



ImmigrantCentre

2018-2019 ANNUAL REPORT

MISSION

Helping newcomers succeed through personalized settlement plans and community partnerships.

VISION

Changing lives for the better, one newcomer at a time.

TABLE OF CONTENTS

1	OUR BOARD OF DIRECTORS	9	LANGUAGE BANK SERVICES
2	CHIEF EXECUTIVE OFFICER'S MESSAGE	10	NUTRITION SERVICES – COOKING MATTERS
3	OUR TEAM	10	VOLUNTEER SERVICES
5	FLOWCHART: THE CLIENT JOURNEY	11	CELEBRATING OUR VOLUNTEERS
6	PRE-ARRIVAL CENTRE (PAC)	12	FINANCIAL HIGHLIGHTS
6	SETTLEMENT SERVICES	13	SUCCESS STORY
7	IMMIGRATION SUPPORT SERVICES		
7	ACCESS ENGLISH CENTRE (AEC)		
8	EMPLOYMENT SERVICES		
9	NEIGHBOURHOOD IMMIGRANT SETTLEMENT WORKER COORDINATOR		



EXECUTIVE AND ADMINISTRATIVE TEAM



FRONT DESK CLIENT SUPPORT

Robert Vineberg **BOARD CHAIR**

It has been my privilege to be Chair of the Board of Directors of the Immigrant Centre for the past two years. During this time, the Immigrant Centre has increased the range of services it offers to newcomers and has grown accordingly. From the perspective of the responsibilities of the Board of Directors, I am especially pleased at the continued improvements in the governance of the Centre. We have developed and implemented a new five year strategic plan and have introduced improved financial, performance management and human resource management systems. Recent appointments to the Board of Directors have strengthened the board's capacity to carry on the process of continual improvement.

On the operational side, in almost all areas, we have experienced growth which we expect to continue into the coming year. While we were disappointed by Immigration, Refugees and Citizenship Canada's decision not to extend the contract for our Pre-Arrival Centre (PAC), we were assured that this was as a

result of a national decision to reduce the overall number of PACs and that the performance of our PAC was exemplary. We look forward to working with both the Federal and Provincial governments to continue to develop innovative programming for newcomers.

I will have completed my term as Chair of the Board of Directors, following our Annual General Meeting in June, but I am pleased that our Vice-Chair, Diana Wiesenthal is slated to assume the role of Chair. Given her background as a former executive of a multi-national corporation, leading organizational development & human resource functions, along with her many years of experience on the Immigrant Centre Board, I know we will be in good hands for the coming years.

I would like to thank my colleagues on the board and management, staff and our volunteers for the support they have offered me during my term as Chair of the Board of Directors.



MEMBERS OF THE BOARD AT THE 2018 AGM

BOARD OF DIRECTORS

Executive

Robert Vineberg
CHAIR

Leslie Wilder
PAST-CHAIR

Diana Wiesenthal
CHAIR-ELECT

Holly Toupin
VICE-CHAIR

Dan Torbiak
TREASURER

Directors

Kim Stephens
Milton Corado

Sabena Singh
Wilfred C. Brock

Dr. Lori Wilkinson
Allan Wise



ImmigrantCentre



CHIEF EXECUTIVE OFFICER'S MESSAGE

Jorge Fernandez

I am pleased to submit my annual report for 2018-2019, as we continue working and improving our programs with a focus of meeting our clients' specific needs through ongoing program development and partnership building.

2018-2019 was an exciting year for the Immigrant Centre; during the past fiscal year we were able to provide services to 21,361 clients.

In the last year, because of our generous and diversified funding, we were able to keep our doors open to every client who needed help regardless of their immigration status. I want to thank all the staff for their commitment, energy, and their dedicated support. Our great staff continue to assist clients to live successfully in our community. As an organization, everything we do is and should be driven by the needs, goals and aspirations of our clients.

There have been several exciting successes over the past year, starting with welcoming a new funder for our Nutrition Services; we welcome Westoba Credit Union to the Immigrant Centre family. In addition, the Immigrant Centre was nominated to the RBC Canadian Immigrant Settlement Agency award, and I was nominated to the RBC Top 25 Canadian Immigrant Awards.

One of the challenges of last year was that we closed our Pre-Arrival Program. Regretfully, we were not selected to receive funding to continue working in this successful program. I want to thank the staff of the Pre-Arrival Centre program: they are appreciated and truly valued for their hard work and commitment during the past 3 years.

I would like to take this opportunity to thank everyone who has supported the Immigrant Centre over this past year - clients, funders, volunteers, community partners, Immigrant Centre Board of Directors, and my colleagues.

OUR TEAM

EXECUTIVE & ADMINISTRATIVE TEAM

Jorge Fernandez
CHIEF EXECUTIVE OFFICER

Anthony Redekopp
CHIEF FINANCIAL OFFICER

Sandra Albanez
DIRECTOR OF SETTLEMENT SERVICES

Mike Ficzero
MANAGER, IT

Valeria Castellanos
EXECUTIVE ASSISTANT

Lori Quiring
ACCOUNTANT ASSISTANT

MANAGEMENT TEAM

Amie Membreno
MANAGER, EMPLOYMENT SERVICES

Ann Mohammed
MANAGER, VOLUNTEER SERVICES

Briana Henry
MANAGER, NUTRITION SERVICES

Julio Lopez
MANAGER, RURAL SETTLEMENT SERVICES

Rosa Maria Menjivar
MANAGER, LANGUAGE BANK SERVICES

Roselyn Advincula
NEIGHBOURHOOD IMMIGRANT SETTLEMENT
WORKER COORDINATOR

Walter Luzzi
MANAGER, ACCESS ENGLISH CENTRE

TEAM MEMBERS

Adelola Abioye

Weyni Abraha

Olufemi Adedeji

Michaellet Adhana

Samuel Aguko

Manami Alexander

Carlos Al-Matni

Yachar Barakat

Lola Blazevec

Arija Duke

Marietta Franco

Soudabeh Golpaygani

Hidru Hagos

Diane Ingabire

Araia Kidane Redae

Margaret Ko

Aireen Miaral

Sebastian Migwi

Mirwais Nasiri

Claudia Orellana

Harouna Samura

Nestor Santos

Jappreet Sekhon

Vance Taylor

Amy Wang

Shanshan Wang

Louis Woo

Reem Younes

Farwa Zaidi

Ali Zeid

IMMIGRANT CENTRE STAFF AT THE 2018 WELLNESS DAY

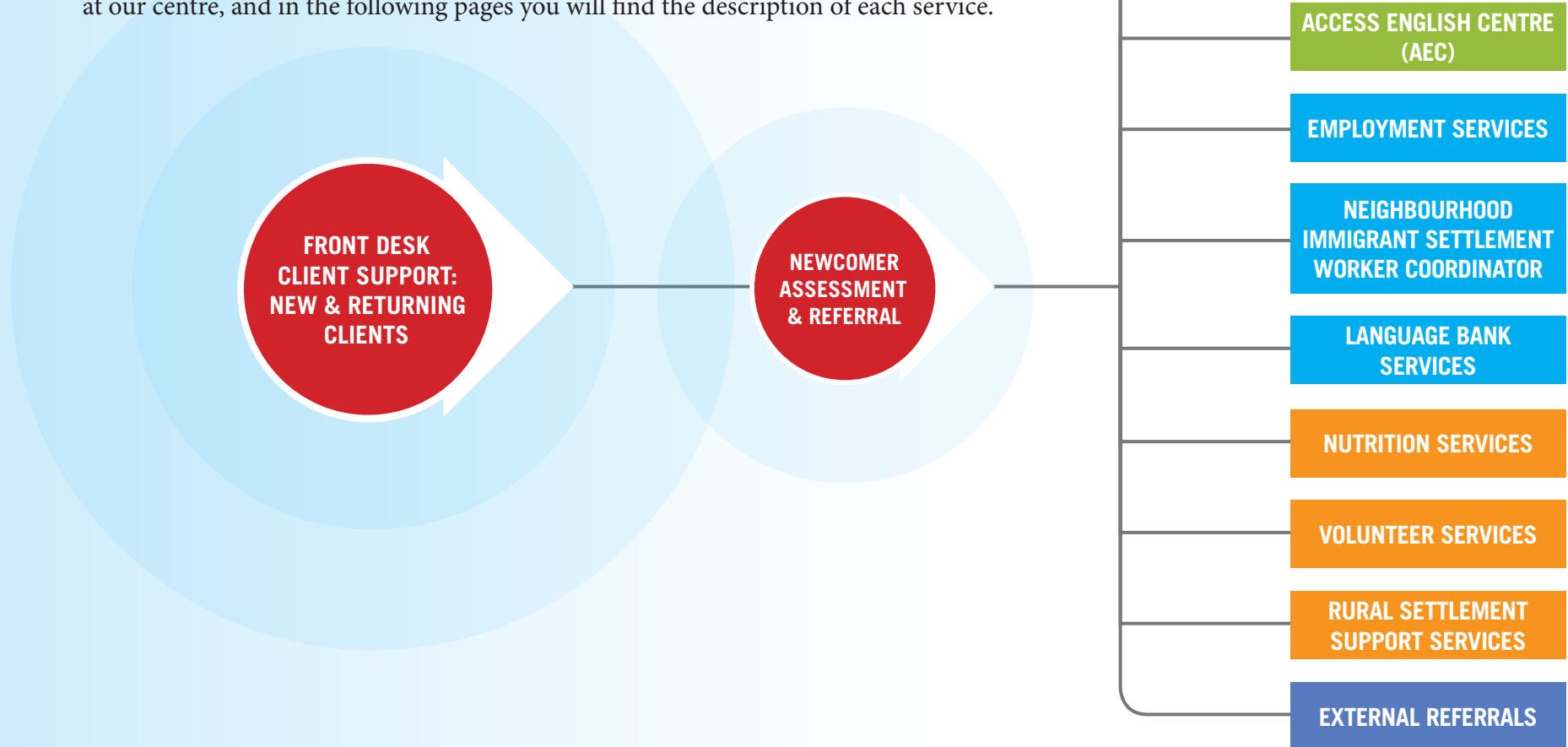




"When you meet people who can help you make your journey better, I think that's what you need."
Jappreet Sekhon, Language Bank Client Support and former Immigrant Centre client

FLOW CHART: The Client Journey

Immigrant Centre believes in helping newcomers achieve their potential. Our services start at our Front Desk, where clients can be triaged immediately to assess their needs in a consistent, smooth, and timely manner. In-person intake interviews start the client's journey through our roadmap of services, all of which are tailored to assist and guide newcomers in their settlement process. Below you can see the journey that clients follow at our centre, and in the following pages you will find the description of each service.



PRE-ARRIVAL CENTRE (PAC)

For three years, the Pre-Arrival Centre (PAC) provided a comprehensive, multilingual pre-arrival service for newcomers destined to immigrate to Canada as permanent residents.

In 2018, the Pre-Arrival Centre served over one thousand clients from more than 40 countries, including Nigeria, the Philippines, Algeria, Morocco, India, China, and Brazil. Each family received a personalized settlement plan tailored to their specific needs regarding settlement, employment, education, and integration to the community. Additionally, the PAC team provided one-on-one support through telephone and online communication, in more than six languages.

The PAC team presented over 150 webinars during 2018, on various topics including employment, finances, and settlement. In addition to webinars developed in-house, the team benefited from partnerships with service providers and organizations in Winnipeg, who presented on topics of importance to newcomers. Past presenters included the Credit Counselling Society, Canada Revenue Agency, the Winnipeg Public Library, and SAFE Work Manitoba.

Now that the program has ended, the PAC team is thankful for the support of clients, partners within and outside the newcomer sector, and the rest of the staff at the Immigrant Centre.

Highlights

2018/2019

Number of new clients	1,134
-----------------------	-------

PRE-ARRIVAL CENTRE (PAC) TEAM



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 wide-ranging 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 class sponsorship.

In the settlement department we have 12 team members who speak 18 different languages. We take pride in our own diversity which allows 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

2018/2019

Total clients for NARS	2,183
Total clients for Information and Orientation appointments	3,010

"It has been a wonderful experience to be guide and assisted at the Immigrant Centre during my entire Immigration Journey in Canada, from study permit, work permit, permanent residence to my Citizenship, your professionalism is very much appreciated. Thank you!!" – Settlement Services client

IMMIGRATION SUPPORT SERVICES



SETTLEMENT SERVICES TEAM

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 in charge of working with non-permanent residents provides them with 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

2018/2019

Total Information and Orientation clients	1,015
---	-------

"Thank you so much for all your support and assistance during my spousal sponsorship your guidance and expertise answering all my questions made the difference!! My husband finally arrived and we are very happy to be together. We appreciate your service and time helping us during the process of our application".
– Immigrant Centre client

ACCESS ENGLISH CENTRE (AEC)



ACCESS ENGLISH CENTRE TEAM

The Access English Centre continued to provide English conversation groups for its ninth consecutive year, helping students reach their goals of improving their English proficiency. Once again, the number of students registered in our English conversation groups increased steadily. Thanks to our diversified funding, we welcome newcomers of various immigration status in our program.

Our program and lesson plans, developed by accredited CTESL professionals, are recognized in the EAL sector in Manitoba. The Access English Centre is 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 of Manitoba and University of Winnipeg professors, as well as experts in the EAL sector, are offered to volunteers three times a year.

Highlights

2018/2019

Average weekly English conversation groups	26
Total clients enrolled in conversation groups	1,456
Average number of students per conversation group	18

EMPLOYMENT SERVICES

Immigrant Centre Manitoba's history of offering employment services to newcomers dates back to 1951 (then known as the Citizenship Council of Manitoba). Over the years, Immigrant Centre's Employment Services have continued to adapt to the needs of newcomers and the labour market. Our success can be seen in the increase in the number of clients we serve and the steady increase of clients finding employment or connecting with employment skills training.

Approach and Clientele

Our dedicated team assists newcomers to find entry-level employment in Winnipeg and rural Manitoba. Our multi-lingual team speaks 18 languages, which enables us to provide employment services to newcomers with limited English skills and support both newcomer and employer after the client has been hired.

Through our four employment projects and diversified funding we are able to assist permanent residents, work permit holders (including refugee claimants) and naturalized citizens who still need additional supports. We provide our clients with 1-on-1 appointments, and our 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. Employment skills training workshops in Food Handler, First Aid, WHMIS, Customer Service and Commercial Cleaning and referrals to training options outside of Immigrant Centre equip our clients with the skills they need to compete in today's labour market.

Services for Employers/Employer Events

Employers are also supported to hire, train, and retain newcomer employees through weekly employer events, resources, translation and interpretation services. In 2018-2019, we held 105 Employer Events which led to many of our clients receiving offers of employment.



COMMERCIAL CLEANING WORKSHOP



EMPLOYMENT TEAM



IC STAR SERVICE PARTICIPANTS

Centralized Intake for REDI Programs at Immigrant Centre

In addition to our regular services, Immigrant Centre served as the Centralized Intake for REDI Programs at 5 service provider organizations in Winnipeg. REDI Program Information Sessions were provided to potential candidates, settlement organization staff, and refugee sponsors. Applicants were screened and interviewed by the service providers for enrollment into occupation specific training programs. Applicants not accepted into REDI Programs received ICM employment services or were referred to other employment services.

REDI Centralized Intake Highlights

- 43 Information Sessions held at 12 agencies and ESL institutions
- 1034 individuals attended REDI Information Sessions
- 626 applications were received
- 193 candidates were accepted into REDI Programs at MB Start, MITT, RRC, OFE & Pluri-Elles
- 179 candidates received ICM 1-on-1 REDI Employment Services

Highlights	2018/2019
Total Employment Services clients	1,308
Clients closed as employed	784
Clients referred/enrolled in ESL/ Employment Skills Training	310

NEIGHBOURHOOD IMMIGRANT SETTLEMENT WORKER COORDINATOR

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

In this eleventh year of the program, the NISW program coordinator trained and co-facilitated NISWs to run Newcomer Support Circles and the Share our World program. The Coordinator assists 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 with guest speakers. The NISW meetings became a venue to discuss and share success, challenges, trends and resources.

Highlights	2018/2019
Number of presentations	23
Number of NISW meetings	12



NISW COORDINATOR

"The NISW Coordinator position is integral to the delivery of services by the NISWs. Some of the valuable contributions include coordinating regular meetings that have evolved into a network of sharing and support among NISWs, providing a venue to discuss and resolve gaps in services, facilitating learning and professional development opportunities and overall, providing a consistent and effective venue to develop and share best practices, tools and evaluation strategies."

- NISW Host Agency

LANGUAGE BANK SERVICES

This year, the Language Bank Department completed a total of 4,687 services including document notarization, and translation and interpretation requests. Seventy different languages were requested, with the largest numbers being for 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, a huge thank you goes out to the more than 400 interpreters and/or translators registered with our Language Services. Their professionalism and willingness to help ensures a continued service to both clients and the community at large.

Highlights	2018/2019
Number of languages provided	59
Number of volunteer interpreters/translators	234
Completed number of documents	6,748
Completed translation/notary public services	3,442
Completed interpreter services	1,245
Total services provided	4,687



LANGUAGE BANK TEAM

NUTRITION SERVICES

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 some 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. Reducing the risk for these health issues is our ultimate goal.

The aim of Nutrition Services is 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; recommendations on feeding children, and other important nutrition topics.

Funders

Nutrition Services is generously funded by Share Our Strength (S.O.S) and Westoba Credit Union Ltd. Share Our Strength is one of the largest anti-hunger organizations in North America and partners with Immigrant Centre to provide Cooking Matters programming to low-income families.

Highlights	2018/2019
New Nutrition Services clients	387
Hours of client service	1,889
Number of volunteers	25
Agencies supported by Nutrition Services	12

NUTRITION SERVICES MANAGER



"Everything was excellent but the best was my teacher Briana. I think she is the best option that Immigrant Centre select for this class."

- Nutrition Services client

VOLUNTEER SERVICES

Volunteer involvement contributes significantly to the operation of the Immigrant Centre. Through volunteer involvement, the Centre is able to offer supplemental programs in addition to our core services, which increases our effectiveness and capacity to meet the needs of newcomers.

Many of our volunteers are newcomers who want to give back to their community and support other newcomers in any 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:

One-on-One English Tutor, One-on-One Citizenship Tutor, Citizenship Ceremony Ambassador, Conversation Group Facilitator, Translator, Computer Training Facilitator, Citizenship Class Facilitator, Cooking and Nutrition Class Assistant, Sewing Teacher, Photographer, Videographer and Administrative Assistant.

Volunteer Services also coordinates the direct delivery of five programs at the Immigrant Centre: Sewing Classes, Citizenship Classes, Citizenship Ceremony Ambassador, Driver's Education Classes and One-on-One Tutoring for Citizenship and English.

Highlights	2018/2019
Total clients in VS direct delivery programs	327
Average new volunteers per month	10
Average active volunteers per month	106
Average volunteer hours per month	747
Total active volunteers	268
Total volunteer hours	8,969
Monetary value of volunteer time (calculated at \$20 per hour)	\$179,270



VOLUNTEER SERVICES MANAGER

"For me it was very helpful to take the citizenship test. I strongly recommend this citizenship class and the instructor. Thank you for providing me this type of program and also immigration centre."

- Citizenship Class client

CELEBRATING OUR VOLUNTEERS

Volunteers of the Month

APRIL 2018

Carmen Patricia Soto de Castro
DATA ENTRY CLERK

MAY 2018

Gail Hak
ONE-TO-ONE ENGLISH TUTOR

JUNE 2018

Babe Luna-Green
CITIZENSHIP CEREMONIES

"It's all about giving back to Canada what I received when I entered this beautiful country. I feel happy meeting new people. It's an honour for me to help them ease their way in their new path."

JULY 2018

Zhao Kai
COMPUTER TRAINING FACILITATOR

"When I work here, not only is it helpful for them, but for me also. I meet people from different countries. I have travelled to other countries so when we discuss, we make connections. We share information about resources and I learn many things about Canada."

AUGUST 2018

Ghada Hassan
TRANSLATOR

SEPTEMBER 2018

Carole Homuth
CITIZENSHIP CEREMONIES

OCTOBER 2018

Mariam Kamel, Michelle Lo and Kelly Ng
COOKING & NUTRITION CLASS ASSISTANTS

"It's been really nice. When we're cooking, the students like to share their own traditions, how they do it. They all come from different backgrounds, so we talk a lot about cultures too."

NOVEMBER 2018

Michelle Kading
CONVERSATION CLASS FACILITATOR

DECEMBER 2018

Faye (Guangfen Fu)
COMPUTER TRAINING FACILITATOR

JANUARY 2019

Amanda Nguyen
TRANSLATOR

"It gives me a lot of motivation and I have a chance to understand and know about life here. Rosa (the Language Bank Manager) has been so helpful and kind."

FEBRUARY 2019

Roshani Perera
SETTLEMENT SERVICES INTERN

MARCH 2019

Larisa Segida
TRANSLATOR

"I remember myself as a newcomer with all struggles I had to go through, so I give my time and skills to the IC with all my heart. I am grateful to the IC staff for their kindness, patience and professionalism."



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, 2019

STATEMENT OF FINANCIAL POSITION	2019	2018
ASSETS		
Current assets	621,817	629,020
Capital assets	230,111	308,629
	<u>851,928</u>	<u>937,649</u>
LIABILITIES AND NET ASSETS		
Liabilities		
Current liabilities	343,635	357,394
Long-term debt	74,363	113,341
Deferred contributions related to capital assets	141,579	190,248
	<u>559,577</u>	<u>660,983</u>
Net assets		
Internally restricted net assets	292,351	276,666
	<u>292,351</u>	<u>276,666</u>
	<u>851,928</u>	<u>937,649</u>

STATEMENT OF REVENUES AND EXPENDITURES	2019	2018
Operations		
Revenue	2,933,471	2,845,159
Expenses	2,888,391	2,781,268
	<u>45,080</u>	<u>63,891</u>
Other income (expenses)		
Amortization of deferred contributions	61,223	72,964
Interest and miscellaneous	5,492	3,021
Loss on disposal of capital assets	-	(129)
Amortization of capital assets	(96,110)	(107,354)
Excess of revenue over expenses	<u>15,685</u>	<u>32,393</u>

Silava Seyhmus

LOVE AND HUMANITY IS TRANSITIONAL. IT MOVES FROM SOMEBODY TO OTHERS

Silava Seyhmus is a Syrian Kurdish refugee who had to flee Syria to escape the war and the threats and atrocities of ISIS towards the Kurdish population. She first escaped to Turkey, where she lived in a refugee camp for a number of years, and where she volunteered her time as a teacher to other refugees. Eventually, Silava came to Canada as a refugee, where she found safety. However, and despite having a bachelor's degree and constantly looking for work, she was unable to find work for a long time after arriving in Canada.

Silava registered as an Employment Services client, participating in workshops and receiving one-on-one assistance and orientation by Employment Facilitator Reem Younes. Reem assisted her as she learned employment skills and resume writing, and provided her with information, skills, as well as constant support and reassurance. Silava was very successful in her work search afterwards. She volunteered with the Yazidi community in Winnipeg, and through her newly developed network of community connections, she found out

about an Educational Assistant position at the Winnipeg School Division, where she works now full-time; in her words, *"I am happy working with the Winnipeg School Division, and I am lucky to be surrounded by many people who support me to achieve and reach my goals."*

Silava's testimony describes how our services, and the help of our Employment Facilitator, changed her life: *"The Facilitator Reem Younes helped me a lot when I felt alone after my surgery. She gave me more self-confidence (...) I usually love to give support and love to others. I did that all my life. I think [those] who love other people and give them support and help, [then] one day other people will love them and give them support. Love and humanity is transitional. It moves from somebody to others. Reem loved me and gave me support and help so I began giving support and help to others."*



SILAVA SEYHMUS, EMPLOYMENT SERVICES CLIENT



ImmigrantCentre

100 Adelaide Street
Winnipeg, Manitoba R3A 0W2

T: 204.943.9158
F: 204.949.0734

icmanitoba.com



THANK YOU TO OUR FUNDERS AND SUPPORTERS

Funded by:

Financé par :



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



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