

Refugee 613, with funding from IRCC, has launched the Digital Messaging for Settlement and Integration (DMSI) project to explore how digital tools, in particular messaging apps like WhatsApp and text messages/SMS, can close the information gap between newcomers and settlement services, and provide added value to those services.

We invite to share your experience using digital messaging to serve newcomers. We will draw on the results of this survey in the next phase of the DMSI project, where we'll be working with partners to test new models of digital messaging for settlement and integration in four pilot sites across Canada. Join us and help to build knowledge and digital capacity in the settlement sector!

What do we mean by digital messaging?

Digital messaging is also known as instant messaging or mobile instant messaging. The main method of communication is sending text messages, including attachments like images, documents, etc. Digital messaging can also mean using a smartphone app. Digital messaging apps allow you to send text, images, voice/audio and video messages to an individual or group of people who have connected with you, or shared their cell phone number or account information. Most digital messaging apps also allow you to send audio and video messages, as well as having live audio / “phone” call or live video chats with one or more people.

Digital messaging is used primarily on a cell phone (usually a smartphone), although some messaging services can be accessed on your computer. Digital messaging is generally used on standalone smartphone messaging apps, such as WhatsApp, Viber, Telegram, Signal, Kakaotalk, Line, BlackBerry Messenger (BBM) or by texting (SMS/MMS).

Are we talking about Facebook and Instagram?

For the purposes of this project, we consider social media use — such as Facebook, Twitter or Instagram — to be part of digital messaging **only if it is direct and personal messaging** with someone who has consented to you messaging them directly and personally.

If we haven't captured the way you use digital messaging to communicate, tell us! We're interested in all the ways you use digital messaging to serve newcomer clients.

What do we mean by “to serve clients?”

We do not mean advertising, marketing, outreach, fundraising or professional development. We mean direct client service, such as: intake, needs assessment, regular or daily communication with clients on settlement-related topics, information, referrals and support.

Survey Privacy

Refugee 613 is committed to protecting your privacy. The information you provide (for example, your answers, your email address if you choose to share it) will be held in the strictest of confidence.

Some personal information may be collected about you if you choose to participate in the survey, such as your organization's name and your email address (if you provide it).

Your responses to the survey questions, and information about how you connected to the survey website, will be aggregated with other survey responses. We won't use any identifying information when we analyze the survey data. If you provide your email address to receive more information about the project or to be contacted for a potential interview, this information will not be shared with any outside organization or website (including IRCC).

We are using SurveyMonkey to collect this survey. Here is a link to the [SurveyMonkey Privacy Policy](#). Any personal data collected from you in the survey may be transferred through various countries, including the United States and other [locations](#) SurveyMonkey has offices.

You will have a chance to answer questions either as a front-line worker or manager/executive director.

We will share the results of the survey with everyone who participates — if you'd like to follow the progress of the project, please provide your contact information in the space provided at the end of the survey.

If you have any comments or concerns, please email us at dmsi@refugee613.ca.

Q1	Do you agree to the above terms? By clicking Yes, you consent to answer the questions in this survey.	Yes No	01 02	<input type="checkbox"/>
Please tell us how and why you are using digital messaging to serve your clients				
Q2	Are your clients asking you to communicate with them using digital messaging?	Yes No I don't know	01 02 03	<input type="checkbox"/>
Q3	How do you think digital messaging is useful for your clients? Choose all that apply	It is a tool/app that clients already use and are familiar with It is a fast way to get information and referrals It saves travel time for them Clients can share confidential information on secure channels It is more effective to use the method clients have asked us to use Clients see us as innovative and focused on their needs and communication preferences It makes us more accessible to them if they can't come into our offices Other (Please specify) _____	A B C D E F G X	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Q4	At intake, what information do you ask clients to give you to be able to contact them? Choose all that apply	Email Home phone Cell phone Work phone Emergency contact phone number SMS/text Digital messaging (Such as WhatsApp, Viber, FB Messenger, etc.) Other (Please specify) _____	A B C D E X	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Q5	Do you ask your clients how they would prefer to be communicated with when receiving services?	Yes No I don't know	01 02 03	<input type="checkbox"/>
Q6	If yes, when do you ask them? Choose all that apply	At intake During needs assessment Informally, once a client relationship has been established and the newcomer is accessing services During client surveys When clients ask us to use specific technology to communicate with them Other (Please specify) _____	A B C D E X	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Q7	If no, why do you not ask them their communication preference?			
Q8	Do you evaluate the effectiveness of your communication with clients (as an organization or as individual staff)?	Yes No	01 02	<input type="checkbox"/>

Q16	Rank the following ways you are using digital messaging in order of frequency, 1 being your most common use:	Send individual information messages to clients (Broadcast-style) Send messages back and forth with individual clients (2-way communication) Send messages to groups of clients (Broadcast-style) Create groups for discussion with and among clients in a common program, or on specific topics	1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Q17	How widespread is digital messaging in settlement service delivery in your organization? Choose all that apply	Everyone can use digital messaging, it's available to all staff Only some staff/teams use digital messaging Mobile and itinerant staff, like CSS, Settlement Workers in Schools use digital messaging with clients Some individual staff who have made a case with their supervisor/manager use digital messaging Digital messaging is done informally by some staff using their own accounts/devices Other (Please specify) _____	A B C D F X	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Q18	How did you decide to use digital messaging with clients? Choose all that apply	It just happened We ask clients about their communication preferences and noticed a trend in clients using digital messaging Our clients started asking to communicate via digital messaging We responded to a trend in new groups of immigrants/refugees who were using digital messaging New staff suggested we use digital messaging to serve clients Other (Please specify) _____	A B C D E X	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Q19	Do staff use work resources (work smartphone, work accounts) for digital messaging to serve clients? Choose all that apply	We use work smartphones We use work accounts Some teams share one or more phones among staff We use our own personal device (eg. Smartphone, tablet) We use our own personal accounts (eg. cell number, Facebook account) The agency is aware some staff use their own devices and provides a monthly stipend to staff who use their own devices Other (Please specify) _____	A B C D E F X	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Q20	If you are using personal devices to serve clients, can you tell us why you use your own devices or accounts?			
Q21	If you are sharing work devices and accounts with your colleagues to serve clients, how do you ensure client confidentiality?			
Q22	How is digital messaging useful for you as a settlement worker to serve your clients?			
Q23	Rank the following benefits you see in using digital messaging to serve your clients in	Save time for client travel Save time for staff travel	1...6 1...6	<input type="checkbox"/> <input type="checkbox"/>

	order of preference, 1 being your strongest benefit:	More efficient way to provide quick information & referral to clients Clients indicate satisfaction communicating this way Works well with clients who have literacy challenges (including in their first language) Clients can easily and quickly ask a question	1...6 1...6 1...6 1...6	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Q2 4	What are some of your challenges in using digital messaging with clients? Choose all that apply	Not enough data for our phones No agency policies, protocols or guidelines in place Boundary issues (eg. clients messaging after hours) Managing expectations (eg. Client expects to be answered within short time after messaging) Don't have work devices or accounts, have to use personal devices and accounts Language barriers with clients Other (Please specify) _____	A B C D E F X	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Q2 5	What are some of the challenges you face to get the resources to use digital messaging to serve clients? Choose all that apply	We don't have funding for smartphones and data for all staff who need it Some staff positions/programs are funded to use smartphones and have data Although funding covers smartphones and data, our staff typically do not have enough data each month Making the case to our funding program officer for smartphones and data for staff was easy Making the case to our funding program officer for smartphones and data for staff was difficult We want to use digital messaging to serve clients, but do not have access to smartphones and data We have used other budget resources to provide staff or programs with access to smartphones and data Some staff use personal devices and accounts to use digital messaging to serve clients Other (Please specify) _____	A B C D E F G H X	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Q2 6	Have you or your agency measured or evaluated the impact of using digital messaging to serve your clients?	Yes No Please provide details : _____	01 02	<input type="checkbox"/>
Q27	Has your agency integrated digital messaging in frontline services with clients or is it a standalone service (i.e. does every staff member who has a need use digital messaging, or is it the role of a single staff member?)			
Q2 8	Does your organization have policies, protocols, or guidelines in place for you to	Yes No I don't know	01 02	<input type="checkbox"/>

		Document sharing Group messaging Other (Please specify) _____	G H X	<input type="checkbox"/>
Q3 6	Who are your staff serving using digital messaging to serve? Choose all that apply	All clients Clients who ask us to communicate with them using digital messaging Newcomers who are not yet registered clients, in Canada Newcomers who are not yet registered clients, outside of Canada Clients in a specific language group Clients with a common country of origin Other (Please specify) _____	A B C D E F X	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Q3 7	Rank the following ways your staff are using digital messaging in order of preference, 1 being the most common use.	Send individual information messages to clients (Broadcast-style) Send messages back and forth with individual clients (2-way communication) Send messages to groups of clients (Broadcast-style) Create groups for discussion with and among clients in a common program, or on specific topics	1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Q3 8	How widespread is digital messaging in settlement service delivery in your organization? Choose all that apply	Everyone can use digital messaging, it's available to all staff Only some staff/teams use digital messaging Mobile and itinerant staff, like CSS, Settlement Workers in Schools use digital messaging with clients Some individual staff who have made a case with their supervisor/manager use digital messaging Digital messaging is done informally by some staff using their own accounts/devices Other (Please specify) _____	A B C D F X	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Q3 9	How did you decide to use digital messaging with clients? Choose all that apply	It just happened We ask clients about their communication preferences and noticed a trend in clients using digital messaging Our clients started asking to communicate via digital messaging We responded to a trend in new groups of immigrants/refugees who were using digital messaging New staff suggested we use digital messaging to serve clients Other (Please specify) _____	A B C D E X	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Q4 0	Does your staff have access to and use work resources (i.e. work smartphone, work accounts, etc.) when they use digital messaging to serve clients? Choose all that apply	They use work smartphones They use work accounts Some teams share one or more phones among staff They use their personal device (eg. Smartphone, tablet) They use our their personal accounts (eg. Cell number, Facebook account) The agency is aware some staff use their own devices and provides a monthly stipend to staff who use their own devices Other (Please specify) _____	A B C D E F X	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Q41	If your staff are using personal devices, can you tell us why?			
Q42	If your staff are sharing devices and accounts to serve clients, how do you ensure client confidentiality?			
Q43	How is digital messaging useful for your staff to serve clients?			
Q44	If you or your agency have measured or evaluated the impact of using digital messaging to serve your clients, please tell us how			
Q45	Rank the following benefits your staff see in using digital messaging to serve clients, in order of preference, 1 being the strongest benefit	Save time for client travel Save time for staff travel More efficient way to provide quick information & referral to clients Clients indicate satisfaction communicating this way Works well with clients who have literacy challenges (including in their first language) Clients can easily and quickly ask a question	1...6 1...6 1...6 1...6 1...6 1...6	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Q46	What are some of your staff's challenges using digital messaging to serve clients? Choose all that apply	Not enough data for our phones No agency policies, protocols or guidelines in place Boundary issues (eg. clients messaging after hours) Managing expectations (eg. Client expects to be answered within short time after messaging) Don't have work devices or accounts, have to use personal devices and accounts Language barriers with clients Other (Please specify) _____	A B C D E F X	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Q47	What are some of the challenges you face to get the resources for staff to use digital messaging to serve clients? Choose all that apply	We don't have funding for smartphones and data for all staff who need it Some staff positions/programs are funded to use smartphones and have data Although funding covers smartphones and data, our staff typically do not have enough data each month Making the case to our funding program officer for smartphones and data for staff was easy Making the case to our funding program officer for smartphones and data for staff was difficult We want to use digital messaging to serve clients, but do not have access to smartphones and data We have used other budget resources to provide staff or programs with access to smartphones and data Some staff use personal devices and accounts to use digital messaging to serve clients Other (Please specify) _____	A B C D E F G H X	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Q4 8	Has your agency measured or evaluated the impact of using digital messaging to serve clients?	Yes No	01 02	<input type="checkbox"/>
If no, why not? _____				
Q4 9	If you or your agency have measured or evaluated the impact of using digital messaging to serve your clients, please tell us how?			
Q5 0	Have you integrated digital messaging in frontline services with clients or is it a standalone service (i.e. does every staff member who has a need use digital messaging, or is only for a designated staff member)?			
Q51	Does your organization have policies, protocols, or guidelines in place for you to specifically use digital messaging to serve your clients?	Yes No I don't know	01 02 03	<input type="checkbox"/>
Q5 2	Have you surveyed or consulted with your staff about their use of digital messaging to serve clients?	Yes No	01 02	<input type="checkbox"/>
Q5 3	Please explain why or why not?			
Q5 4	Do you feel you have the skills to manage your staff's use of digital messaging to serve clients?	Yes No I don't know	01 02 03	<input type="checkbox"/>
Please provide more information _____				
Q5 5	What do you need to know to build your agency's capacity to offer digital messaging services to newcomer clients?			
Q5 6	Do you think have the support of your funder in terms of Choose all that apply	Resources (including smartphones and data) and capacity to offer and use digital messaging to serve clients effectively Local program officer support Clarification of expectations about how digital messaging will be used and managed Clarification of legitimacy of technology in service delivery Professional development of staff to use digital messaging to serve clients	A B C D E	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

		Professional development of management to manage use of digital messaging to serve clients Promising practices to review Other (Please specify) _____	F G X	
Q5 7	How have you applied for funding support to use digital messaging to serve clients? Choose all that apply	Ad hoc conversations with our Program Officers to ensure that digital messaging use is acceptable to serve clients and to re-allocate budget resources We successfully built it into funder proposals and budgets We unsuccessfully requested into IRCC proposals and budgets We resource digital messaging in other ways/funds Other (Please specify) _____	A B C D X	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Q5 8	What resources or training do you and your staff need to use digital messaging effectively to serve clients?			
Q5 9	Would you like to be kept informed about the progress of Refugee 613's Digital Messaging for Settlement and Integration project? Please provide your name and email address to be added to the project mailing list.	Name _____ Email Address _____		
Q6 0	If you shared your email address, would you also be open to someone from the project contacting you to follow up on the answers you provided in this survey?	Yes No	01 02	<input type="checkbox"/>
Information generals				
Q61	Agency Name			
Q61	City			
Q6 3	Province			
Q6 4	Agency staff size (Full and part-time)	1-5 employees 6-10 employees 11-20 employees 21-50 employees More than 51 employees	01 02 03 04 05	<input type="checkbox"/>
Q6 5	Number of clients served each year			

Q6 6	Do you receive IRCC funding?	Yes No	01 02	□
Q6 7	Where else do you get funding from?	Provincial government Municipal government Foundation Private donations/fundraising Fee for service Other (Please specify) _____	A B C D E X	□,□,□,□ □,□,□,□