



ImmigrantCentre

2017-2018 ANNUAL REPORT



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.

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EXECUTIVE AND ADMINISTRATIVE TEAM



PRE-ARRIVAL CENTRE TEAM

Robert Vineberg **BOARD PRESIDENT**

On behalf of the Board of Directors, I am pleased to present the 2017-18 Annual Report of the Immigrant Centre Manitoba. This past year, some 20,000 newcomers to Winnipeg made use of the many services offered by the dedicated staff and volunteers of the Immigrant Centre. Thanks to their efforts, these services, which are all described in this report, have paved the way for immigrants and refugees in Winnipeg to establish themselves in their new home. Our CEO, Jorge Fernandez, in his report, describes the important achievements of the Centre this past year, including the development of new employment services geared to Syrian refugees and the continued growth of our pre-arrival counselling program so immigrants can connect with settlement services even before coming to Canada.

The work of the Immigrant Centre and other newcomer serving organizations is critical to the prosperity of all Winnipeggers and all Manitobans. The 2016 Census data, much of which has been released this past year tells of the impact of immigration: the population of Manitoba reached 1.28 M and the Winnipeg Census Metropolitan Area reached 778,500, an increase of 48,500 since 2011

that is entirely due to immigration. From 2012/13 to 2016/17, the natural increase (births less deaths) was 14,600 but 21,600 Winnipeggers moved to other provinces, so there was a net loss of 7,000 people. However, net immigration of over 55,000 has resulted in the 6.6% increase in Winnipeg's population over the past five years. Without immigration, Winnipeg would be a city in decline and that would harm the quality of life of every one of us. Immigration benefits us all and those benefits are increased exponentially by successful immigrants. That is why the work of the staff and volunteers of the Immigrant Centre touches not only the lives of newcomers but the lives of us all.

Our funders and donors are essential to our work. I would like to offer our thanks to the Government of Canada, the Government of Manitoba, the City of Winnipeg, the United Way of Winnipeg and all our supporters, both public and private. I would also like to thank my predecessor as Chair, Leslie Wilder, and all the members of the Board of Directors for their work on behalf of the Immigrant Centre which, for us all, is a labour of love.



MEMBERS OF THE BOARD AT THE 2018 AGM

BOARD OF DIRECTORS

Executive

Robert Vineberg
PRESIDENT

Holly Toupin
VICE-PRESIDENT

Diana Wiesenthal
CHAIR-ELECT

Dan Torbiak
TREASURER

Florence Carey
SECRETARY

Leslie Wilder
PAST-PRESIDENT

Directors

Dr. Namita Bhatnagar

Wilfred C. Brock

Milton Corado

Sabena Singh

Dr. Lori Wilkinson



CHIEF EXECUTIVE OFFICER'S MESSAGE

Jorge Fernandez

This is an historic and significant anniversary for the Immigrant Centre. This year, we are celebrating the Immigrant Centre's 70 years of serving newcomers.

From 1948 until now, the Immigrant Centre has continued to deliver quality, innovative immigration and settlement services for newcomers, in addition to helping ensure their success through personalized settlement plans and community partnerships.

Our achievements could not be reached without the contributions and dedication of many people, including our board members, staff, volunteers, community partners, and the support of our funders.

It has been another amazing year at the Immigrant Centre, one full of successes and challenges.

I would like to highlight some of the achievements that were made possible through the hard work and dedication of our staff and volunteers:

- During the past fiscal year, we provided services to 19,000 clients.
- Our Pre-Arrival program had a successful year, and as a result, was extended for an additional 6 months.
- Our Employment pilot project for the Syrian refugees continues to be in high demand and Immigrant Centre's Employment team has gone above and beyond their targets. As a result, the program is extended for another year.
- Thanks to the support of Winnipeg Foundation, we were able to secure funding to continue providing services to ineligible clients, including temporary foreign workers and international students.
- This past fiscal year, we received the Mayor's Volunteer Service Award. This prestigious award was presented to Immigrant Centre volunteers in recognition of their time, talent, and energy aimed at improving the well-being of their fellow citizens.

I would like to personally thank the staff, board and volunteers for their expertise, professionalism and their team spirit, which has and will continue to enable the Immigrant Centre to be a visionary in settlement of newcomers. A very special thank you to Rob Vineberg, Board Chair, for his energy, dedication and ongoing support and guidance!

Finally, a special thanks to our funders who continue to support the work that we do. Due to their generosity, the Immigrant Centre can continue to deliver services vital to settlement and integration of newcomers in Manitoba.

OUR TEAM

EXECUTIVE & ADMINISTRATIVE TEAM

- Jorge Fernandez
EXECUTIVE DIRECTOR
- Anthony Redekopp
DIRECTOR OF FINANCE
- Sandra Albanez
DIRECTOR OF SETTLEMENT SERVICES
- Mike Ficzero
MANAGER, IT
- Farima Afaq
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
- Dorin Adenekan
Roselyn Advincula
NEIGHBOURHOOD IMMIGRANT
SETTLEMENT WORKER COORDINATOR
- Valerie Broeska
MANAGER, NUTRITION SERVICES
- Walter Luzzi
MANAGER, ACCESS ENGLISH CENTRE

TEAM MEMBERS

- Adam Abbas
- Adelola Abioye
- Olufemi Adedeji
- Michaellet Adhana
- Manami Alexander
- Houda Alkwatli
- Alison Ashcroft
- Yachar Barakat
- Lola Blazevic-Settle
- Valeria Castellanos
- Sunny Cho
- Arija Duke
- Marietta Franco
- Naemi Giesbrecht-Thole
- Soudabeh Golpaygani
- Hidro Hagos
- Briana Henry
- Sandra Hernandez
- Diane Ingabire
- Esther Jativa-Alarcon
- Hammoud Jumaa
- Araia Kidane Redae
- Margaret Ko
- Aireen Miaral
- Amal Mohamed
- Mirwais Nasiri
- Claudia Orellana
- Harouna Samura
- Nestor Santos
- Jappreet Sekhon
- Vance Taylor
- Amy Wang
- Shanshan Wang
- Louis Woo
- Ana Xavier
- Reem Younes
- Farwa Zaidi

ON MAY 4 2018

STAFF VOLUNTEERS, TASTE OF THE NATION





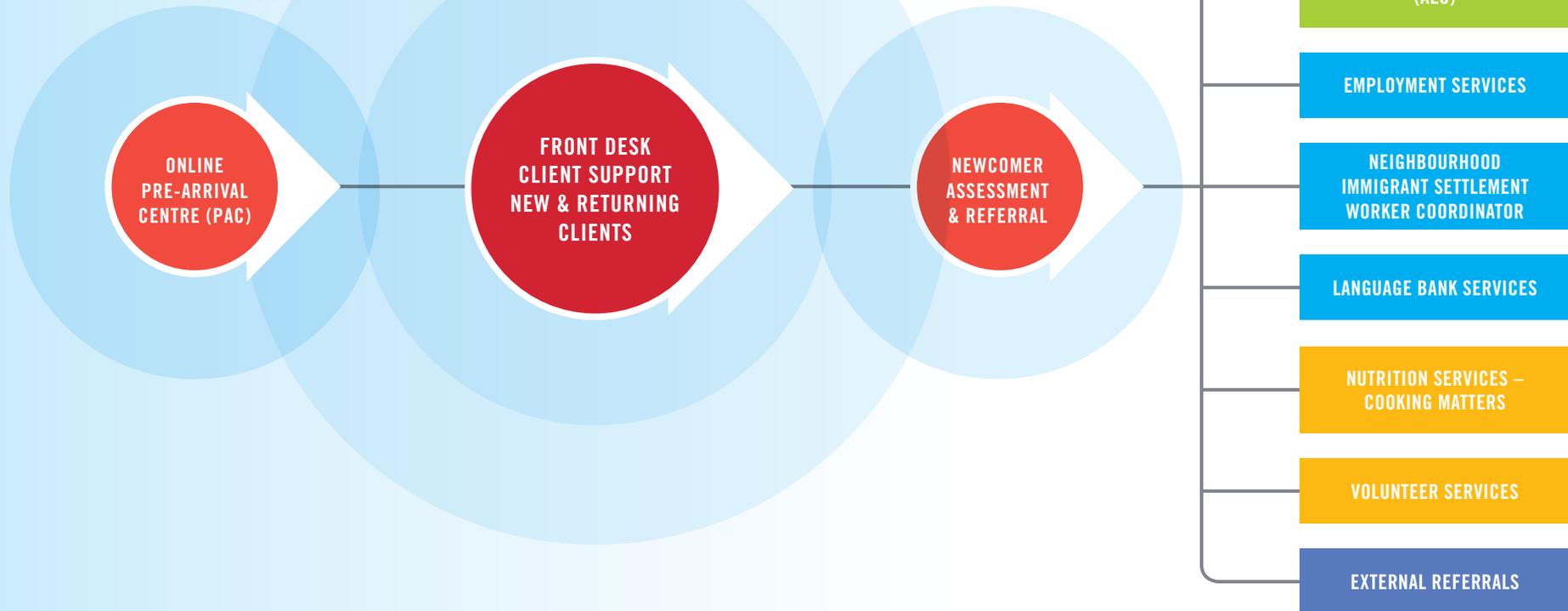
The Immigrant Centre is a happy family. A happy family is one where love, respect and concern for one another is engendered. Olufemi Adedeji, REDI Employment Facilitator

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) has been providing multilingual pre-arrival information and support for newcomers destined for Canada for two years. 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 2017-2018 fiscal year was developing and improving 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. Facilitators meet virtually with their clients to perform a needs assessment and develop a tailored settlement plan, while also providing them with Manitoba-specific employment and settlement information until they arrive in Canada. Clients receive realistic expectations, information to help prepare them for their move, and the knowledge and tools they need to succeed in Manitoba. PAC has collaborated 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	2017/2018
Total number of new clients:	776

I hope you're doing well and thanks a lot for the presentation! This is a crucial topic and I enjoyed all the information you provided regarding how to do banking in Canada. I am looking forward to your next webinar to learn more...

RCH1D

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 each client's needs.

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 are inclusive of but not limited to 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+, Rent Assist and immigration forms.

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 take pride in our own diversity which allow us to provide 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. We continue to increase our partnerships to ensure clients' needs are accurately met in a timely manner through referrals.

Highlights	2017/2018
Total clients for NARS:	3,908
Total clients for Information and Orientation appointments:	3,200



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 all. 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	2017/2018
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 TEAM

During its eighth year, the Access English Centre has seen a higher-than-ever number of students who reached their goals of improving their language in our classes, as well as volunteer facilitators who became full-time workers in either our Centre or other organizations. The AEC mission, vision, and values are the motives for which facilitators and students continue with us. The program’s structure and methods have built a respectful position in Manitoba EAL sector. We are the only organization in the province that offers full training to volunteers who facilitate adult EAL classes. The Adult EAL Volunteer Workshops, facilitated by University teachers, are offered to volunteers three times a year.

Highlights	2017/2018
Average Weekly Conversation Groups:	26
Total New Clients:	1324
Average Number of Students per Class	16

“I am happy that I can practise my English here because of my status I can't take classes in regular schools. The AEC is my only opportunity, I learn I have fun and I make many friends.”

AEC STUDENT

EMPLOYMENT SERVICES

Our dedicated team assists newcomers to find entry-level employment in Winnipeg and rural Manitoba. We use plain language principles to support our clients with limited English. Our multi-lingual team speaks 16 languages including Arabic, Tigrinya and Somali, the 3 of the most-spoken languages of refugees living in Winnipeg.

Approach and Clientele

Our 1-on-1 appointments and series of three half-day workshops with small class sizes are geared towards giving individualized attention to job seekers with low to intermediate English skills. Most employment clients are Permanent Residents within 3 years of arriving in Canada but due to our diversified funding we are also able to assist work permit holders (including refugee claimants) and nationalized citizens.

Services for Employers/Job Fair

Employers are also supported to hire, train, and retain newcomer employees through weekly employer events, resources, translation and interpretation services. In 2017-2018, we held 59 Employer Events, leading to many of our clients receiving an offer of employment.

Highlights	2017/2018
New clients:	1,204
Clients complete services:	1,023
Ongoing clients:	181
One-to-one appointments:	2,706
Employer events and info session attendance:	747
Workshop attendees:	1,115
Clients employed:	741
Computer training attendees:	709

“I definitely recommend Immigrant Centre’s Employment Services to others because it is WORTH it. The purpose is something that is very inspiring. My job facilitator Vance is hardworking man who is there to help and make you feel comfortable. I am glad I chose Immigrant Centre’s Employment Services to help with my career. Thank you so much. You are doing great job.”

EMPLOYMENT SERVICES CLIENT



EMPLOYMENT TEAM



EMPLOYMENT EVENT



SUCCESSFULLY EMPLOYED CLIENT

Neighbourhood Immigrant Settlement Workers (NISWs) provides settlement support to Newcomers throughout neighbourhoods across the City of Winnipeg and Manitoba. The NISW Coordinator is housed with the Immigrant Centre and provides mentorship, support, orientation and guidance to all NISWs.

In this tenth year of the program, the Coordinator trained and cofacilitated NISWs to run Newcomer Support Circles and Share our World program. The Coordinator assist the NISWs with program planning, program evaluation and strategies for outreach. The Coordinator also mentors and trains 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 success, challenges, trends and resources.

The Coordinator also provided various orientations for NISWs, met with various service providers and helped with exploring best practices for supporting newly arrived Yazidi families, Syrian families, and recommendations for culturally appropriate supports for Newcomer children in schools and their families.

Highlights	2017/2018
Number of presentations:	47
Number NISW meetings:	12
Number of contacts with service providers:	102

“I have worked in the non-profit sector over the years and as a new NISW in Manitoba, through the NISW monthly meetings, I meet with other NISWs supporting other neighbourhoods. I must say that I admire the joyful personalities of the NISW team, which is very vital in nature of work we do in supporting newcomers with their settlement needs and in ensuring positive integration into the Canadian Society.”

ANNA MORGANTE, NISW

This year Language Bank Services completed a total of 4,659 services including Notary Public, translation and interpretation requests. Seventy different languages were requested, with the greatest demand for languages including Arabic, Amharic, Mandarin, Cantonese, German, Hebrew, Hindi, French, Farsi (Persian), Korean, Mandarin, Oromo, Polish, Portuguese, Punjabi, Russian, Spanish, Somali, Ukrainian, Punjabi, Swahili, Tigrigna and Vietnamese.

As always much thanks to 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	2017/2018
Number of languages provided:	70
Number of volunteers interpreter/translators:	230
Completed number of documents:	5,613
Completed translation/notary public services:	3,351
Completed interpreter services:	1,308
Total services provided:	4,659



ROSA MARIA MENJIVAR AND LANGUAGE BANK TEAM

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 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. Preventing these health issues is our ultimate goal.

Nutrition Services at the Immigrant Centre aims to empower immigrants and refugees with the knowledge to make healthier choices for themselves and their families. This is done by providing a variety of on-site and outreach programs aimed at 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 generously 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	2017/2018
New clients:	335
Hours of client service:	1517
Number of volunteers:	19
Other agencies supported by Nutrition Services:	9

“In my country, I didn’t have to know how to read labels. The grocery store tour helped me learn a lot of useful information on how to shop for healthy food.”

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	2017/2018
Average new volunteers per month:	11
Average active volunteers per month:	112
Average volunteer hours per month:	853
Total volunteer hours for fiscal year:	10,234
Monetary value of volunteer time: <i>(calculated at \$20 per hour)</i>	\$204,675

CELEBRATING OUR VOLUNTEERS

Volunteers of the Month

APRIL 2017

Nestor Santos
ONE-TO-ONE ENGLISH TUTOR

MAY 2017

Allen Smith
DRIVER'S EDUCATION
& CONVERSATION GROUP FACILITATOR

"I like to meet new people and be of value to others. Volunteering is the least I can do."

JUNE 2017

Ananh Khou
CONVERSATION GROUP FACILITATOR

JULY 2017

Valeria Castellanos-Hurtado
ENGLISH TUTOR
& CONVERSATION CLASS FACILITATOR

"Working with newcomers is a passion; it gives me purpose" she says. "When I first came to Canada, it was hard getting used to a new culture and language. Because I felt welcomed and supported from the start, now I want to give back."

AUGUST 2017

Xilan Ding
COOKING & NUTRITION CLASS
ASSISTANT

SEPTEMBER 2017

Duong Doan
COMPUTER TRAINING FACILITATOR

OCTOBER 2017

Amy Wang
TRANSLATOR

NOVEMBER 2017

Arija Duke
LANGUAGE SERVICES DEPARTMENT

DECEMBER 2017

Shreya Jhunjhunwala
VIDEOGRAPHER

JANUARY 2018

Emma Menyer
TUTOR
& COMPUTER TRAINING FACILITATOR

FEBRUARY 2018

Rodrigo Raval
WEBSITE DESIGNER

MARCH 2018

John Matas
CONVERSATION GROUP FACILITATOR

"Teaching here helps me think about all the things we take for granted in Canada, like clean air and friendly people, which are things people in my classes talk about the most in terms of what they like about Canada. I enjoy meeting people from different cultures who are motivated to learn."



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, 2018

STATEMENT OF FINANCIAL POSITION	2018	2017
ASSETS		
Current assets	629,020	624,636
Capital assets	308,629	403,219
	<u>937,649</u>	<u>1,027,855</u>
LIABILITIES AND NET ASSETS		
Liabilities		
Current liabilities	357,394	382,781
Long-term debt	113,341	149,864
Deferred contributions related to capital assets	190,248	250,937
	<u>660,983</u>	<u>783,582</u>
Net Assets		
Investment in capital assets	(31,973)	(33,334)
Internally restricted net assets	308,639	277,607
	<u>276,666</u>	<u>244,273</u>
	<u>937,649</u>	<u>1,027,855</u>
STATEMENT OF REVENUE AND EXPENDITURES	2018	2017
Operations		
Revenue	2,845,159	2,579,020
Expenses	2,781,268	2,506,381
	63,891	72,639
Other income (expenses)		
Amortization of deferred contributions	72,964	70,288
Interest and miscellaneous	3,021	2,877
Loss on disposal of capital assets	(129)	0
Amortization of capital assets	(107,354)	(104,679)
Excess of revenue over expenses	<u>32,393</u>	<u>41,125</u>

Nestor Santos

'Definitely worth the time': VOLUNTEER MAKING EVERY HOUR COUNT

"When I came to Canada, the Immigrant Centre was known as International Centre, 28 years ago. My family and I still remember the people that assisted us and will forever be thankful for their generosity and care," Nestor Santos says.

Nestor became a volunteer 2 years ago at the Immigrant Centre and developed an admiration for the great work of the staff.

"I wanted to be part of an organization that focused on improving the lives of newcomers and had given my family and me a sense of hope many years ago," Nestor says.

Nestor started volunteering a few hours every week at the centre last July helping a newcomer from Spain to learn English. A bond between the two quickly formed. Nestor remembers going through a similar struggle as his client. He came to Canada from El Salvador when he was just eight-

years-old. "It was up and downs. In a way I recalled how my parents went through it and I just wanted him to know that it does get better," Santos says.

Nestor helps his client with homework and keeps in touch with him over email when the two aren't together. "It helps when you come here to have that sort of connection with someone that you can ask how to order food or something because it's hard," Nestor says.

Nestor says the experience has been rewarding. "You gain a friendship out of it. It is definitely worth the time."

Nestor is currently working as an Employment Facilitator at the Immigrant Centre, as he sates: "I have done a full circle in my journey here at the Immigrant Centre. Beginning as a client, becoming a volunteer and now working here. The Immigrant Centre has become an extension of my family and my story is one that I share with pride."



NESTOR SANTOS, VOLUNTEER AT THE IMMIGRANT CENTRE



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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.