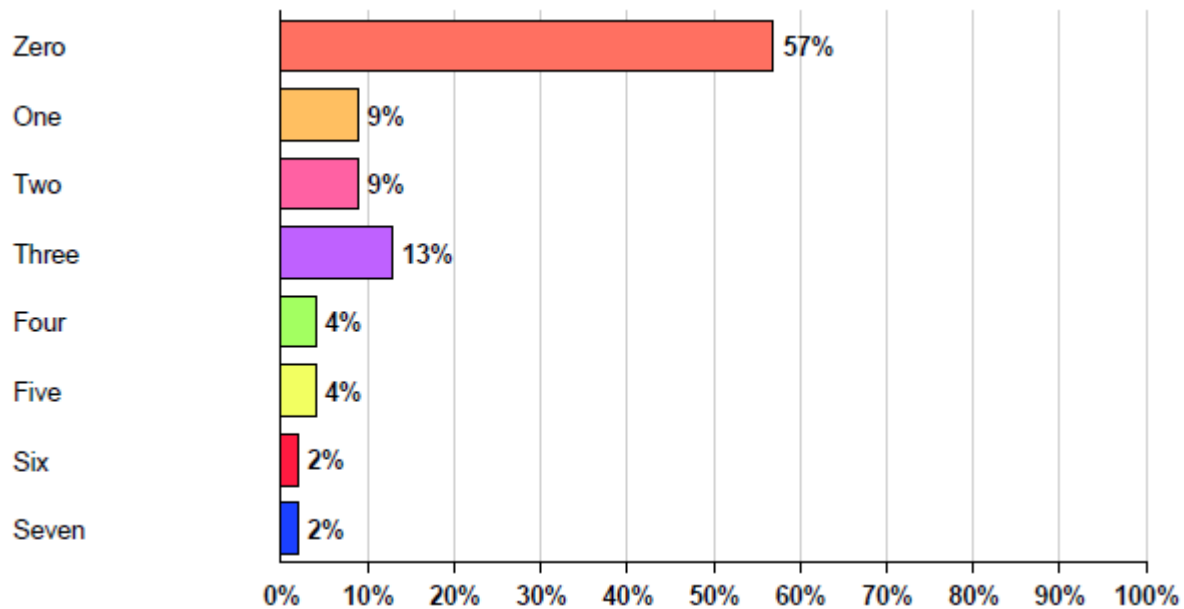
- 62% respondents feel unhappy or depressed.
- However only 7% respondents are on medication for stress/anxiety/depression.

**Stress factors:**

	Not at all %	Less than usual %	More than usual %
Losing sleep.	31	31	38
Feeling of not overcoming difficulties	38	26	36
Under constant strain	38	29	33
Losing confidence	56	20	24
Feeling worthless	73	10	17

**Feel-good factors:**

	Not at all %	Same as usual %	Less than usual %	Much more than Usual
Concentration	7	55	31	7
Feeling useful	5	51	37	7
Making decisions	0	56	29	15
Enjoying day-to-day activities.	12	45	38	5
Facing up to problems	0	61	29	10
Reasonably happy.	12	40	38	10

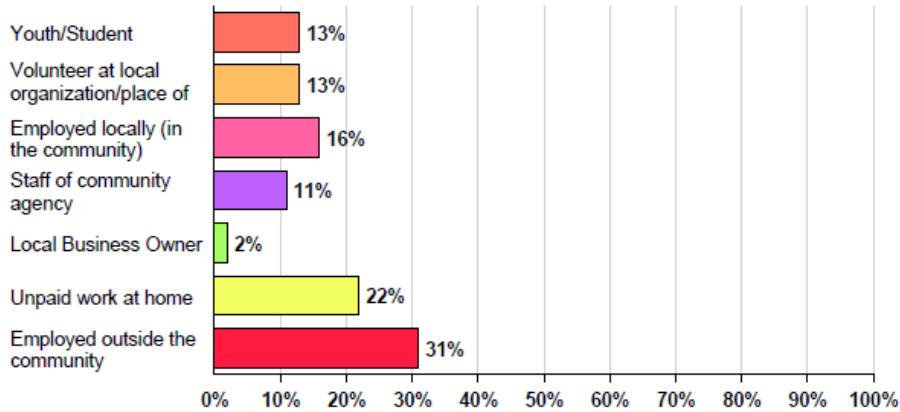
**5.4.8. Physical Activity**

- No physical activities by 57% respondents. Vigorous activities by 25% respondents ( 3 – 7 days/week range)
- 33% respondents stated that they are regularly physically active. 52% are irregulars but thinking of becoming regular. 5% have recently started while 10% are inactive and have no interest.
- General physical condition (mobility, seeing, hearing and speaking) of the respondents are good.
  - 93% can walk without discomfort or stopping.
  - 90% can walk up and down a flight of 12 stairs without resting.
  - 98% have no hearing problem – can follow a TV program at a normal volume.
  - 95% can see well enough
  - 98% can speak without difficulty.

## 5.5. Civic Engagement

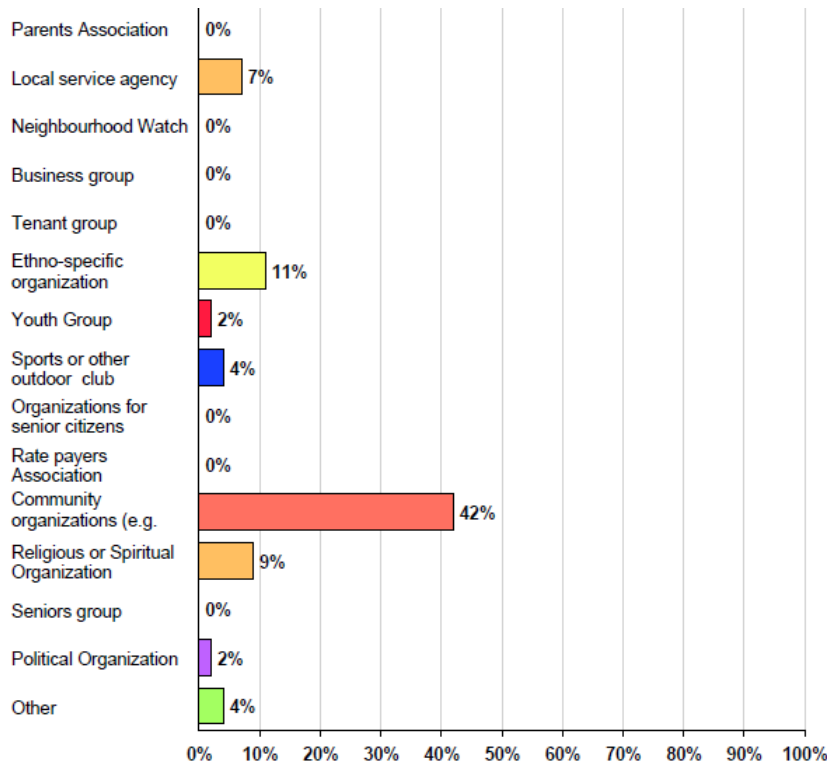
### 5.5.1. Day-to-Day Involvement - Group & Organizations

#### Day-to-Day Engagement:



- High concentrations in day-to-day engagement like employment outside the community (31%) and unpaid work at home (22%). Others are more evenly spread, volunteering (13%), youth/student (13%), locally employed (18%), and staff of community agency (11%).

#### Groups & Organization:

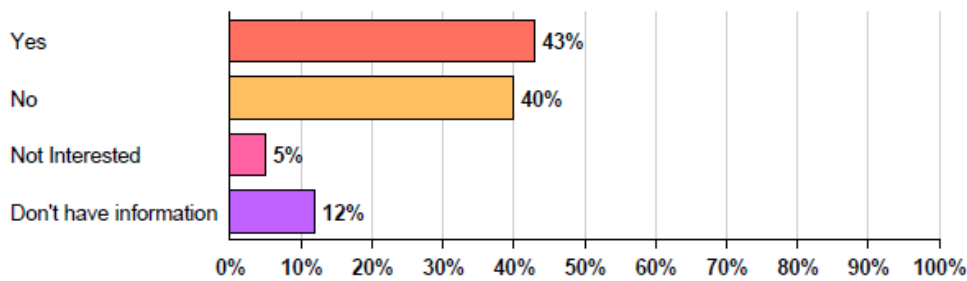


- 42% respondents were involved in group and organization activities - in community organizations, ethno-specific organizations (11%), religious or spiritual organizations (9%). Low involvement in youth group, sports or other activity, seniors group political organizations.

**5.5.2. Civic Engagement- Politics, Election and Voting**

- 81% respondents correctly identified the political party in power in Ontario.
- 23% knew their member of parliament.
- 33% knew their member of provincial parliament.
- 48% discuss politics with friends, 31% with family and 7% with colleagues. 36% do not discuss politics.
- Respondents’ awareness level was high – 81% read local newspapers.
- 64% respondents were eligible to vote
- 62% of the eligible voters have voted in the past.

**5.5.3. Community Activities,**

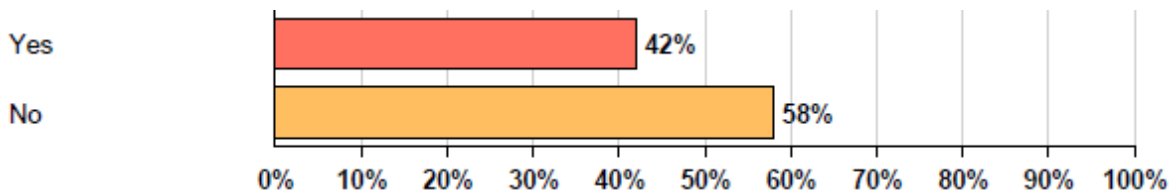


- 43% participate in community activities, while 40% do not.
- 5% are not interested, and 12% do not have information.

**5.5.4. Knowledge of rights**

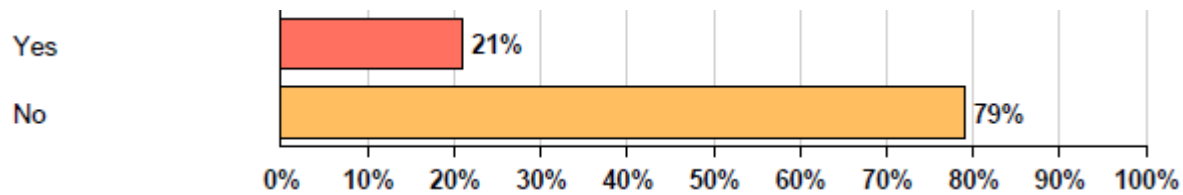
**Equity of access**

**Access to Services:**



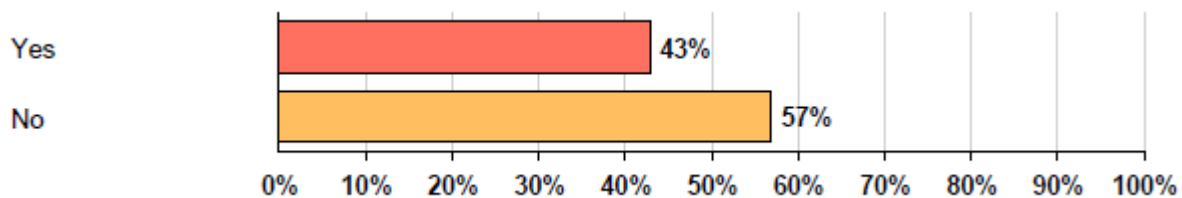
- 42% respondents think that the way services are provided in their community allow equal access for everyone while 58% disagreed.

### Access to Information:



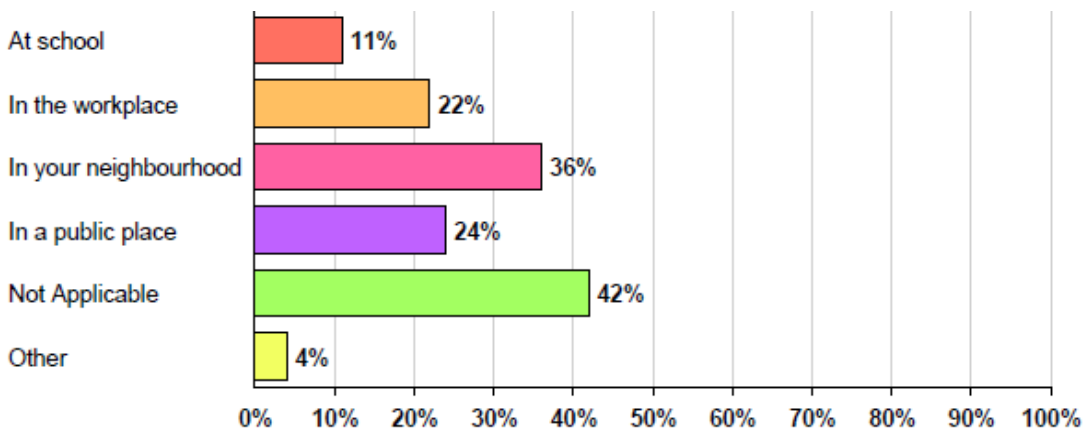
- 21% feel that the availability of information about social services is adequate in their community while 79% disagreed.

### Access for certain groups to their needed services:



- 57% feel that it is harder for certain groups in their communities to get access to the services they need.

### 5.5.6. Knowledge of rights



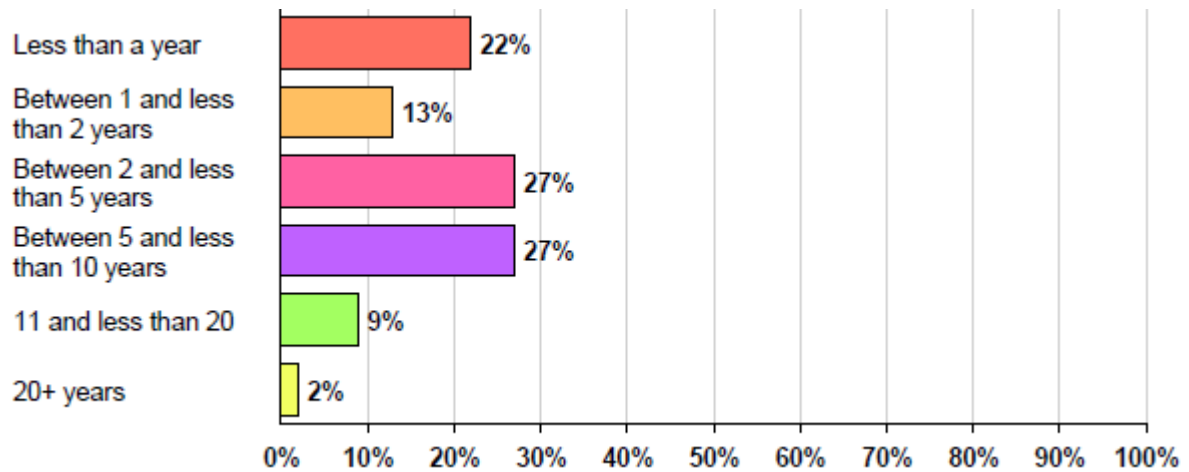
- Respondents expressed their experiences in being discriminated or harassed mainly at school, workplace, neighbourhood and at public places.
- In prohibited grounds level of discriminations were high in race, place of origin and in low percentage in ethnic origin, citizenship, sexual orientation, sex, marital status, family status, age and receipt of public assistance.
- An interesting feedback from a respondent was his feeling that despite having extensive transferrable skills, lack of Canadian experience seems to be a barrier in finding suitable

employment. I have experienced similar feeling form several highly educated and experienced respondents during my interviews.

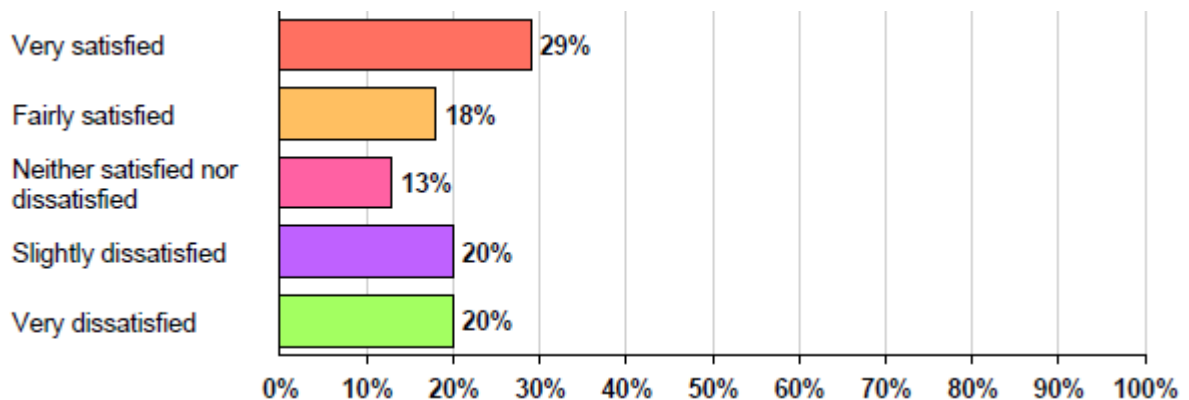
## 5.6. Community

### 5.6.1. Community Vitality

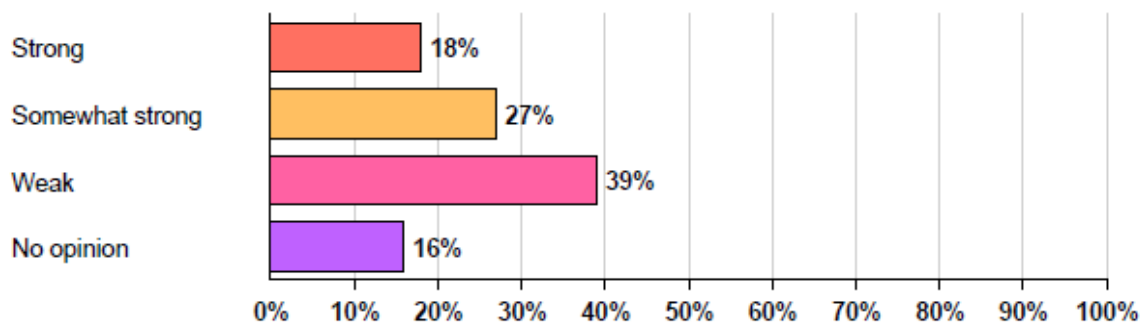
#### *Length of Residency*



#### *Level of satisfaction with Community*



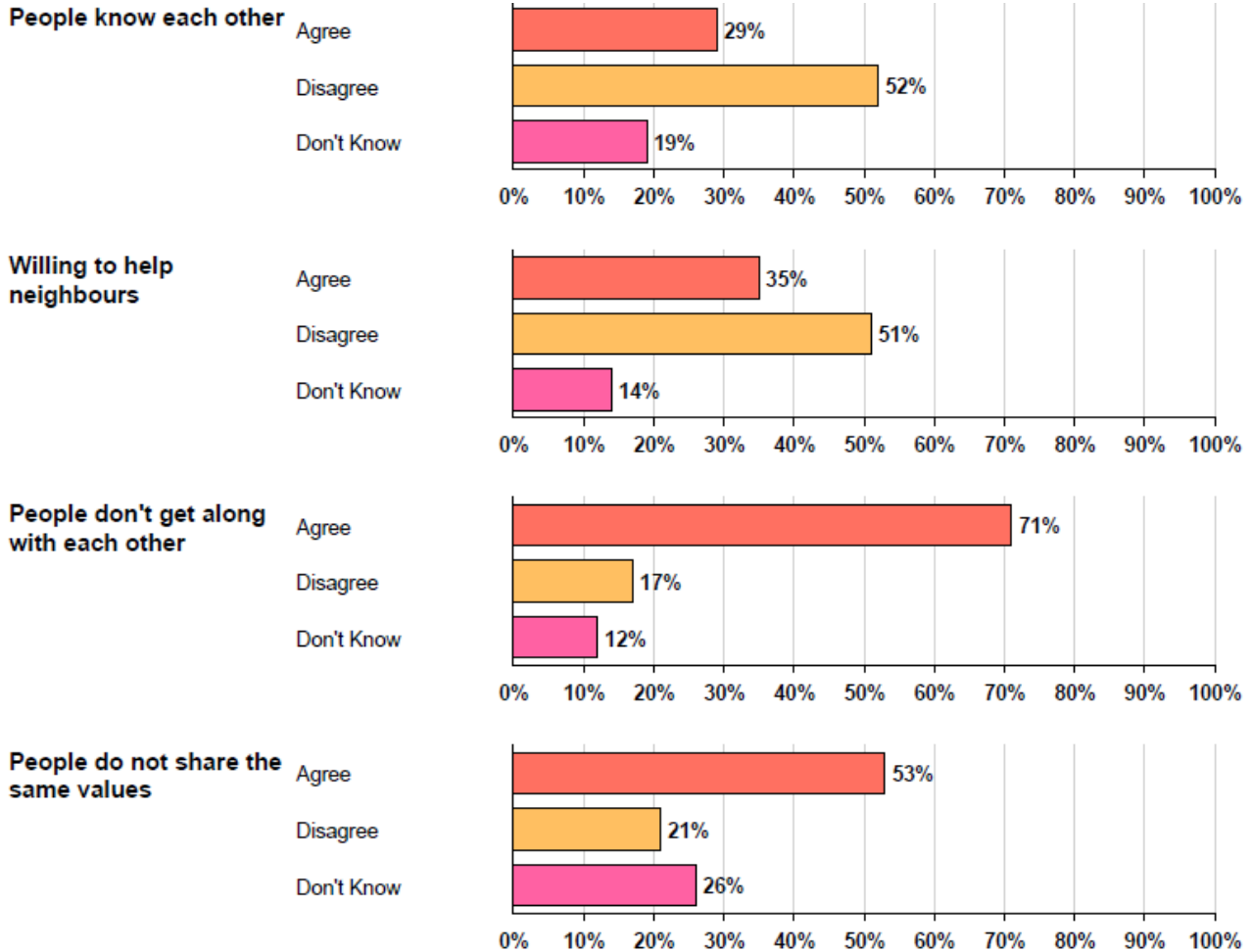
#### *Sense of Belonging*



- 39% feels their sense of belonging with the community is weak.

### 5.6.2. Community spirit

#### Community Spirit



Description	Agree %	Disagree %	Don't know %
People know each other	30	50	20
Willing to help neighbours	37	48	15
People do not get along with each other	69	18	13
People do not share the same value	51	22	27

- Involvement in community action seems to have been low. 23% respondents were involved in some form of actions like contacting local radio/TV/newspaper, contacting appropriate organization to deal with the problem, attending tenant/resident group and protest meeting and organizing petition
- 60% respondents have not taken any actions detailed in the list and 17% did not face any local problems.

- On the thoughts of losing his/her wallet/purse and the likelihood of getting it back without anything missing, the respondents had varying feelings. 43% said that it wasn't very likely, 21% said that it was not at all likely. It is however interesting to note that 36% felt that it was very likely or quite likely get it back without anything missing.

### 5.6.3. General issues

Description	Very big problem	Fairly big problem	Not a very big problem	Not a problem	It happens, but not a problem
	%	%	%	%	%
Drunk and Rowdy	20	17	20	26	17
Garbage or Litter	17	25	22	24	12
Vandalism, Property Damage	13	13	34	30	10
Drugs	23	8	25	36	9
Faith and Religious Tolerance	15	0	29	44	12
Race & Ethnic Tolerance	15	3	33	36	13
Misbehaving Teenagers	10	8	33	36	13
Troublesome Neighbours	10	13	21	41	15

- Respondents' responses vary in terms of the degree of problems in the neighbourhood.
- According to the respondents, higher incidence of Drunk & rowdy behaviour, Garbage or litter, vandalism & property damage, drugs and troublesome neighbours were in the categories of very big problem and fairly big problem
- The issues of faith & religious tolerance, race & religious tolerance, misbehaving teenagers exist in the neighbourhood and the respondents felt that those were not very big problems and manageable.

### 5.6.4. Social Supports - from family and friends

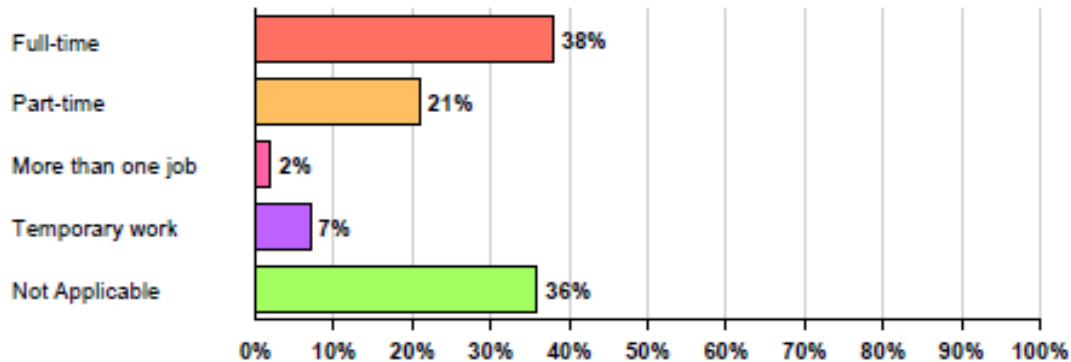
Description	Not true	Partly true	Certainly true
	%	%	%
Who would do things to make respondents happy	2	22	76
Who would make respondents feel loved	2	17	81
Who respondents can rely on	5	27	68
Who would take care of respondents, if needed	2	22	76
Who would accept respondent as he/she is	7	24	69
Who would support and encourage respondent	2	20	78
Who would make respondent feel an important part of their life	5	22	73

- The strength of the respondents' support from the family and friends is very high.



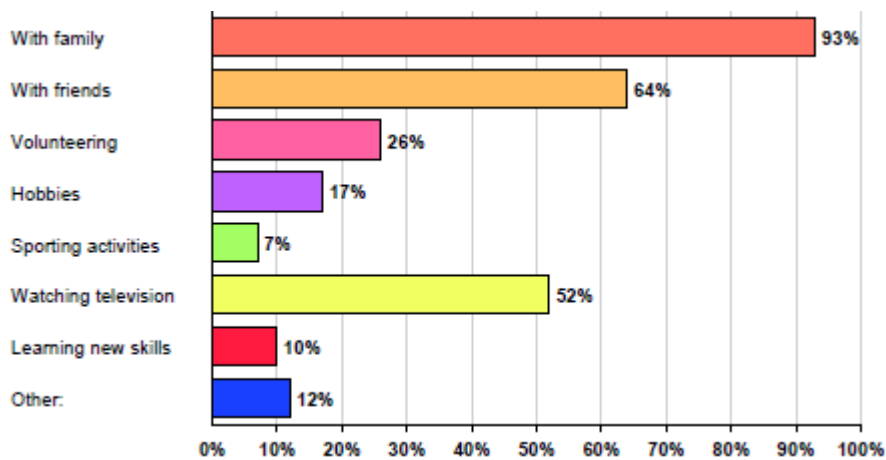
### 5.6.5. Social, Leisure Activities

#### **Employment:**



- 38% respondents worked full time, 21% part time, 7% temporary and 2% more than one job.

#### **Leisure time activity:**



- High focus on spending leisure time with family and friends and watching television. Reasonable involvement in volunteering, hobbies and learning new skills. Very low involvement in sports activities.
- Respondents' other leisure time activities were looking for work, music, reading, writing poetry, cooking for children, shopping.
- 40% respondents did not have enough leisure time. 44% had just enough, 14 had too much and 2% didn't have any.
- According to the respondents services most important to them were sports facilities and programs, learning new skills, socio-cultural activities, working with children, music gallery & lounge, sporting activities – swimming, gym, etc, travel, organized community gathering and activities, library, TTC-programs and activities for family.

### 5.6.6. Change in services

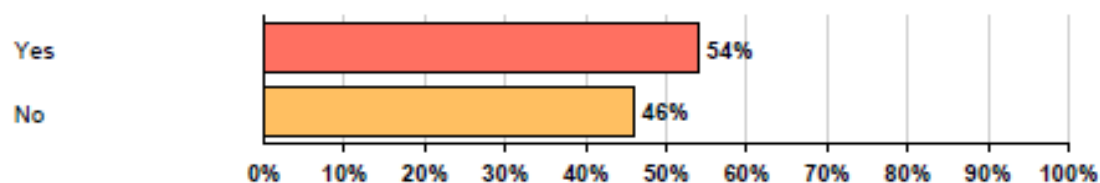
#### *Change in services*

Description	Improved %	Stayed same %	Got worse %	Don't know %
Public transportation –TTC	7	81	7	5
Affordable housing	13	35	42	10
Policing	12	49	17	22
Daycare	7	32	10	51
Availability of local/organic food	18	40	0	42
Community spirit	12	32	27	29
Employment services	18	34	30	18
Programs and services for immigrants	20	31	20	29
Services for youth	20	13	13	54
Services for people with disabilities	10	35	3	52
Services for women	12	32	2	54
Programs for seniors	5	23	8	64
Programs and services for families	7	44	5	44

Points to note:

- On public transportation, majority of the respondents felt that the service level stayed the same.
- 42% respondents felt that affordable housing became worse.
- 49% felt that the policing remained the same and according to 17%, it became worse. However, 22% respondents didn't know much about the policing.
- The level of unawareness is relatively high:
  - 51% didn't know about the daycare services
  - 42% didn't know much about organic/local food.
  - 27% felt that community spirit got worse, and 29% didn't have knowledge about it.
  - 54% were not aware of services for youth, 52% about services for people with disabilities, 54% about services for women, 64% about programs for seniors and 44% about programs & services for families.
  - This may reflect on the majority of the respondents' background and nature of self reliance.

#### *Environment*



- 54% respondents feel that the provision for recycling is adequate in their community. However 46% felt that the provision was inadequate.

- Most respondents were aware of environment protection needs. Recycling and use of eco-friendly light bulbs were high.

## 5.7. Youth Building Assets

### *Assets and Support*

Description	Available		Accessible	
	Yes %	No %	Yes %	No %
Positive role models	29	71	24	76
Homework assistance or tutoring program	38	62	62	38
A drop-in youth centre	30	70	39	61
Mentoring-type programs	31	69	38	62
Brochures, videos, pamphlets, that inform about risks or where to find help	71	29	93	17
Volunteering opportunities	75	25	81	19
Program with peer listeners or mediators	19	81	26	74
Program that help youth explore jobs, career options, or job preparation	67	33	67	33
Programs that involve parents or the entire family	25	65	43	57
Programs that are led by youth instead of adults	21	79	35	65

- Positive role models: 71% respondents felt that positive role models were not available, and 76% felt that it was not accessible.
- Homework assistance / tutoring programs: Although 62% felt that they were available, but 38% felt that they were not accessible.
- Drop-in youth centre: Negative response from 70% in terms of availability, and 61% in terms of accessibility.
- Mentoring programs: Negative response from 69% in terms of availability, and 62% in terms of accessibility.
- Relevant information: Positive response from 71% in terms of availability, and 93% in terms of accessibility.
- Volunteering: Positive response from 75% in terms of availability, and 81% in terms of accessibility.
- Peer listeners: Negative response from 81% in terms of availability, and 74% in terms of accessibility.
- Job support: Positive response from 67% in terms of availability, and 67% in terms of accessibility.
- Parental involvement: Negative response from 65% in terms of availability, and 57% in terms of accessibility.
- Youth-led programs: Negative response from 79% in terms of availability, and 65% in terms of accessibility.

## 5.8. Programs for Youth

Description	Highly Needed %	Needed %	Less Needed %	Not Needed %
Leadership development activities for youth	73	27	0	0
Skill building workshops (including art and music)	74	18	8	0
Digital storytelling (using computers, video and photography)	41	31	22	6
Tutoring programs	39	56	5	0
Counselling & support services	61	39	0	0
Recreation programs (after school)	67	28	5	0
Job development & employment programs	79	18	3	0
Social activities ( at local community centres )	71	21	3	5
Transportation supports	44	45	3	8
Youth participation ( activities to promote youth engagement )	49	51	0	0
Mentoring programs	55	42	3	0
Place to play for children	59	35	3	3
Safe park/playground - daytime	79	13	5	3
Safe park/playground - night	64	23	3	10

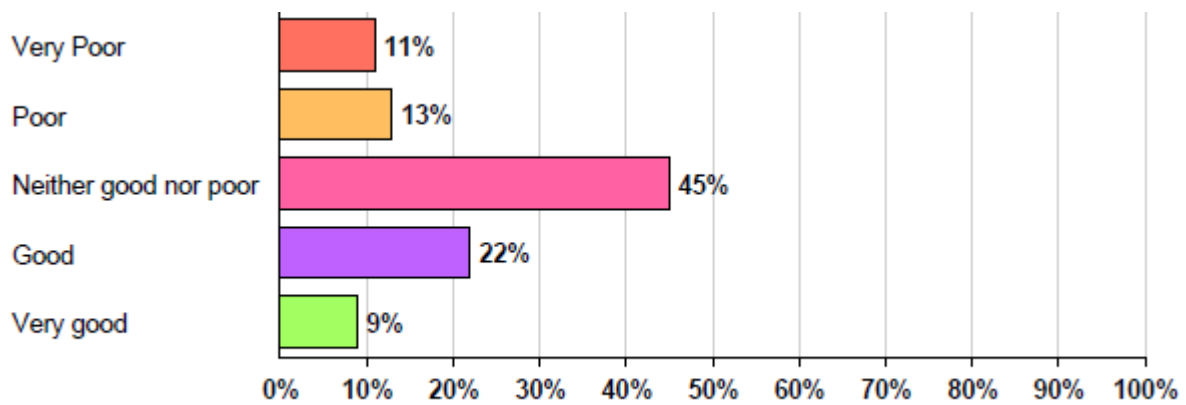
Most of the respondents felt that all the listed programs fell into the “highly needed” and “needed” categories.

### Related suggestions

Several thoughts and suggestions have come forth from the respondents for improving programs for children and youth in their neighbourhood.

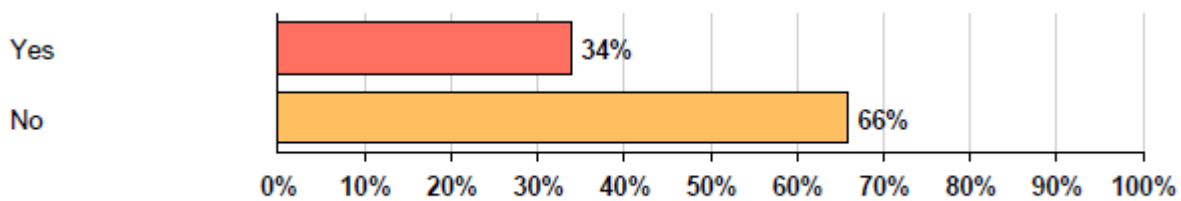
- More programs involving greater communities
- Improving community relationships
- Safe playground
- Programs arranged by the government to engage youth and children
- Clubs like drama, music, sports, etc.
- Identifying what the youth and children would like to do after school and arranging after school programs accordingly.
- There are more programs for adult and children. Considerably lesser efforts are made for the youth as they are more difficult to deal with. Increased efforts to be made to understand their needs.

### 5.9. Quality of Life



- Majority of the respondents (45%) were indifferent to their quality of life
- 24% consider their quality of life to be poor or very poor
- 22% consider it to be good and 9% very good.

### 5.10. Sharing the Findings:



## 6.0. Interview of the Key Informant

My key informant has lived in this neighbourhood for the past three years. She thinks it is convenient to live close to Kennedy Subway Station. It is a multicultural neighbourhood where immigrants can make friends from the same background. In addition, to the many shops and small businesses it provides.

Some social service agencies, like Afghan Women Organization, Ontario Early Years Centre provides their services to a large number of immigrants and their children. But considering population increments, services of agencies are not adequate. There are very few LINC /ESL classes. People face difficulties in interacting with doctors as interpreting services are not available. Mothers are not educated enough to overcome their language and cultural barriers. Lack of service providing agencies often makes the lives of the immigrants unpleasant. Loneliness, depression, lack of Canadian experience, gap between the parents and their children are the contributing factors to deteriorating mental health of the neighbourhood. There is no Community Health Centre.

People are free to go to their places of worship. Residents (citizens) exercise their voting rights. They discuss about politics and political parties but most of them do not know their MP/MPP.

Like any other priority neighbourhood, this community also has its problems. There are incidents of mugging and robberies. Teenagers are seen using drugs and hanging around. Parents are concerned about Adult Video shops located here and had expressed their disapproval about it.

Community centre, public health officials and schools should be brought into the process of improving the health and wellbeing of this community. Social service agencies should begin their work with the youth to support them with positive role models, education, sports and other extra-curricular activities. Women should also receive help in parenting and improving language skill.

## 7. ANALYSIS BASED ON SURVEY FINDINGS

### 7.1. The Survey

The survey covered Eglinton East - Kennedy Park neighbourhoods – neighbourhood # 124 and 138

The purpose of the survey was to have a deeper understanding of and assess the community needs of surveyed neighbourhoods and to measure the index of wellbeing.

The survey covered the immigrants, both citizens and permanent residents, from various parts of the world with the concentration from South Asia, South East Asia, Africa and East Europe.

The survey identified the following critical areas:

- There has been an increase in the number of educated and skilled immigrants. Most of the surveyed respondents are highly educated and had appropriate experience in their fields in their home country.
- Lack of “Canadian experience” is a source of dissatisfaction and stress
- Unemployment, lack of suitable employment opportunities in their own fields causing a great deal of worry or stress.
- There are strong feelings of discriminations due to race
- Most employed immigrants are working at levels much below the level they had attained before migration, and the job they are doing do not require their level of education or experience.
- Community spirit is somewhat hampered due to weak sense of belonging and lack of participation in community activities
- Programs need to be developed for youth to refrain them from drugs and related crimes
- Counselling services are needed to help the residents to cope with stress and worries
- Job development and employment programs need to be developed to improve peoples’ economic stability.

### 7.2. Goals

- Develop leadership programs for youth to look into community needs from different perspectives
- Value the experience of skilled immigrants and policy making for their employment and integration in Canadian society
- Renovate social housing with all civic amenities to combat drugs, crimes and violence

### 7.3. Assumptions

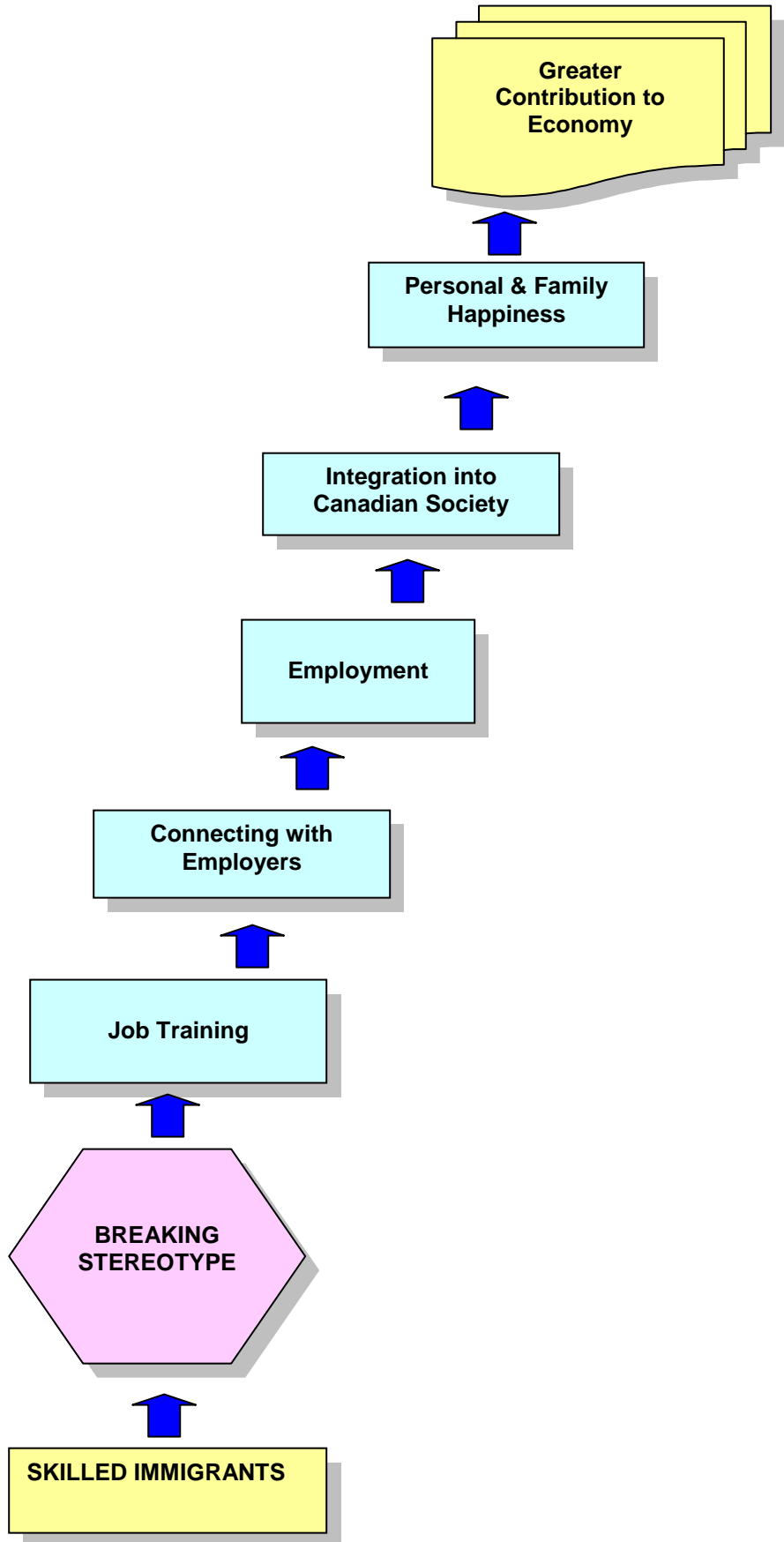
- Most of the skilled immigrants are doing jobs that are not matching with their qualifications and experience
- A considerable number of respondents are physically inactive
- Most residents find it difficult to get affordable housing and they are dissatisfied with their standard of living
- Though there is a great deal of worries and stress, most of them are not on any anti depressant medication
- The surveyed population do not consider themselves as worthless and feel well supported by their families and friends
- Leisure time is well spent with their respective families but do not have enough means of recreation
- They are well aware about the political party in power
- The respondents are not well aware about their rights at work, community, school and Ontario Human Rights Code

### 7.4. Identifying Outcomes

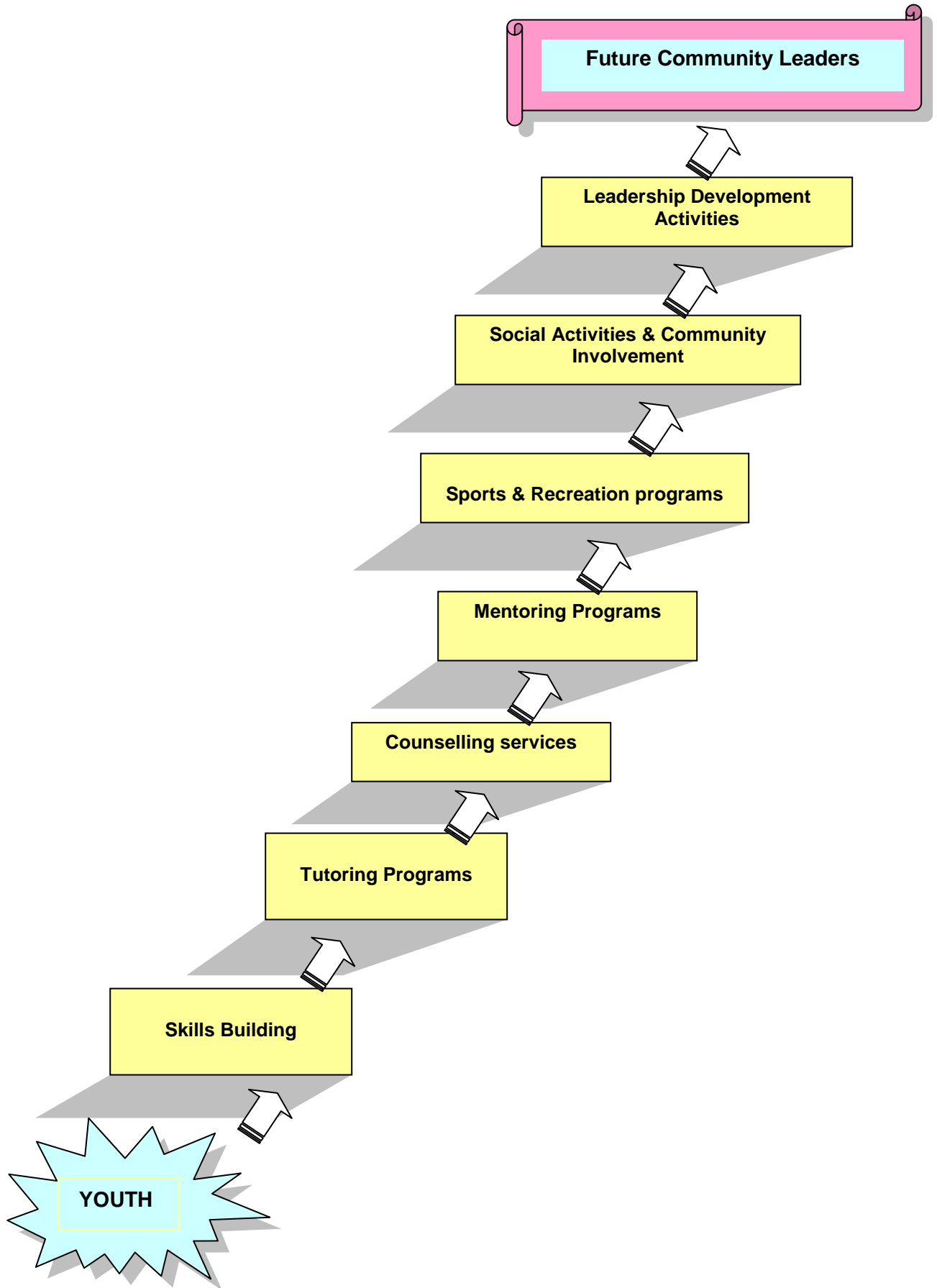
- Leadership and mentoring programs will enhance self esteem and divert the attention of youth from drugs, crimes and violence to positive changes
- Training, job connections and employment opportunities for skilled immigrants will make this group self reliant and help reduce stress and contribute to economy with proper utilization of their skill and experience.
- Services made available so that the people know about their rights and grow as responsible residents of their communities



7.5. INTEGRATION OF SKILLED IMMIGRANTS



### 7.6. BUILDING YOUTH LEADERSHIP AND ENGAGEMENT



## **Conclusion:**

The CIW is a new way of measuring societal wellbeing. It provides unique insights into the quality of life of Canadians – overall, and in specific areas that matter: our standard of living, our health, the quality of our environment, our education and skill levels, the way we use our time, the vitality of our communities, our participation in the democratic process, and the state of our arts, culture and recreation<sup>1</sup>.

The survey that I have conducted in Eglinton East – Kennedy Park neighbourhood is in alignment with the above mentioned areas as the objective of the survey was to measure the wellbeing at community level. In these surveyed areas the education level of the respondents is high. But low income, inaccessibility to affordable and appropriate housing, standard of living, unemployment and underemployment are all interrelated factors that are affecting the overall wellbeing and quality of life in these two neighbourhoods.

Health is a complete state of physical, mental and social wellbeing not merely the absence of disease or infirmity.<sup>2</sup> 62% of the respondents of Eglinton East- Kennedy Park are feeling depressed. 57% are not physically active.

It is heartening to know that 81% correctly identified the political party in power in Ontario. Though 29% feel satisfied with the community, 39% feel their sense of belonging is weak as interaction among the residents is poor. The strength of the respondents' support from the family is high.

93% respondents spend their leisure time with family and watching television. It shows lack of availability and accessibility of arts, culture and recreation facilities. There is very low involvement in sports activity. Highly needed areas are: leadership development programs for youth, job development and employment programs for skilled immigrants, skill building workshops (including art and music) and safe day time play ground. Lack of availability of social service agencies is quite evident here. Lack of services is a major barrier to opportunity especially to immigrants.

## **Recommendations:**

Social service agencies in collaboration with Community Centres and Schools need to organize fair, heritage programs for the residents to make connections with each other. Screening of Digital Stories, arranging Jane's Walk can be strong tools to enhance community spirit.

Community leaders, volunteers need to advocate for affordable and habitable housing and file petition to their ward councillors, MP and TCHC.

Community Centres need to arrange free art and music classes and make the residents aware of these opportunities through flyers. Sports facilities should be accessible and available for all the residents of the neighbourhoods. These opportunities and facilities will eventually enhance the state of recreation.

Social Service agencies need to broaden information and communication services and encourage enterprises such as, community gardens and small businesses to benefit the unemployed.

Community Health Centres need to make counselling and interpretation services available.

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<sup>1</sup> Canadian Index of Wellbeing

<sup>2</sup> World Health Organization, Declaration of Alma-Ata, 1978

Employment Services/Agencies need to create opportunities like apprenticeship, mentoring, internship and skill development for the skilled immigrants in order to ensure that they contribute positively towards the Canadian economy.

Service providing agencies for youth need to take initiatives to develop skill building programs to prepare the youth to take on future leadership roles.

APPENDIX



Figure 1 Kennedy TTC Station



Figure 2 Pinehills Cemetery



Figure 3 Bridge on Eglinton Avenue East towards Midland



Figure 4 Intersection at Midland & Eglinton Ave East



Figure 5 Intersection at Kennedy & Eglinton Ave East



Figure 6 Intersection at Kennedy & Eglinton Ave. East (East Side)



Figure 7 Salaheddin Islamic Centre





Figure 8 St. Maria Goretti Catholic School



Figure 9 Church



Figure 10 Toronto Public Library

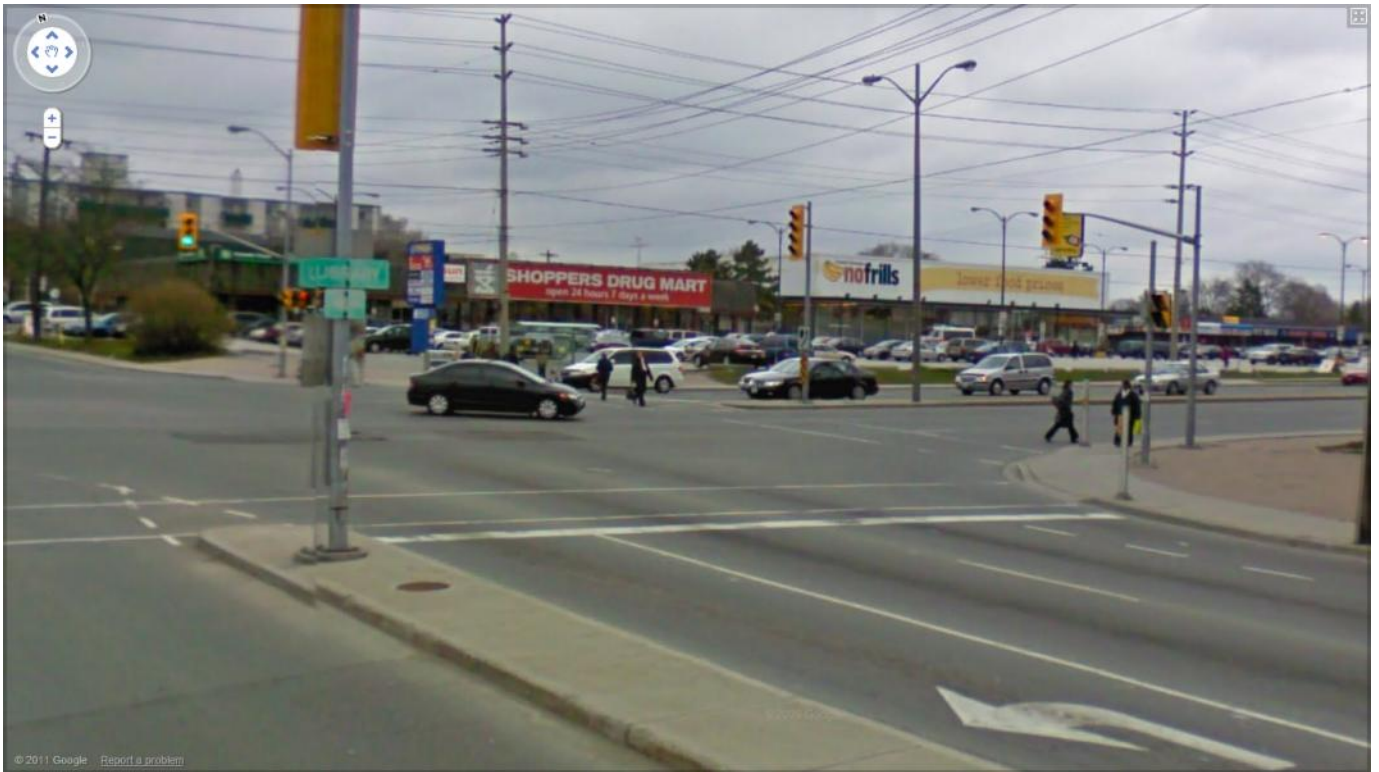


Figure 11 Amenities on Kennedy Road & Eglinton Ave East