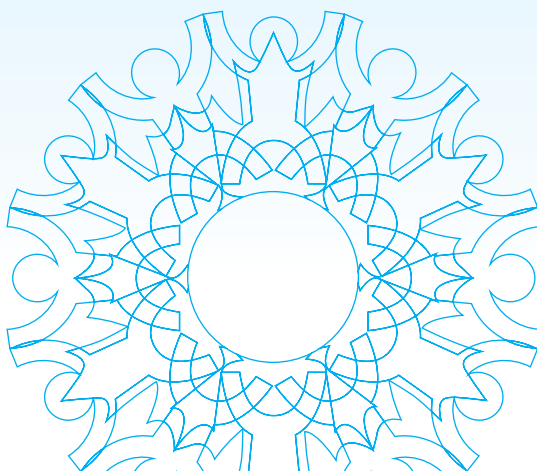
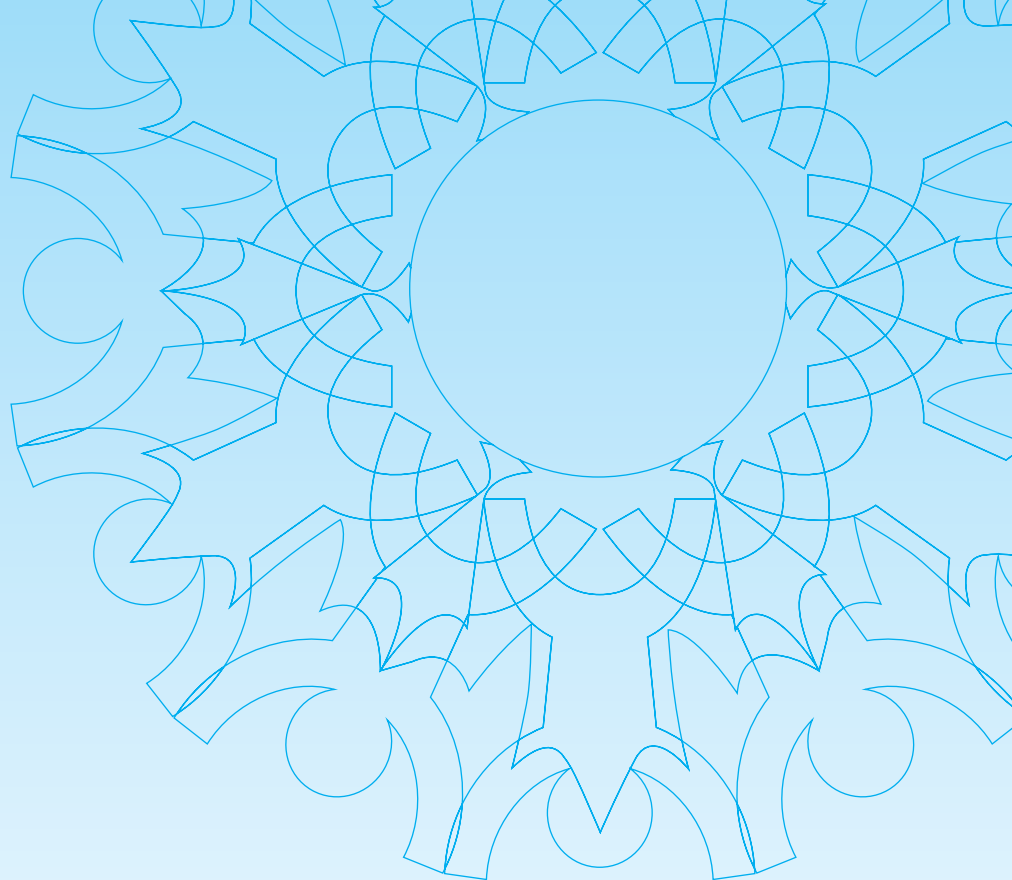




2014-2015 ANNUAL REPORT



ImmigrantCentre

MISSION

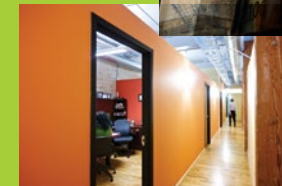
To deliver innovative and effective
Immigrant Settlement Services in Manitoba.

VISION

To be Manitoba's community leader in
providing Immigrant Settlement Services for
newcomers to connect, integrate, and fully
participate in Canadian society.

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WE BELIEVE

WE BELIEVE immigrants and newcomers past, present and future, are valuable contributors to a vibrant and dynamic community and economy.

WE BELIEVE in our staff.

They provided an incredible 18,212 services this year, with over 85% of those clients registering after hearing about the quality of our services from family and friends. Our clients trust our highly experienced and skilled staff as the vast majority of them, including our new Executive Director, Jorge Fernandez, and six of our nine Managers, started out as clients or volunteers at the Immigrant Centre and represent the newcomers we serve.

IMMIGRANT CENTRE STAFF



Our staff of 35, comes from over 10 countries across 5 continents and speaks more than 20 languages. Staff turnover is minimal as employees are empowered by being supported in achieving professional development goals and a clear pathway to leadership positions. From Executive Director to Director of Settlement to Volunteer Manager, all recent vacancies have been filled internally by existing staff or long-term volunteers.

Every staff member is included in the annual strategic planning process and client volunteers are invited to be on Immigrant Centre committees working with staff, management, board and funders. This ensures authentic voices are heard while also offering learning, networking and mentorship opportunities. Every week sees new low-cost, high-impact innovations including the new online anonymous volunteer feedback form that is accessed on our website, thus allowing for continual evaluation of our procedures and services.

Every single person here has a voice and innovation is rewarded with an incredible freedom to try out something new. Our Facebook page now has well over 1000 likes with fans from more than 45 countries. The website had over 30,000 unique users in the last year, 67% of whom were new users, a significant proportion of which were from outside Canada from over 160 countries.

By embracing social innovation we foster partnerships to provide more services to more members of the community. By directing resources from our diverse funders and over 50 partners into specific areas, we can open our doors six days a week, and provide off-site services to every newcomer, whatever their immigration status.

"If you want to be a leader in the community you've got to do things no one else has tried before" JORGE FERNANDEZ



LINDA LALANDE AND BOARD PRESIDENT CEC HANEC

EXECUTIVE DIRECTOR'S MESSAGE

Goodbye to a business leader with a **giant heart**

After 12 years of dedicated service and inspirational leadership as our Executive Director, Linda Lalande has said goodbye to the Immigrant Centre.

At her leaving party in December, staff, funders, the Board of Directors, and members of the community paid tribute to Linda.

But Linda did not call it retirement; instead, she is moving forward in her next journey.

“It is my hope that I will be able to inspire and encourage other people to contribute and to know the joy I’ve had working in the non-profit sector for more than 40 years.”

Cec Hanec, Board President and the evening's emcee, admitted that after getting involved in 2006, she never looked back and still enjoys every visit to Immigrant Centre Manitoba.

"You will feel awesome from the moment you walk through that door. That culture, it makes you want to be there, there is no such thing as 'I don't feel like going today.' "

Linda Brazier Lamoureux, Director, Learning and Innovation at the United Way talked about Linda's can-do attitude and her positive outlook on work and life. That sentiment was echoed in Cec Hanec's speech later on.

"Linda is always saying, 'how can we help? How can we share what we have?'"

LINDA CHATS WITH NEW CANADIANS AS THEY WAIT FOR THEIR CITIZENSHIP CEREMONY TO BEGIN.



Jorge Fernandez, incoming Executive Director and Immigrant Centre employee of more than 22 years said beautiful words about Linda's time here. He presented her with a guest book filled with photos submitted by staff, friends, family, and partners that was signed by everyone who attended.

"Thank you, Linda, thank you so much, for everything you have done."

Humble as always, Linda said thank you to everyone who had contributed time, funding, and inspiration to the Immigrant Centre. In response to the soiree devoted entirely to her, she sent positivity outward.

"I did this because I loved it. And when you love something it's not hard to do."

She tipped her hat to those she worked with over the years, people she called creative and brave individuals who taught her to be humble and appreciative, to believe in herself, and to remember every personal connection has a meaning. She added that laughter is life's greatest creation.

"Most importantly, they offered me the opportunity to make a difference."

She thanked the ongoing commitment of the Immigrant Centre Manitoba's funders and the executives from the other settlement organizations in the province. As usual, her team-first attitude shined through.

**"Each and every day
I'm inspired by the tenacity
of our staff, our volunteers,
and our clients."**

During Cec Hanec's speech, she looked at Linda and said, "I don't think the word average is even in your vocabulary." Linda laughed and shook her head.

Linda's legacy is far more than the building at 100 Adelaide Street, a move she spearheaded, along with the name change from International Centre to Immigrant Centre Manitoba in 2009. It is more than new programs like the Access English Centre and the nutrition program. It is more than a 200% increase in clients, accompanied by a 73% increase in funding in the same period. It is more than her tireless mentoring and requests to present on innovation in Not-For-Profit Management across Canada.

Linda's truly visionary plans for Immigrant Centre have come to fruition and improved the lives of many, from clients to staff to volunteers.

In the end, Linda summed it up best herself.

"We run like a business with a giant heart."

And what a proud legacy that is.

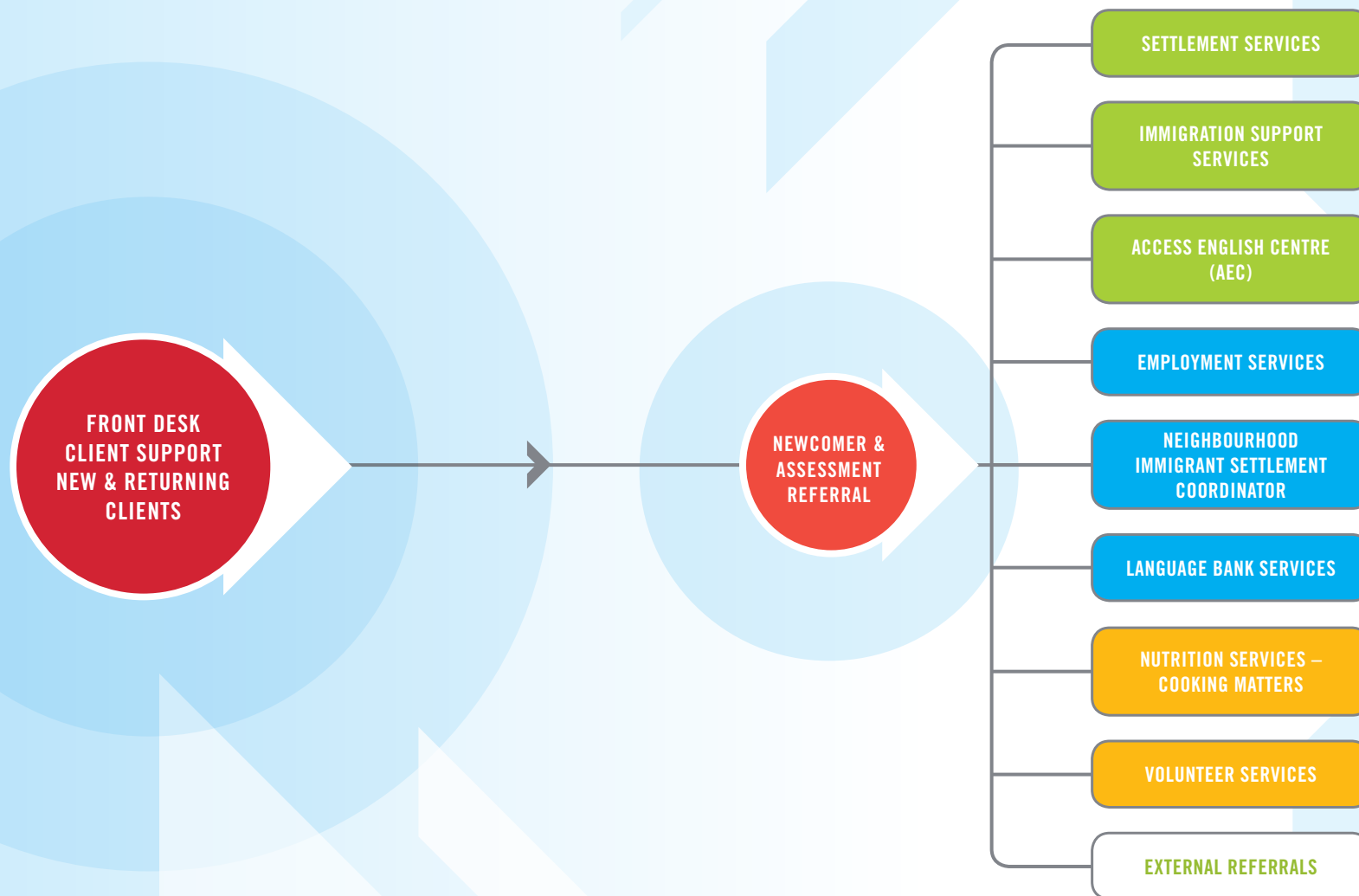




ImmigrantCentre

FLOW CHART: THE CLIENT JOURNEY

From the time a client first arrives at the Immigrant Centre's front desk, they are made to feel right at home. Services are provided in a professional, warm, and welcoming atmosphere. By triaging clients immediately on arrival, their needs are addressed in a consistent, smooth, and timely manner. Intake ensures 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.





ACCESS ENGLISH CENTRE MANAGER, WALTER LUZZI, INTERPRETS SONG PERFORMED BY STACEY NATTRASS AT A CITIZENSHIP CEREMONY



"Thank-you to all the employees of the Immigrant Centre. For without this center I do not know where I would be right now. The Immigrant Centre has helped me too put my life on track and I have been able to come to Canada, bring my children and stay strong and positive during hard times. Gracias para todos!" CLIENT



SETTLEMENT SERVICES

Newcomer Assessment and Referrals Services (NARS) is the first piece of Settlement Services. This provides an initial client assessment to identify their needs, especially for recent newcomers. After assessment clients will then be referred to programs and services – which may be internal or external depending on the clients' needs/requirements. With these referrals, various factors such as: age, language ability, education, background and clients' objectives are taken into consideration. This aims to help clients fully integrate and settle as early as possible.

The second piece of Settlement Services is Information and Orientation. This provides 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 offers 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 provides information on the following Immigration Applications: Citizenship, PR Card Renewal and Sponsorship.

Highlights	2014/2015
Total Clients for NARS:	2832
Total Clients for Information and Orientation:	2722

"With the help of the Immigrant Centre and their staff my family received ongoing support throughout the long journey to becoming Permanent Residents. I don't know what we would have done if this center didn't exist!"

CLIENT SINCE 2005

IMMIGRATION SUPPORT SERVICES

Because of the lack of services in Winnipeg for temporary residents and Canadian Citizens, Immigrant Centre secured diversified funding to allow us to keep our doors open to everyone. The Immigrant Centre provides assistance with Immigration forms for clients applying for their permanent residency and information about family reunification to Canadian Citizens who want to bring family members to Manitoba.

Highlights	2014/2015
Total Clients Served:	1121

"I have no word to express my sincere gratitude to you. Your generosity, dedication and going out of your way to support me is so overwhelming. You are more than a brother to me and my family. All the time, the energy, and words of kindness not forgetting going home very tired, are highly appreciated. I shared my experience with you with my husband and kids and they were very excited. They cannot wait to meet you one day. We wish you all the best in all your undertakings. May you prosper in whatever your hands touch to done. Thanks, Thanks and Thanks!!!!" CLIENT



ACCESS ENGLISH CENTRE (AEC)

The fourth year of the Access English Centre has given our program a solid reputation in the community that showcases the mission, vision, and values we stand for.

By July 2013 we had 40 Conversation Groups or an average of 120 meetings in a month, bringing services to 941 clients.

The program is now the only place where the seasonal Adult EAL Volunteer Workshops take place. Volunteers from all over Manitoba signed up for our workshop/training sessions facilitated by top-notch teachers from University of Manitoba, University of Winnipeg, Winnipeg School Division, and Winnipeg Technical College among others.

Highlights	2014/2015
Average Weekly Conversation Groups:	34
Total New Clients:	1280
Total Volunteer Hours:	2,872

"I see in my class people from all over the world. We get along so well and everything is so friendly... We wonder why the world out there isn't working in the same way."

AEC STUDENT

"Dear team, I just wanted to express my thanks for all you've done for me over the last two years. Providing me with all the support I needed to make my volunteer experience even more rewarding. Most recently the letter of reference for which it helped to find my current job. I have had some amazing experiences facilitating teaching and it wouldn't be possible without you and the AEC team." AEC

VOLUNTEER FACILITATOR

COMMUNICATIONS & OUTREACH

Everyone at the Immigrant Centre is encouraged to share their stories to inspire newcomers and to showcase our work and the needs of newcomers to prospective funders and supporters.

Highlights this year include well over 100 tours of the Centre to groups such as United Way supporters and Leadership Winnipeg participants and external presentations given by our staff. Our programming was promoted across different media including in the Winnipeg Free Press and on the New Canadian Media website. The Winnipeg Chamber of Commerce showcased our innovation in client service at its 6th Spirit of Winnipeg Awards Gala. The Access English Centre was selected as one of three finalists in the Charity Category.

At the Metropolis National Settlement Conference in Vancouver in March 2015, both Jorge Fernandez and Board Vice President Rob Vineberg were on plenary panels in front of over 700 attendees from three levels of government, academia and settlement organizations across the country.

Communications Volunteers committed hundreds of hours to the Immigrant Centre, capturing and supporting the work of the Centre through event photography, story and video creation for the website and providing professional photographs of volunteers and their families as a thank you gift for all their work.

A practicum student from the Red River College Creative Communications program did invaluable work developing our social media presence and building our internal staff capacity for continuing this work. The Immigrant Centre Twitter account is now active, our Facebook Page now has well over 1000 likes with fans from over 45 countries. The website had over 30,000 unique users in the last year, 67% of whom were new users, a significant proportion of which were from outside Canada from over 160 countries. The Pre-Arrival information these international users are able to access will certainly ensure our motto “The Better The Start, The Better The Future!”

EMPLOYMENT SERVICES

Employment Services is divided into four different stages. Stage one consists of an individual assessment with a facilitator to review the client’s work experience, education history and the type of job they wish to find. A short-term action plan is also developed by the facilitator while engaging the client to actively participate during the whole process.

Stage two includes job search assistance which is customized for each client based on their Canadian Language Benchmarks (CLB). Clients with benchmarks of three and below meet with a facilitator one-on-one. Clients with benchmarks above three are enrolled into a group-based workshop. The Job Search Workshop is then broken down into two parts: the first part is delivered in a classroom setting and the second part takes place in the computer lab where clients have the opportunity to learn how to apply for jobs online. By the end of this stage, all clients receive 10 copies of their resume and reference list. All resumes are reviewed and proof-read by another facilitator to ensure that clients receive the best resume.

Stages three and four include information about Canadian workplace culture, interview preparation, how to keep high confidence during the job search and the opportunity to attend job hunting clubs on a weekly basis.

Highlights	2014/2015
New Clients:	960
Clients Employed:	479

“Thank you very much for workshop. It’s help me provide good information about searching a job. I definitely suggest to people who looking for work.” CLIENT

NEIGHBOURHOOD IMMIGRANT SETTLEMENT COORDINATOR

The Coordinator of the Neighbourhood Immigrant Settlement Workers (NISWs) is based at Immigrant Centre and provides mentorship, support, orientation and guidance to NISWs providing settlement support to newcomers in their own neighbourhoods across the city.

In the third year of this program the Coordinator facilitated a neighbourhood program visit in order to assist NISWs in their programming and other tasks. The coordinator trained some NISWs in running the Newcomer Support Circle program, with 29 Newcomer Support Circle sessions conducted for the year. A new program called Share our World (cultural adaptation literacy for families) was developed and implemented. There were 47 presentations about cultural adaptation conducted across Winnipeg.

The Coordinator arranged Professional Development events based on the NISWs' assessed needs and organized and facilitated 12 NISW meetings. The meetings focused on inviting resource persons from partner organizations and creating a venue to discuss and share challenges, trends, solutions and resources.

Highlights	2014/2015
Total Number of Clients Served:	1,415
Total Number of NISW Meetings:	12
Total Number of presentations:	38

"Down the memory lane, I came into Canada around this time last year. I can still remember very vividly all your words of encouragement and skills you imparted on me and my fellow new immigrants." CLIENT

"The benefits of attending Monthly NISW meetings is to learn from each other and supporting as well as we share ideas and providing resources to each other." NISW

LANGUAGE BANK SERVICES

During the fiscal year 2014 – 2015, the Language Bank Services completed a total of 3,842 services encompassing notary public, translation and interpretation requests. A total of 60 different languages were requested with the greatest numbers being for written Chinese, Spanish, Arabic, Russian, Punjabi, Tagalog and Mandarin.

The department ran its annual Interpreting and Legal Interpreting courses. These courses are free and each week students practise interpreting and translating as well as handling different scenarios. In the Legal course, specific vocabulary and regulations are taught and the Department of Prosecutions presents to the students.

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

Highlights	2014/2015
Number of Languages Provided:	60
Completed Translation/Notary Public Services:	2,932
Completed Interpreter Services:	910
Total Services Provided:	3,842



NUTRITION SERVICES – COOKING MATTERS

When people immigrate to Canada, putting food on the table is often not an easy feat. Lower family income, 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. Long-term studies show that the health status of many immigrants is generally good upon arrival. However, the longer they live in Canada, the more likely they are to develop nutrition-related chronic diseases. Nutrition Services at the Immigrant Centre provides immigrants and refugees 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 recipes, understanding nutrition labels, grocery shopping tips, the relationship between diet and illness, feeding children recommendations, and a variety of other important nutrition topics. Eleven other Winnipeg agencies were supported by the Nutrition Services Department this year.

Nutrition Services is funded by Share Our Strength (S.O.S.) and Royal Bank of Canada. Share Our Strength is one of the largest anti-hunger organizations in North America and is supported locally by Winnipeg's Hospitality Industry.

Highlights	2014/2015
New Clients:	615
Hours of Client Service:	2,389
Number of Volunteers:	17

"I learned the importance of a balanced diet in daily living as well as the influence of physical activity on our health. I also learned that I am a role model for my son. You were such a great resource. Your enthusiasm and knowledge were amazing! I will follow your advice to keep my family healthy." CLIENT

VOLUNTEER SERVICES

The goal of Volunteer Services is to connect people with valuable volunteer experiences, which in turn increases the effectiveness and capacity of the Immigrant Centre (IC) to empower newcomers through high-quality and responsive services. IC active volunteer program is able to multiply and stretch resources. Through well-managed volunteers we are increasing the Immigrant Centre's ability to serve more newcomers and build a stronger community and city.

Many of our volunteers are immigrants who want to give back to their community and offer support to other newcomers. Employers are looking to hire people with Canadian work and volunteer experience. Therefore, Volunteer Services supports newcomers and those born in Canada in their journeys to stable employment by providing opportunities to expand their skills and confidence.

Volunteer Services screens applicants and matches volunteers to appropriate positions within the IC including: 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.

Highlights	2014/2015
Average New Volunteers per Month:	22
Average Active Volunteers per Month:	127
Total Volunteer Hours for Fiscal Year:	15,818
Monetary Value of Volunteer Time: <i>(calculated at \$20 per hour)</i>	\$316,360

"I keep saying I'm going to retire but I can just never make that step. We're all newcomers in one way or another and I always felt that it was important to reach out to people who are new in the community. You make a lot of friends in this type of situation," VOLUNTEER



A NEW EXECUTIVE DIRECTOR; A Long-Time Member of the IC Family

A month after Jorge Fernandez graduated from university in Quito, Ecuador, he packed his bags and left a happy home to come to Winnipeg. It was 1985 and he did it for love.

His girlfriend Rosario, now his wife, had recently moved here to study.

He faced challenges. He couldn't speak English. In 1987, while working for a cleaning company, he came to Immigrant Centre (then called the International Centre) to ask for guidance. While he was in the waiting room, he looked around and thought to himself, "I would like to work in this place."

Twenty-seven years later, he is the new Executive Director at Immigrant Centre Manitoba, having taken over from Linda Lalande.

While making a difference working through different levels at Immigrant Centre, he has helped countless immigrants and newcomers put down roots in Winnipeg. He has some powerful stories about people he has helped and the difference a little kindness can make in a person's first few days in a new country.

For example, one day, a young man from England turned up in Jorge's office, almost in tears. He was on a working visa and had been told that working visas do not give you the qualifications to apply to be a Permanent Resident. Wanting to stay, but not knowing where to turn, the man was in trouble.

Jorge immediately came up with a plan. He helped the man apply to become a Permanent Resident and find work while he was waiting. Since then, he has become a Canadian Citizen, started his own business, and got married.

"I helped him find employment and he is successful and happy," says Jorge.

As the Executive Director, he is carrying on where Linda Lalande left off: creating and enhancing programs for immigrants and newcomers.

"Even though I miss working directly with the clients, I know I am still helping them, just in a different way."

Jorge has helped a lot of newcomers during his time at the Immigrant Centre. He has been invited to weddings and named godfather to clients' children.

Immigrant Centre is a unique place. Here it is common for clients to become volunteers and then employees. That full-circle is something of which we're very proud.

"We really believe in growth," said Linda Lalande, former Executive Director. "Jorge was a perfect choice. He cares so much about our clients, we have nowhere to go but up with him."

Though only a few months into his new leadership position, Jorge has already represented Immigrant Centre as an expert in the Settlement sector at the prestigious Metropolis Conference, held this year in Vancouver. There were 700 people registered for this conference including three levels of government, academics and representatives of settlement organizations across the country and from Mexico, Singapore and Australia.

Jorge and IC Board Director Rob Vineberg both did an amazing job as presenters in the main plenary sessions and workshops. Jorge also organized for other IC staff members to take part as moderator and discussant on panels, and as attendees at many sessions on best practices in our sector from across Canada and beyond.

Jorge will continue to play an important role in the national conversation about changes in immigration policy, innovative practices, and gaps in service and we welcome him as our new Executive Director.

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

IMMIGRANT CENTRE MANITOBA INC.

FINANCIAL HIGHLIGHTS

for the Year Ended March 31, 2015

BALANCE SHEET	2015	2014
ASSETS		
Current assets	491,597	386,338
Property and equipment	564,254	639,326
	<u>1,055,851</u>	<u>1,025,664</u>
LIABILITIES AND NET ASSETS		
Liabilities		
Current liabilities	341,491	269,387
Long-term debt	219,879	252,579
Deferred contributions related to property and equipment	344,489	371,955
	<u>905,859</u>	<u>893,921</u>
NET ASSETS		
Property and equipment	(32,778)	(15,985)
Internally restricted	182,770	147,728
	<u>149,992</u>	<u>131,743</u>
	<u>1,055,851</u>	<u>1,025,664</u>
STATEMENT OF REVENUE AND EXPENSES	2015	2014
Operations		
Revenue	2,148,724	2,292,266
Expenses	<u>2,082,870</u>	<u>2,246,691</u>
	65,854	45,575
Other Revenue and Expenses		
Amortization of deferred contributions	72,590	82,374
Amortization of capital assets	<u>(120,195)</u>	<u>(133,519)</u>
Excess (Deficiency) of Revenue over Expenses for the Year	<u>18,249</u>	<u>(5,570)</u>



IC BOARD MEMBER HOLLY TOUPIN, OF RBC, PLAYS WITH THE CANADIAN-BORN DAUGHTER OF TWO NEW CITIZENS AT THE MAY 2014 CITIZENSHIP CEREMONY AT THE MILLENNIUM LIBRARY.



IC DIRECTOR OF FINANCE TONY REDEKOPP, BOARD PRESIDENT CEC HANEC AND BOARD VICE PRESIDENT DAVID ASHCROFT AT THE 2014 AGM.



MEMBERS OF THE BOARD WITH CIC FUNDERS AND LINDA LALANDE AT THE 2014 AGM

BOARD OF DIRECTORS

Executive

Cec Hanec
PRESIDENT

David Ashcroft
VICE-PRESIDENT

Rob Vineberg
VICE-PRESIDENT

Alan Fernandes
TREASURER

James Popel
SECRETARY

Keith Solmundson
PAST-PRESIDENT

Directors

Dr. Namita Bhatnagar

Florence Carey

Milton Corado

Holly Toupin

Diana Wiesenthal

Leslie Wilder

SUCCESS STORY

Sunny Cho: from Client and Volunteer to Happy Full-Time Staffer

When Sunny came to Winnipeg in 2004, he started high school without knowing very much English. Since then he's come a long way. In 2013, while studying politics at university, he started volunteering at the Immigrant Centre, giving two hours a week to help clients understand English.

He volunteered because he was learning about the importance of immigration in his university classes and he wanted to gain real life experience in the field. He also signed up as a client of the Settlement Department and they have helped him every step of the way in his journey from International Student to Temporary Foreign Worker and now in his application for Permanent Residence through the Provincial Nominee Program.

By the following year, he had started volunteering several hours most days in the Settlement Department. He said his interactions with clients gave him a sense of accomplishment. "I love helping the newcomers because I know how hard it can be," he says.

In April 2015, Sunny's generous volunteer time commitment became a full-time job. He is now a full-time Immigrant Settlement Facilitator with his own office. When we asked him to tell us his story for this report, he barely had time to squeeze us in between all his client meetings.

Sunny excels in his work because he is a problem-solver. He says it's especially rewarding when he can help a client who feels very lost. Immigrant Settlement Facilitators like Sunny help newcomers connect with the programs, services, and information they need to get acquainted with Canadian life.

Now settled into another new beginning, Sunny lives by the advice he gives his clients: "get involved in the community, try to enjoy all your challenges, and experience everything you can."



SUNNY CHO (FAR RIGHT) WITH MEMBERS OF THE IMMIGRANT CENTRE TEAM



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