



Immigrant Centre

2019-2020 ANNUAL REPORT

MISSION

Helping newcomers succeed through personalized settlement plans and community partnerships

VISION

Changing lives for the better, one newcomer at a time

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FRONT DESK AND INTAKE STAFF

Diana Wiesenthal **BOARD CHAIR**

As many annual reports will attest, what a year this has been!

The Centre

Our 2019 AGM ushered in a new board with a mix of incumbent and newly appointed directors. We are pleased that we continue to maintain directors with a high level of expertise, with diversity from a cross-section of professions, demographics, cultures, and all sectors and industries.

Immediately following the AGM, both the board and staff were busy expanding the Strategic Plan. As a result, we approved a new governance structure for the board. This placed our governance model so that the board functions at the 75th-80th percentile towards a fully strategic board. Given the uniqueness of the organization, this is a good place for us on the governance spectrum as the board and staff benefit greatly from working together to support the organization's vision and operations. To correspond with our governance model, we also changed and aligned our board committee structure. The Immigrant Centre now has 5 sub-committees of the board: Finance, Human Resources, Governance (including Board Succession Planning & Risk Management), Business Development (Research & Development, Marketing & PR), and Strategic Development (Funding Viability & Research). All committees are comprised of board directors and community members who hold specialized education, training, certification, and experience in that field.

The Settlement Sector

At the same time, the settlement sector as a whole has undergone some dramatic restructuring and reorganizing. We take this opportunity to thank our CEO, Jorge Fernandez, and our CFO, Tony Redekopp, for their leadership through highly uncertain times

and significant change within the industry. As well, we acknowledge Jorge's commitment and strong community leadership as chair of MANSO. With some anticipated minor changes, the Immigrant Centre has a full mandate to continue its work with the development of individualized settlement plans for clients.

The Global Pandemic

The spring of 2020 brought the world into unprecedented territory as country by country suffered the devastating effects of the pandemic. The world was closed for business, except for essential services. The Immigrant Centre, like other companies and organizations that needed to continue their operations, was required to be highly innovative, creative, and flexible in their service delivery models while ensuring the needs of employees were met.

Once again, our Centre was credited as a role model within the industry. While closing our front door, we were leading the way in virtual service delivery models, ensuring the needs of clients were met and maintained by telephone or online during this challenging time. At the same time, management worked round the clock to ensure the health and safety of our staff.

Acknowledgements

A note of special thanks is extended to every employee, all of whom went above and beyond the call of duty and managed a complex situation under challenging conditions. To our funders we send a special message of appreciation for their support during this year and throughout the uncertainty of the pandemic. And, most importantly, we thank our leadership team for their care in ensuring our staff and their families stayed healthy and safe during the uncertain times.

Looking Ahead

The year ahead will hopefully bring a return to a relatively normal life with some important lessons learned along the way on a personal, family unit, community, and global level. Our focus is to ensure the long-term sustainable growth of the organization to meet the ever-changing needs of our newcomers.

Over the past year, we worked together as a community of people and made a real difference. That is the true essence and the real heart of the Immigrant Centre itself.



BOARD MEMBERS AT THE 2019 AGM

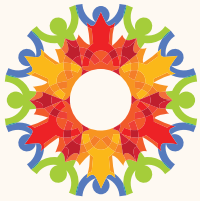
BOARD OF DIRECTORS

Executive

Diana Wiesenthal
CHAIR
Robert Vineberg
PAST-CHAIR
Holly Toupin
VICE-CHAIR
Donald Steele
TREASURER

Directors

Hugh Adams
John Alexander
Milton Corado
Wesley Schollenberg
Sabena Singh
Kim Stephens
Karen Toews
Marjorie Wiebe
Lori Wilkinson



ImmigrantCentre



**CHIEF EXECUTIVE
OFFICER'S MESSAGE**

Jorge Fernandez

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

Successes

We redeveloped and successfully relaunched our website, with a design and features focused on our clients' needs. So far, it has received excellent feedback. In addition, we've worked to increase awareness of our services to newcomers in Manitoba; our reach increased by more than 40% in all social media channels, and as with our website, we've received overwhelmingly positive feedback on our shared content.

With the support of the Province of Manitoba, we launched our Information Services for Newcomers (ISN) program, to provide settlement services to temporary residents, naturalized citizens, and other newcomers who are not permanent residents.

Thanks to a generous donation, we were able to replace the Nutrition Services' oven; now, we are ready to continue teaching newcomers about nutrition, healthy cooking, and affordable yet nutritious grocery shopping for many years to come.

For the first time, our Newcomer Holiday Party took place at a community centre, which allowed more than 100 newcomers to celebrate the holiday spirit and feel welcome in their new home. We thank the many generous donors who provided food, beverages, gifts, and funding that made the celebration a big success.

Challenges

This was a busy year for the Immigrant Centre, as we prepared funding proposals and entered negotiations with all of our major funders: Immigration, Refugees and Citizenship Canada (IRCC), the Province of Manitoba, and United Way Winnipeg.

As with many other nonprofit organizations, the biggest challenge we faced this year was the coronavirus disease

(COVID-19) pandemic, and its effects on our community and the whole world. The Immigrant Centre had to suspend all in-person services, but we have been truly fortunate to continue operating successfully in this new remote environment. The resiliency of our organization and of all of you in the community should be commended. Like our Provincial Government, we are now turning our thoughts to how we will return to our office. Our number one priority remains the wellbeing and safety of our colleagues, community, and clients, which means taking a cautious and thoughtful approach.

During the fiscal year 2019-2020, we served more than 19,000 newcomers in Manitoba and their families. We are happy to report that all our programs and services at the Immigrant Centre were consistently successful, not only in attaining all targets, but also in providing services that truly helped newcomers integrate into their community, and find and use resources that help them overcome challenges.

I would like to thank our staff, board members, volunteers, and partners for their expertise, their professionalism, and their team spirit, which has and will continue to enable the Immigrant Centre to be trailblazers in the settlement of newcomers. A special mention goes out to our Board Chair, Diana Wiesenthal, for her energy, dedication, ongoing support, and guidance. As always, a sincere thank you goes out to our funders, who continue supporting the work that we do, and who make it possible for us to provide services at no cost to newcomers.

We at the Immigrant Centre look forward to meeting the challenge of helping an increasing number of newcomers settle and integrate in Manitoba. We will continue to provide the information, support, and services they need, with compassionate people in a safe environment.

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

Roselyn Advincula
NEIGHBOURHOOD IMMIGRANT SETTLEMENT
WORKER COORDINATOR

Briana Henry
MANAGER, NUTRITION SERVICES

Julio Lopez
MANAGER, RURAL SETTLEMENT SERVICES

Walter Luzzi
MANAGER, ACCESS ENGLISH CENTRE

Amie Membreno
MANAGER, EMPLOYMENT SERVICES

Rosa Maria Menjivar
MANAGER, LANGUAGE BANK SERVICES

Ann Mohammed
MANAGER, VOLUNTEER SERVICES

TEAM MEMBERS

Adelola Abioye

Michaellet Adhana

Samuel Aguko

Hamda Ahmed

Carlos Al Matni

Manami Alexander

Yachar Barakat

Lola Blazevic

Arija Duke

Marietta Franco

Hidru Hagos

Sofia Tedros Hagos
Woldetsione

Diane Ingabire

Araia Kidane Redae

Margaret Ko

Aireen Miaral

Amal Mohamed

Mirwais Nasiri

Claudia Orellana

Milena Pantou

Maria Rabadi

Harouna Samura

Nestor Santos

Vance Taylor

Martha Van Der
Westhuizen

Amy Wang

Shanshan Wang

Louis Woo

Reem Younes

Omran Zahrab

Ali O Zeid

IMMIGRANT CENTRE STAFF AT THE 2019 AGM



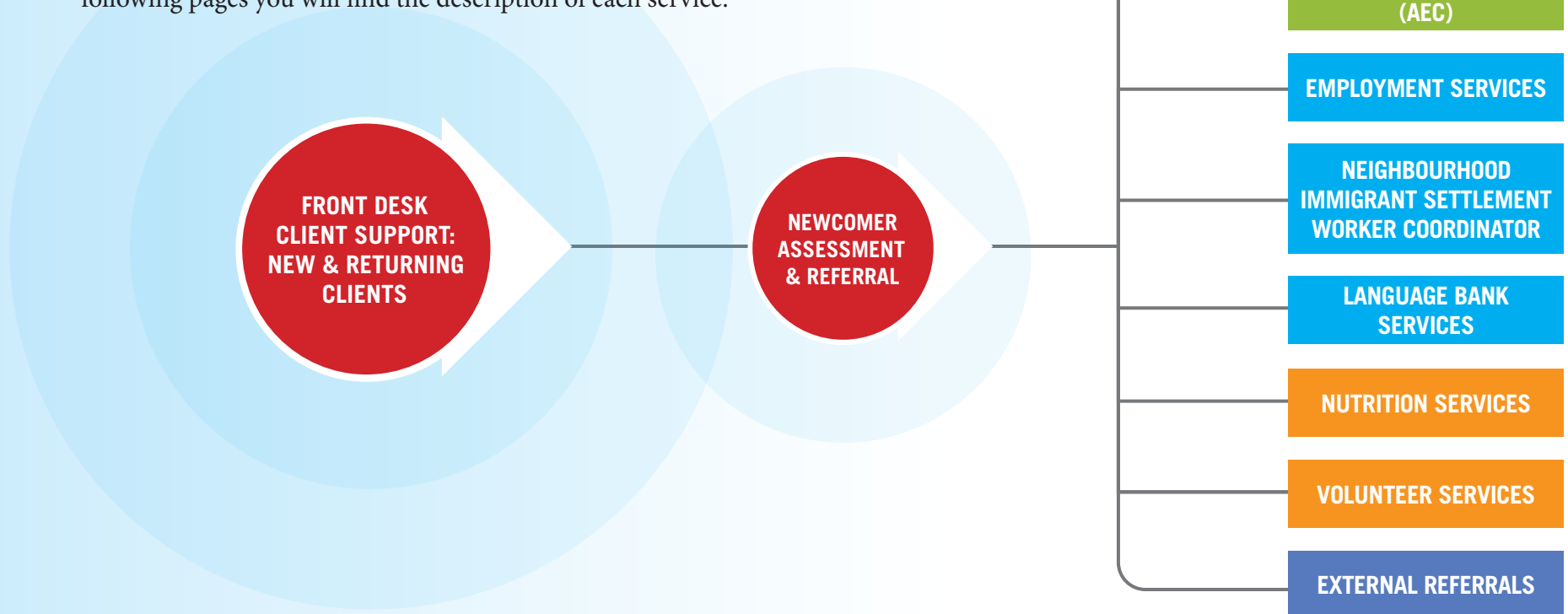


"I admire the incredible work you are doing for Manitobans and Newcomers. You taught me many lessons that will be invaluable in the months and years to come. For that, and for so much more, I sincerely thank you."

Amanda Nguyen, volunteer, former Employment Services client, and former Immigrant Centre staff member

FLOW CHART: The Client Journey

At the Immigrant Centre, we believe 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 needs assessments and referrals start the client's journey through our roadmap of services, aimed at assisting and guiding newcomers in their settlement process according to their specific needs and assets. Below you can see the pathway that clients follow at our centre, and in the following pages you will find the description of each service.



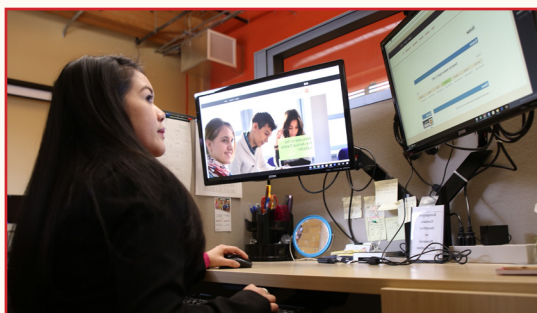
RURAL SUPPORT SERVICES

During the 2019-2020 fiscal year, the Immigrant Centre offered settlement support services to permanent residents moving to or living in Manitoban rural and northern communities which were not already served by an existing settlement agency. Rural Support Services provided newcomers in underserved communities with the opportunity to communicate through email, phone, online chat, and virtual meetings for one-on-one support of their settlement and integration process. Examples of information made available to clients included job opportunities in rural and northern Manitoba, advice on preparing a resume and cover letter following Canadian standards, troubleshooting permanent resident card applications, and the steps to follow during the first few weeks as permanent residents, including applying for a Social Insurance Number and a Manitoba Health Card.

The Rural Support Services team drew from its experience providing online pre-arrival services for three years, to offer permanent residents across Manitoba virtual and remote orientation and learning opportunities, and to support their settlement process despite the lack of newcomer-serving organizations in their town. This included scheduling various webinars every month on topics such as the rights and responsibilities of permanent residents in Canada, job search strategies, or preparing for winter in Manitoba, among others.

The information and referrals available to Rural Support clients was enriched by the wide-ranging network of partnerships that the Immigrant Centre maintains with organizations within and beyond the newcomer-serving sector in Manitoba, including non-profit organizations and service providers, government agencies, and companies in the private sector.

Now that the Rural Support Services program has ended, the Immigrant Centre thanks Immigration, Refugees and Citizenship Canada for having funded this service. We are also grateful to MANSO, partner organizations across the province, and our staff for their continued support.



WEBINAR FACILITATION

SETTLEMENT SERVICES

Our Newcomer Assessment and Referrals Service (NARS) provides an initial assessment for clients to identify their settlement needs. After the assessment, clients are referred to programs and services, both internal and external, depending on each client's unique 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 topics we cover are wide-ranging and include housing, banking, transportation, weather, rights and responsibilities as permanent residents, health, law, and education. The Settlement Department staff offers information about forms such as the Canada child benefit, GST/HST credit applications, Manitoba Child Benefit, 55+, Rent Assist, and immigration forms. Although the purpose of our Settlement Services is settlement and integration for newcomers, its services are not limited to newly-arrived immigrants. Long-term support and assistance are also available. Our staff provide information and orientation on immigration applications including citizenship, permanent residency card renewal, and family class sponsorship.

In the Settlement Department we have 12 team members who speak 21 different languages. We take pride in our own diversity, which allows us to provide better services to our clients. The Settlement Department staff members are active in providing presentations about our services, and outreach support for organizations at different events throughout the year. We continue to strengthen and expand our partnerships to ensure clients' needs are efficiently met in a timely manner through relevant referrals.

Highlights

2019/2020

Total clients for NARS	2,222
Total clients for Information and Orientation appointments	3,366

"I have super good news!! Just yesterday I got confirmation email about my wife application that her application is approved. I don't have any other words but just thank you!! Thank you Immigrant Centre." – Settlement Services client

IMMIGRATION SUPPORT SERVICES



SETTLEMENT SERVICES

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 facilitators who work with non-permanent residents provide referrals and guidance on settlement topics, information and orientation with immigration forms such as temporary residency renewals and permanent residency applications, and information about family reunification for Canadian citizens who want to bring family members to Manitoba.

Highlights

2019/2020

Total Information and Orientation clients

893

"We just wanted to thank you so much and we are eternally grateful. There are no words to describe how happy we are in the family for all the help we received at the Immigrant Centre. My wife has received her Permanent Residence finally. Thank you"– Immigrant Centre client

ACCESS ENGLISH CENTRE (AEC)



ACCESS ENGLISH CENTRE

The Access English Centre (AEC) is celebrating a decade of non-stop services as it continues its commitment to provide conversation groups to students, so they can reach their goals of improving their English proficiency. This was yet another year where the number of students registered in our English conversation groups increased steadily. The AEC can welcome newcomers of various immigration statuses thanks to our diversified funding; this, in turn, enhances the diversity within our classrooms.

Our program and lesson plans, developed by accredited CTESL professionals, are recognized and used as a framework in the EAL sector in Manitoba. The AEC is the only organization in Manitoba that offers full training to volunteers who facilitate adult EAL classes. The Adult EAL Volunteer Workshops, taught by university professors and experts in the EAL sector, are offered to volunteer teachers three times per year.

Highlights

2019/2020

Average weekly English conversation groups

25

Total clients enrolled in conversation groups

1,163

Average number of students per conversation group

16

EMPLOYMENT SERVICES

Our dedicated team assists newcomers with low to intermediate English levels with finding entry-level employment in Winnipeg and rural Manitoba.

Client Services and Referrals

Our one-on-one appointments and half-day workshops with small class sizes are geared towards giving individualized attention to job seekers with low to intermediate English skills. Due to our diversified funding we are able to assist permanent residents, convention refugees, open work permit holders, and naturalized citizens. During this fiscal year, we provided 3,175 one-on-one appointments, and presented 132 workplace readiness workshops, which were attended by 1,199 clients.

Once clients complete workplace readiness training, they become eligible for our occupational skills training courses at the Immigrant Centre, and are also referred to training courses, including EAL classes, at other organizations such as MTEC, ILRC, Seven Oaks School Division, BUILD Inc., LEEP, and REDI Programs at MITT, OFE, RRC, WISTC, and Pluri-Elles.

Services for Employers/Employer Events

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

Connecting Newcomers to Employers and Training Opportunities

In 2019-2020, 664 clients attended 81 employer and training events, visits, and information sessions, which led to many of our clients receiving an offer of employment. We also referred clients to additional training programs, internally and externally. Our own occupational training courses included First Aid and CPR (56 clients trained), Food Handler (46 clients trained), WHMIS (18 clients trained), Commercial Cleaning Basics (16 clients trained), and STAR Customer Service and Loss Prevention (35 clients trained).

Highlights	2019/2020
Total Employment Services clients	1,302
Clients closed as employed	797
69% of clients closed as employed found a job within 90 days	
Clients enrolled in employment skills training or EAL classes	286
79% of clients not closed as employed enrolled in EAL or employment skills training	



EMPLOYMENT SERVICES



EMPLOYMENT WORKSHOPS



IC STAR SERVICE PARTICIPANTS

NEIGHBOURHOOD IMMIGRANT SETTLEMENT WORKER COORDINATOR

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

In this twelfth year of the program, the NISW coordinator trained and co-facilitated NISWs to run Newcomer Support Circles and the Share our World program, and provided mentoring and training on cultural adaptation presentations at the Entry Program. As part of her coordination efforts, she assisted NISWs with program planning, program evaluation and strategies for outreach, and organized meetings with guest speakers to enhance the resources and support network available to NISWs. The NISW meetings became a venue to discuss and share successes, challenges, trends, and resources.

In the last fiscal year, the NISW coordinator collaborated in a research project on the impact of NISWs, conducted by Family Dynamics. Their final report was released in June 2019.

Highlights	2019/2020
Number of presentations	25
Number of NISW meetings	15
Number of contacts with service providers	45



NISW COORDINATOR

“Thank you for supporting and training me as a new NISW. You are very helpful.” – Neighbourhood Immigrant Settlement Worker (NISW)

“We have been impressed with the work Immigrant Centre has done to provide training and coordination to the NISW program, which ensures that newcomers have settlement supports and connections to meaningfully integrate.” – NISW host agency

LANGUAGE BANK SERVICES

This year, the Language Bank provided a total of 5,170 services including translations, interpretations, and document notarization. Sixty five different languages were requested, with the most frequent being Amharic, Arabic, Cantonese, German, Hebrew, Hindi, Farsi (Persian), French, Korean, Mandarin, Oromo, Polish, Portuguese, Punjabi, Russian, Somali, Spanish, Swahili, Tigrigna, Ukrainian, and Vietnamese.

As always, we sincerely thank the more than 400 interpreters and/or translators registered with our Language Bank. Their professionalism and willingness to help ensures continued service to both clients and the community at large.

Highlights	2019/2020
Number of languages provided	65
Number of volunteer interpreters/translators	175
Number of completed documents	8,363
Translation/notary public services provided	3,806
Interpreter services provided	1,364
Total services provided	5,170



LANGUAGE BANK

NUTRITION SERVICES – COOKING MATTERS

NUTRITION SERVICES 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 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 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. 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.

Our 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 the Immigrant Centre to provide Cooking Matters programming to low-income families.

Highlights	2019/2020
New Nutrition Services clients	322
Hours of client service	1,905
Number of volunteers	25
Agencies supported by Nutrition Services	11

"I can understand Canadian nutritional ways and start applying new knowledge to prepare food for my family." – Nutrition Services client

"I am so glad that I took this cooking class! I have learned so much! It has changed the way I eat. I am not eating just for the sake of eating, now I am eating for my health. In fact, I have changed the whole menu of my family. My children like the food I am making, and I am so happy." – 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	2019/2020
Total clients in VS direct delivery programs	317
Average new volunteers per month	8
Average active volunteers per month	89
Average volunteer hours per month	749
Total active volunteers	218
Total volunteer hours	8,240
Monetary value of volunteer time (calculated at \$20 per hour)	\$164,795

"I am very happy when I passed my Citizenship Test. Thank Immigrant Centre for give me Citizenship class. Ones again thank Immigrant Centre so much." – Citizenship Class client

"We meet mostly twice per week. This morning/afternoon we spent three and a half hours! Sometimes the time gets away from us once we get involved. We get along very well, and I'm able to make her laugh quite a bit, so that's good. I'm so glad that I decided to volunteer. Thank you." – One-on-One English tutor



VOLUNTEER SERVICES
MANAGER

CELEBRATING OUR VOLUNTEERS

Volunteers of the Month

APRIL 2019

Ingrid Price

CITIZENSHIP CEREMONIES

"It's an honour and a blessing to be able to share this day with the new citizens, because to them it's so special. It's just an amazing time. I love it"

MAY 2019

Soudabeh Golpaygani

ENGLISH CONVERSATION CLASS FACILITATOR/
TRANSLATOR

JUNE 2019

Sofia Hagos Woldetsione

TRANSLATOR

JULY 2019

Poznma Maan

COOKING & NUTRITION CLASS ASSISTANT

"As an immigrant myself, I can relate to the participants in the class, which has allowed me to reflect back on my journey in Canada."

AUGUST 2019

Sabrina Ferreira de Paula-Morier

ONE-ON-ONE ENGLISH TUTOR

SEPTEMBER 2019

Donna Cosgrove

CITIZENSHIP CEREMONIES

NOVEMBER 2019

Frances Biela

ENGLISH CONVERSATION CLASS FACILITATOR

"It's been terrific... everything is run professionally and we're treated with a great deal of respect which is motivating. I am grateful for the opportunity and hope that I can volunteer for a few more years to come."

JANUARY 2020

Mercedita Marasigan

TRANSLATOR

FEBRUARY 2020

Gabriele Goldstone

ONE-ON-ONE ENGLISH TUTOR

MARCH 2020

Lily Dyson

ONE-ON-ONE ENGLISH TUTOR

"I have volunteered at many places through the years. Immigrant Centre has been one of my most positive experiences to date. The staff are all friendly and knowledgeable. They are approachable and very helpful."



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



ADMINISTRATIVE TEAM

IMMIGRANT CENTRE MANITOBA INC.

FINANCIAL HIGHLIGHTS

FOR THE YEAR ENDED MARCH 31, 2020

STATEMENT OF FINANCIAL POSITION

ASSETS

	2020	2019
Current assets	606,855	621,815
Capital assets	168,187	230,111
	<u>775,042</u>	<u>851,926</u>

LIABILITIES AND NET ASSETS

Liabilities

Current liabilities	318,634	343,636
Long-term debt	32,806	74,363
Deferred revenue related to capital assets	87,793	141,579
	<u>439,233</u>	<u>559,578</u>

Net assets

Internally restricted net assets	335,809	292,348
	<u>335,809</u>	<u>292,348</u>
	<u>775,042</u>	<u>851,926</u>

STATEMENT OF REVENUES AND EXPENDITURES

Operations

Revenue	2,972,521	2,933,470
Expenses	2,894,279	2,888,391
	<u>78,242</u>	<u>45,079</u>

Other income (expenses)

Amortization of deferred contributions	61,759	61,223
Interest and miscellaneous	3,408	5,493
Amortization of capital assets	(99,948)	(96,110)

Excess of revenue over expenses

	<u>43,461</u>	<u>15,685</u>
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Andrew Moriasi Mang'era

**WHEN THE WORLD SAYS, "GIVE UP",
HOPE WHISPERS "TRY IT ONE MORE TIME."**

Andrew Mang'era arrived in Canada thanks to his eldest brother, who supported him and other relatives to migrate to Canada. As a young man, he did not know anything about the Canadian immigration process. Like many new Canadians, Andrew struggled to adjust to his new home. Some of the barriers that new immigrants encounter when starting a life in a new country include navigating the complex Canadian immigration process, and finding suitable and meaningful employment.

Andrew registered as a Settlement Services client at the Immigrant Centre, where he received one-on-one information orientation sessions by Immigrant Settlement Facilitator Harouna Samura. These sessions helped him immensely by addressing his questions and concerns. Harouna provided him with critical information, such as eligibility to sponsor his family members whenever he finally became financially able to do so. Samura also oriented Mang'era on specific programs and resources available to new Canadians, such as tax returns and financial guidance.

Soon enough, Andrew was successful in landing a job and become self-sufficient. Once he was financially stable, he traveled to Kenya, his country of birth, to get married; afterwards, he submitted a sponsorship application for his wife and stepson to reunite with him in Canada. Unfortunately, his application was unsuccessful – not because he was ineligible, but because of technical challenges and the complexity of the application. Andrew was disappointed and

devastated, and decided to come back to the Immigrant Centre to meet with his Settlement Facilitator for assistance. Harouna Samura provided continued support, orientation, and resources that Andrew needed to complete a successful application and reapply for his family to join him in Canada.

With support from Samura, his second application to bring his family to Canada as permanent residents was successful. *"I feel happy to go home and see my wife and three children, thanks to the Immigrant Centre and Harouna for his professionalism and tireless support",* said Mang'era. *"Admittedly, I almost gave up when the first application to sponsor my family to reunite with me in Canada was denied. My Settlement Facilitator worked incredibly hard to support and motivate me to try it one more time."*

Andrew's positive experience with the Immigrant Centre services, and particularly the support and assistance he received from his Settlement Facilitator, underscores the need for an organization like this to be around. In Mang'era's words, *"Thank you, IC my family is here today because of your staff support, professionalism, and commitment to help new Canadians succeed in a timely fashion."*



ANDREW MORIASI MANG'ERA, SETTLEMENT SERVICES CLIENT, WITH HIS FAMILY
AND SETTLEMENT FACILITATOR HAROUNA SAMURA



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THANK YOU TO OUR FUNDERS AND SUPPORTERS

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et Citoyenneté Canada



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