



ImmigrantCentre

2016-2017 ANNUAL REPORT





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MISSION

Helping newcomers succeed through personalized settlement plans and community partnerships.

VISION

To be a recognized community role model and global partner for innovative settlement services.

INTERVIEW WITH THE EXECUTIVE DIRECTOR

Jorge Fernandez

What has been a highlight over the past year?

Over the past year, we provided 18,632 newcomers with services. This is over 3,000 more newcomers who received services than last year. I am so proud of the hard work Immigrant Centre staff and volunteers do every day, and am so grateful for all of the guidance and support from our Board of Directors.

I would say the biggest highlight over this past year is seeing the Immigrant Centre help Syrian refugees, specifically helping them find jobs. We started a new employment program called the newcomer employment pilot project. With this new program, the Immigrant Centre gained four new staff members who are now working with refugees to help them find employment. After just a few months of the new program, over 40 Syrian refugees have gone through our Employment Department and have found jobs. Another highlight this year is that our Pre-Arrival Centre was extended for another year. Therefore, we can continue preparing newcomers for their lives in Manitoba. These are our big successes this past year.

Did the Immigrant Centre face any challenges?

Yes. We are one of the only organizations that provides services to everyone, no matter what their immigration status is. Anyone can come to the door and we'll see you. We never close the doors, and we never say no. Therefore, funding can be a challenge to ensure that we are able to provide services to everyone. When Winnipeg began to welcome Syrians into our community last year, we wanted to make sure that we had support for them, which meant we needed a staff member who spoke Arabic. The RBC Foundation generously stepped in and provided us with some funding to hire an Arabic speaking employee who supported all of our departments and some of our community partners when Arabic interpreting was needed. We are very fortunate to have such amazing diversified funders; we would not be able to do what we do without their amazing support.

What's next for the Immigrant Centre?

Supporting refugee claimants is on the top of my mind. I recall one morning when two asylum seekers came to the Immigrant Centre looking for help and we connected them with the supports they needed; they were so happy to be here in Winnipeg. Getting refugee claimants jobs is going to be a top priority for the Immigrant Centre's Employment Department over the next year. Most of the refugee claimants have education and qualifications. They have great employment potential and we want to help them find work.



OUR BOARD OF DIRECTORS



MEMBERS OF THE BOARD AT THE 2016 AGM

BOARD OF DIRECTORS

Executive	Directors
Leslie Wilder PRESIDENT	Dr. Namita Bhatnagar
Robert Vineberg VICE-PRESIDENT	Sabena Singh
Diana Wiesenthal VICE-PRESIDENT	Milton Corado
Dan Torbiak TREASURER	Holly Toupin
Florence Carey SECRETARY	James Popel
Cec Hanec PAST-PRESIDENT	
David Ashcroft PAST-PRESIDENT	

BOARD PRESIDENT
Leslie Wilder

Without a doubt, immigration was one of the most divisive issues in the U.S. Presidential Election of 2016. The long campaign, and the new President’s first few months in office, has served to highlight an increasingly polarized political environment in America and around the globe.

In Canada, a country that has historically embraced strong and forward-thinking immigration policies, we believe it’s incumbent on us all as citizens, to recognize that the value inherent in each person is not reducible to a dollar figure; and individual worth cannot be quantified by skin tone, gender, language, culture, or religion. The value of the social and economic contributions that stem from immigration are immeasurable.

Immigrant Centre offers a warm welcome to newcomers in Manitoba. Through a broad range of helpful services, the Centre supports their efforts to connect, integrate and participate fully in Canadian society. Through our investment in the early success of newcomers and immigrants, the volunteers and dedicated staff of Immigrant Centre create lasting value for individuals, families, and our community as a whole.

OUR TEAM

EXECUTIVE & ADMINISTRATIVE TEAM

Jorge Fernandez EXECUTIVE DIRECTOR
Anthony Redekopp DIRECTOR OF FINANCE
Etiene Serpa DIRECTOR OF SETTLEMENT SERVICES
Mike Ficzer MANAGER, IT
Jessica Praznik EXECUTIVE ASSISTANT
Lori Quiring ACCOUNTANT ASSISTANT

MANAGEMENT TEAM

Amie Membreno MANAGER, EMPLOYMENT SERVICES
Ann Mohammed MANAGER, VOLUNTEER SERVICES
Julio Lopez MANAGER, PRE-ARRIVAL CENTRE
Rosa Maria Menjivar MANAGER, LANGUAGE BANK SERVICES
Roselyn Advincula NEIGHBOURHOOD IMMIGRANT SETTLEMENT WORKER COORDINATOR
Valerie Broeska MANAGER, NUTRITION SERVICES
Walter Luzzi MANAGER, ACCESS ENGLISH CENTRE



IMMIGRANT CENTRE TEAM



THE IMMIGRANT CENTRE TEAM AT THE TERRY FOX RUN

TEAM MEMBERS

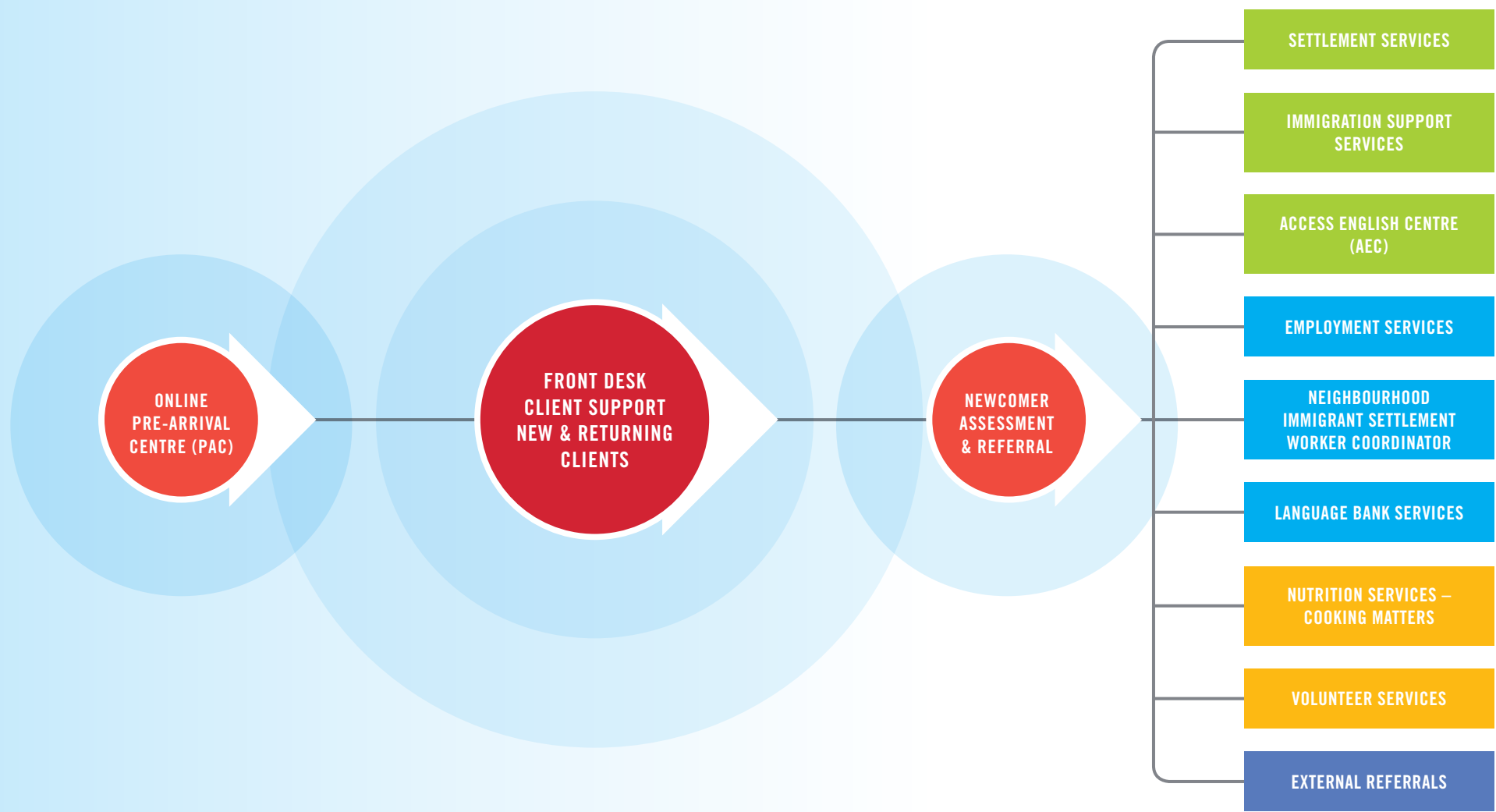
Abu Dukuly	Hadid Musa	Natalie Irving
Adam Abbas	Harouna Samura	Reinalyn Ritual
Adelola Abioye	Howard Bautista	Sandra Hernandez
Aireen Miaral	Hozan Ibrahim	Shanshan Wang
Alison Ashcroft	Jappreet Sekhon	Soudabeh Golpaygani
Amy Wang	Linda Fraser	Sungkil Cho
Araia Kidane Redae	Lola Blazevic	Vance Taylor
Arthur Chapman	Lori Sanderson	Weyni Abraha
Briana Henry	Manami Alexander	Yachar Barakat
Diane Ingabire	Margaret Ko	Yulia Senina
Esther Jativa-Alarcon	Marietta Franco	
Farima Afaq	Mirwais Nasiri	

FLOW CHART
The Client Journey

Immigrant Centre believes the better the start, the better the future. Eligible clients can register online with the Pre-Arrival Centre (PAC) to receive the one-to-one support they need to create a customized settlement plan before they leave their country of origin.

By triaging clients pre-departure, or immediately on arrival at Immigrant Centre’s front desk, the newcomers’ needs are addressed in a consistent, smooth, and timely manner.

Pre-arrival information, and in-office intake interviews ensure a “roadmap of services” tailored to assist and guide newcomers in their settlement process. A description of each of our services can be found on the following pages.



PRE-ARRIVAL CENTRE (PAC)

The Pre-Arrival Centre (PAC) provides bilingual (French and English) pre-arrival information and support for newcomers destined for Manitoba. The team provides tailored information and support to individuals and families around the world as they prepare to immigrate to Manitoba. The focus of the 2016-2017 fiscal year was developing high quality pre-arrival services including the PAC website: www.ic-pac.com. The website provides a hub of pre-arrival information and resources, and eligible clients can access discussion forums and webinars through their individual PAC accounts. The main support for clients is their interactions with PAC facilitators. Each facilitator meets virtually with their clients to perform a needs assessment and to develop a tailored settlement plan, while also providing them with Manitoba-specific employment and settlement information until they arrive in Canada. Clients are given information to help prepare them for their move, given realistic expectations and given the knowledge and tools they need to succeed in Manitoba. PAC has partnered with many different organizations across Manitoba, Canada and around the world. The PAC team’s hard work and support from fellow Immigrant Centre staff and board members has led to overwhelmingly positive feedback from PAC clients. The PAC team is excited and eager to continue assisting newcomers who are immigrating to Manitoba.

Highlight	2016/2017
Total number of new clients:	281

I got your messages. They really are helpful especially in terms of understanding the reality and the steps we should follow. By the way I have already registered for the Nutrition class. Thanks Diane you really are of a great help. Hope to see you soon in Canada.

PAC CLIENT

SETTLEMENT SERVICES

Our Newcomer Assessment and Referrals Services (NARS) provide an initial assessment for clients to identify their needs. After assessment, clients are referred to programs and services – which may be internal or external depending on the client’s requirements.

The second piece of Settlement Services is information and orientation. We provide information to newcomers to help them get acquainted with Canadian life and culture. The variety of topics covered include: housing, banking, transportation, weather, shopping, health, law and education. The staff offer assistance and information with forms such as; child tax benefits, GST/HST credit application, Manitoba Child Benefit, 55+ and Rent Assist.

Although Settlement Services’ purpose is settlement and integration for newcomers, its services are not limited to newly-arrived immigrants. Long term support and assistance are also available. Staff provide information on the following immigration applications: citizenship, permanent residency card renewal and family sponsorship.

In the settlement department we have 12 team members who speak 17 different languages. We pride ourselves on our own diversity which lets us give better services to our clients. The settlement staff are active in providing presentations about our services and outreach support for organizations and at different events throughout the year

Highlights	2016/2017
Total clients for NARS:	3,245
Total clients for Information and Orientation appointments:	3,036

IMMIGRATION SUPPORT SERVICES



IMMIGRANT CENTRE'S WELCOMING SETTLEMENT TEAM CAN PROVIDE SERVICES TO CLIENTS IN 17 LANGUAGES.

There is a lack of services in Winnipeg for temporary residents and naturalized Canadian citizens. Our goal at the Immigrant Centre is to ensure that our door is open to everyone therefore we have diversified funding to provide services to everyone. Within our Settlement Department, the settlement facilitator who works with non-permanent residents provides information and orientation, assistance with immigration forms such as temporary residency renewals or permanent residency applications, and information about family reunification for Canadian citizens who want to bring family members to Manitoba.

Highlights	2016/2017
Total clients served:	1,867

“Thank you for all of your help this year from guiding us with our spousal sponsorship application to answering my questions. This year my husband and I will celebrate the Christmas holidays for the first time. I hope your Christmas will be as warm as mine.”

IMMIGRANT SUPPORT SERVICES CLIENT

ACCESS ENGLISH CENTRE (AEC)



“I AM SO GLAD THAT I CAN IMPROVE MY ENGLISH AT THE AEC BECAUSE OF MY STATUS I CAN'T TAKE CLASSES IN REGULAR SCHOOLS. I LEARN I HAVE FUN AND I MAKE MANY FRIENDS.” - AEC STUDENT

The seventh year of the Access English Centre has shown again its role is an essential tool for newcomers’ successful settlement. The number of AEC students reaching their goals of improving their language in our classes increased 20 per cent from the previous year. A further note is that a large number of former AEC volunteer teachers have become full-time workers at the Immigrant Centre and other not-for-profit organizations. The program’s organization and professionalism are among many reasons why teachers enjoy volunteering and why students continue learning. We are the only organization that offers full training to volunteers who facilitate adult EAL classes across the city. Our adult EAL volunteer workshops, facilitated by university teachers, are offered to volunteers three times a year.

Highlights	2016/2017
Average weekly conversation groups:	30
Total new clients:	818
Total volunteer hours:	2,480

“I cannot find the right words to express how great my experience has been in the AEC classrooms. I joined the program over three years ago and I keep coming back not only for the class but also because the staff is very supportive and professional”

AEC VOLUNTEER FACILITATOR AND IMMIGRANT CENTRE VOLUNTEER OF THE MONTH

EMPLOYMENT SERVICES

Our dedicated team helps newcomers find entry-level employment in Winnipeg and rural Manitoba. We use plain language principles to support our clients with limited English. Our team of 11 speaks 18 different languages including Arabic, Tigrinya and Amharic, three of the most commonly spoken languages by refugees living in Winnipeg.

Approach and Clientele

Our one-on-one appointments and series of three one-day workshops with small class sizes are geared toward giving individualized attention to job seekers with low to intermediate English skills. Most employment clients are permanent residents within three years of arriving in Canada but thanks to our diversified funding we are also able to assist work permit holders (including refugee claimants) and naturalized citizens.

Services for Employers/Job Fair

Employers are also supported to hire, train, and retain newcomer employees through employer events, resources, translation and interpretation services and our annual job fair.

Thirty-two employers attended the Immigrant Centre's job fair on August 24, 2016 which featured SAFE Work on Wheels presentations that were available to over 800 job seekers. Stella's restaurants hired 20 newcomers who came to the job fair and two other newcomers moved to Winkler, Man. after finding work at Winkler Meats.

"I am thanks full for your help and your support. I really enjoy the workshops and I got lot of knowledge and experience, how to do the job interviews, how to write a resume and how to behave to any Employers or Employees at works place fields. Immigrant Centre is helping many people to found a job especially Immigrants how are newcomers in Canada."

EMPLOYMENT SERVICES CLIENT

Newcomer Employment Pilot Project

In February 2017, we launched a newcomer employment pilot project. A tailor-made program designed to address the needs and barriers of newcomer refugees who have limited English skills and who have recently immigrated to Manitoba. Within two weeks of starting the program, clients reported employment as a result of an employer tour set up by our new employer liaison. Since the launch, we continue to see numbers grow and have received outstanding support from employers and community partners.

Highlights	2016/2017
New clients:	843
One-to-one appointments:	1,463
Workshop attendees:	776
Clients employed:	486
Computer training attendees:	709



NEIGHBOURHOOD IMMIGRANT SETTLEMENT
WORKER COORDINATOR

Neighbourhood Immigrant Settlement Workers (NISWs) provide settlement support to newcomers throughout neighbourhoods across the city of Winnipeg. The Coordinator of the NISW is based out of the Immigrant Centre and provides mentorship, support, orientation and guidance to all of the NISWs.

In the fifth year of this program, the Coordinator trained and co-facilitated NISWs to run newcomer support circles and the Share Our World program. The Coordinator also assisted NISWs with program planning, program evaluation and strategies for outreach. The Coordinator mentored and trained new NISWs on how to conduct cultural adaptation presentations at the Entry program.

Furthermore, the Coordinator chaired regular NISW meetings where guest speakers were invited to attend. The NISW meetings became a venue to discuss and share challenges, trends and resources.

The Coordinator also provided various orientations for NISWs, met with various service providers and helped connect the dots between NISWs and newly arrived Syrian families.

Highlights	2016/2017
Number of presentations:	25
Number NISW meetings:	10
Number of contacts with service providers:	70

"As a new NISW I found that NISW meetings are very valuable and important. It is empowering to see that such a team exists to make sure that our newcomer families are receiving the best possible service and continuing support to make their settlement as smooth as possible."

MARK BALE, NISW

LANGUAGE BANK SERVICES

This year our Language Bank Services completed a total of 4,368 services including notary public, translation and interpretation requests. Sixty eight different languages were requested, with the greatest numbers being for Chinese, Arabic, Amharic, German, Hebrew, Hindi, Kirundi, Korean, Laotian, Mandarin, Oromo, Polish, Portuguese, Russian, Spanish, Ukrainian, Punjabi, Tagalog, Tigrinya and Vietnamese.

As always a huge thank you must go to the over 400 interpreters and translators registered with Language Services. Their professionalism and willingness to help ensures continued service to both clients and the community at large.

Highlights	2016/2017
Number of languages provided:	68
Number of volunteers interpreter/translators:	222
Completed number of documents:	5,306
Completed translation/notary public services:	3,351
Completed interpreter services:	1,017
Total services provided:	4,368



ROSA MARIA MENJIVAR, LANGUAGE BANK MANAGER

Food is essential; it is a basic everyday need. When people immigrate to Canada, putting food on the table is often not an easy feat. Lower family incomes, language barriers, new and different products, less access to ethnic foods, time constraints, limited nutrition knowledge, lack of transportation, and feelings of isolation are just some of the barriers creating food insecurity among newcomers. Long-term studies show that the health status of many newcomers is generally good upon arrival; however, the longer they live in Canada the more likely they are to develop nutrition-related chronic diseases. Preventing these health issues is our ultimate goal. Nutrition Services at the Immigrant Centre aims to empower newcomers with knowledge to make healthier choices for themselves and their families. This is done by educating children, youth, and adults on: purchasing and preparing low-cost, nutritious and delicious meals; understanding nutrition labels; grocery shopping tips; the relationship between diet and illness; feeding children recommendations, and a variety of other important nutrition topics.

Nutrition Services is funded by the anti-hunger organization **Share Our Strength** (S.O.S.) and **Royal Bank of Canada**.

Highlights	2016/2017
New clients:	301
Hours of client service:	1527
Number of volunteers:	27
Other agencies supported by Nutrition Services:	5

“The recipes were really healthy and helpful and my cooking skills were greatly increased. This class is really nice because, not only you can improve your cooking skills, but also your English skills we all. And the teacher and volunteers make it the best experience.”

NUTRITION SERVICES CLIENT

The objective of Volunteer Services is to connect individuals with valuable volunteer experiences, which in turn increases the effectiveness and capacity of the Immigrant Centre to empower newcomers through high-quality and responsive services. By having a well-established and funded volunteer program, the Centre is able to multiply and stretch its resources.

Many of our volunteers are newcomers who are hoping to give back to their community and support other newcomers in whatever way they can. Employers are looking to hire people with Canadian work and volunteer experience; therefore, Volunteer Services supports newcomers and those born in Canada in their journey to stable employment, by providing opportunities to expand their skills and nurture their confidence.

Volunteer Services screens applicants and matches volunteers to appropriate positions within the Centre. Meaningful and focused opportunities that support our organization’s mission are available to volunteers in the following areas; 1-1 English tutor, 1-1 citizenship tutor, conversation group facilitator, translator and interpreter in the language bank, computer training facilitator, citizenship class facilitator, cooking and nutrition class assistant, photographer, videographer and administrative assistant.

Volunteer services also coordinates the direct delivery of five programs at the Immigrant Centre: sewing and quilting class, citizenship class, citizenship ceremony ambassador, driver’s education class and the one-to-one tutor (English and citizenship) program.

Highlights	2016/2017
Average new volunteers per month:	13
Average active volunteers per month:	121
Average volunteer hours per month:	910
Total volunteer hours for fiscal year:	11,653
Monetary value of volunteer time: <i>(calculated at \$20 per hour)</i>	\$233,050

Our Volunteers of the Month

APRIL 2016

Erum Imran
CONVERSATION GROUP FACILITATOR

MAY 2016

Ted Wakefield
CONVERSATION GROUP FACILITATOR

“It is really interesting meeting people from different parts of the world; refugees, people from Africa, Asia... people who’ve come with their families, others who are here all alone.”

JUNE 2016

Rodrigo Damas
COMPUTER TRAINING FACILITATOR

“Volunteering for me is great. I can improve my English, meet friends and learn about their countries. I think it’s a good experience.”

JULY 2016

Laila El-Deep
COOKING & NUTRITION CLASS INTERPRETER

AUGUST 2016

Kago Badubi
COMPUTER TRAINING FACILITATOR

“It can be emotional. You can see it in their face when they learn something new and you realize that you are helping someone. That’s why I kept coming back.”

SEPTEMBER 2016

Alyssa Chapman
ONE-TO-ONE ENGLISH TUTOR

OCTOBER 2016

Michael Spivak
LANGUAGE BANK VOLUNTEER

NOVEMBER 2016

Luis Picalua
COMPUTER TRAINING FACILITATOR

DECEMBER 2017

Derryl Millar
ONE-TO-ONE ENGLISH TUTOR

JANUARY 2017

Dorin Adenekan
COMMUNITY OUTREACH INTERN

FEBRUARY 2017

Audrey Young
ONE-TO-ONE ENGLISH TUTOR AND
CONVERSATION GROUP FACILITATOR

MARCH 2017

Amaka Olisa-Emeka, Amy Marshall
and Samara Enns
NUTRITION CLASS VOLUNTEERS



AT THE TIME OF PRINTING THIS REPORT, THE ANNUAL AUDIT WAS IN PROGRESS.
A COPY OF THE AUDITED STATEMENT IS AVAILABLE UPON REQUEST.

IMMIGRANT CENTRE MANITOBA INC.

FINANCIAL HIGHLIGHTS

for the Year Ended March 31, 2017

STATEMENT OF FINANCIAL POSITION	2017	2016
ASSETS		
Current assets	624,636	615,796
Capital assets	403,218	490,788
	<u>1,027,854</u>	<u>1,106,584</u>
LIABILITIES AND NET ASSETS		
Liabilities		
Current liabilities	382,780	412,105
Long-term debt	149,864	185,615
Deferred contributions related to capital assets	250,937	305,716
	<u>783,581</u>	<u>903,436</u>
Net Assets		
Investment in capital assets	(33,334)	(34,591)
Internally restricted net assets	277,607	237,739
	<u>244,273</u>	<u>203,148</u>
	<u>1,027,854</u>	<u>1,106,584</u>
STATEMENT OF REVENUE AND EXPENDITURES	2017	2016
Operations		
Revenue	2,579,020	2,356,201
Expenses	<u>2,506,381</u>	<u>2,270,739</u>
	72,639	85,462
Other expenses (income)		
Amortization of deferred contributions	(70,288)	(70,341)
Interest and miscellaneous	(2,877)	(2,388)
Amortization of capital assets	104,679	105,035
	<u>41,125</u>	<u>53,156</u>



SUCCESS STORY

Jana Janicek:

A PERMANENTLY REUNITED FAMILY

When Jana Janicek got a call from her mom, she knew it was time to bring her to Canada.

Janicek’s mom Bozena -- standing 75 years young -- decided it was time to be with her daughter, but she was half a world away from her in the Czech Republic.

Buried in paperwork and left trying to figure out the immigration system, bringing Bozena to Canada suddenly seemed much more challenging for Janicek, a naturalized Canadian citizen who lived in Winnipeg for many years.

That’s where the Immigrant Centre came in.

“It’s hard to understand really,” recalled Janicek’s husband, Alexandr Stelsousky, who explained how difficult it was for the couple to figure out just how exactly they would get Bozena to come to Winnipeg.

Immigrant Centre staff were able to help the family bring Bozena to Canada as a temporary resident after they came to the Centre for help in 2012. Bozena was reunited with her daughter, but only under temporary residency status.

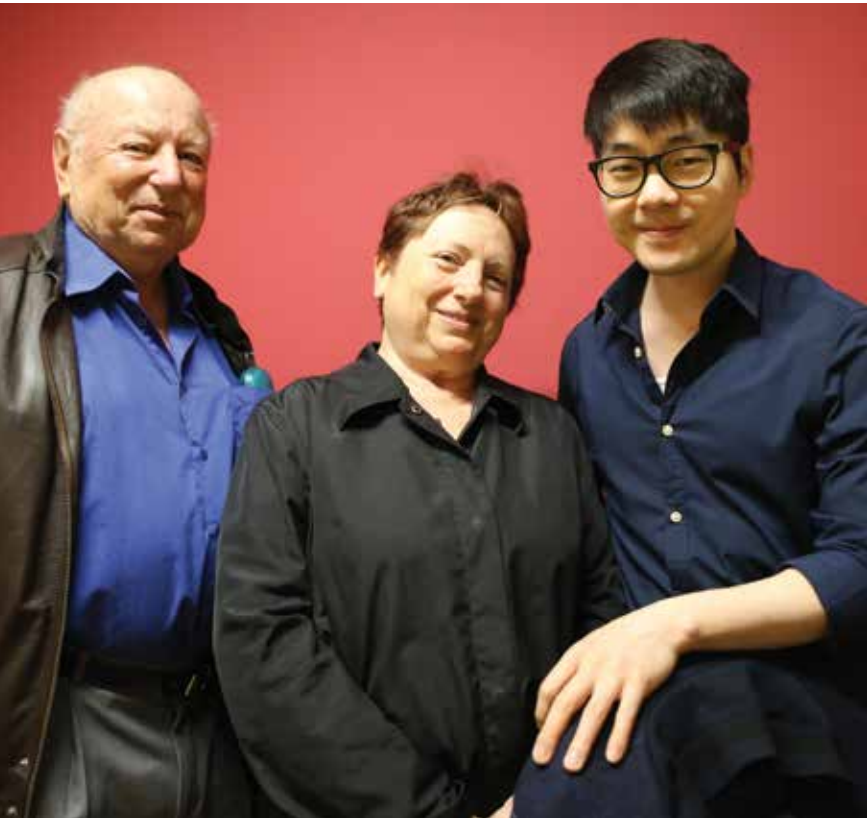
The family credits Sunny Cho, Settlement Facilitator, who would later take on the file, with getting Bozena to Canada and helping her with her mother’s permanent residence application.

Through many appointments Cho helped the family fill out and file paperwork year after year to extend her temporary visitor status until Bozena finally became a permanent resident in December 2016.

“I never thought it would take almost six years,” said Janicek who is very thankful to Sunny for his hard work over the years.

“It was a lot of application to fill out.”

Bozena, who is now 80, and her whole family can rest at ease as she can now has a permanent place to call home.



ALEXANDR STELSOUSKY, JANA JANICEK AND THEIR SETTLEMENT FACILITATOR, SUNGKIL CHO



ImmigrantCentre

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THANK YOU TO OUR FUNDERS AND SUPPORTERS



We would also like to thank all private donors who have supported the Immigrant Centre.