



**ImmigrantCentre**

2020-2021 ANNUAL REPORT

## MISSION

Helping newcomers succeed through personalized settlement plans and community partnerships

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## VISION

Changing lives for the better, one newcomer at a time

## TABLE OF CONTENTS

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



FRONT DESK AND INTAKE STAFF



## Diana Wiesenthal **BOARD CHAIR**

In over 70 years, here we are again ushering in our second ever virtual AGM. At the Immigrant Centre, 2020-2021 is certainly a fiscal year that marks human ingenuity and human determination.

Early on in my career, I experienced that people can achieve the most remarkable things and overcome the most complex obstacles - if they work together. This experience was definitely recreated this year through four main pillars of success.

First, it involved a strong community of people. Our management team and staff who led the charge to continue service delivery to clients in new inventive ways. These pioneering new models were also adopted by other agencies in the settlement sector. Our incredible funders, new and existing, who reached out to the centre and provided incredible financial support that allowed it to continue its important work with newcomers. Our clients, who were patient and understanding, adjusted to the new service provision strategy. And finally, our Board of Directors who adapted and conformed by providing support to the Immigrant Centre and team in a virtual world.

Second, it required a strong level of dedication and commitment that went above and beyond the call of duty. We had several examples of staff and Board Directors who suffered broken bones and other serious health challenges and yet continued to work and provide support from home or hospital beds throughout their personal challenges. We are humbled by their sheer dedication and are honored to work with such amazing people. We also celebrated Jorge Fernandez, CEO and Rob Vineberg, past Chair who were selected for the prestigious Manitoba Honour 150 Award for outstanding service to the community.

Third, it required the leadership team to continue to adapt and review processes and administration to support the health and safety of both staff and clients. As well as providing a constant source of reassurance and support to help people feel safe and cared for. It also required the Board to adjust processes and reinvent ways to accomplish tasks.

Fourth, it required strong connectivity and a commitment to staying united during a disconnected time. This meant adapting to various combinations of virtual telecommunications, conference calls on speaker phones and becoming masters of multimedia.

Board governance was a top priority and many enhancements have been made as we pursue continuous Board improvements. We maximized the COVID-19 situation by completing a modified strategic planning session and are embarking on a new First Nations engagement initiative. We are also very pleased to present a very strong and diverse board representation to continue the support of the Immigrant Centre in the best possible manner. Drawing strength from diverse cultures is a natural part of the centre and we look forward to the rich discussions that will unfold.

The proposed Executive team that the new board will confirm will also bring stability and strength with Holly Toupin as Chair, Dr. Lori Wilkinson as Vice-Chair, Yemi Olaleye as Treasurer and Marj Wiebe as Secretary. All of these people bring a wealth of diverse experience. In addition our existing board members Kim Stephens Committee Chair, Karen Toews Committee Chair, Hugh Adams, and Wes Schollenberg who continue to impart vital expertise, talents and experience. We are excited to welcome new board members Diane Carriere, Yusuf Kaçamak, Maria Christina Laureano, and Gil Garcia who all bring new knowledge and vast experiences to enhance the strength of the board.

At the same time, we say farewell to Board Director Milton Corado and thank him for his dedicated service. And a special mention to our own Rob Vineberg for his committed leadership on the Board. His settlement sector expertise played a critical part in the success of his various leadership commissions on the executive and committees. Thank you for your outstanding and long service Rob.

It's been quite a year and one that will also mark the end of my term as Chair of the Board. It has been a great honor to serve in this position and work with my esteemed colleagues on the board, and the team of professionals

working at the Immigrant Centre that are simply inspirational. I am happy to have the opportunity to finish out my term as Past Chair and continue work that adds value to the centre and the community.

Here we go 2021-2022. Whatever challenges the new fiscal year brings, we can be assured the Immigrant Centre will remain a strong, vital and integral component of our community.

Diana Wiesenthal, FCPHR, CPHR (R)



BOARD MEMBERS (PHOTO TAKEN BEFORE COVID-19)

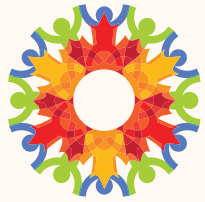
## **BOARD OF DIRECTORS**

### **Executive**

**Diana Wiesenthal**  
CHAIR  
**Robert Vineberg**  
PAST-CHAIR  
**Holly Toupin**  
VICE-CHAIR  
**Yemi Olaleye**  
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

This fiscal year 2020-2021 was certainly one of the toughest years for the Immigrant Centre. The COVID-19 pandemic has affected us all. Our lives were turned upside down, yet through resilience the Immigrant Centre was able to adapt to these new conditions. What made me optimistic was seeing that staff, board members, clients and funders, not only had the capacity to adjust to these harsh health circumstances, but that they continued to thrive in them.

In response to the pandemic, we took several actions to support the continued functions of our employees and we focused on addressing the needs of our clients. To this end, we designed a plan to close our centre for in-person assistance for two months with the purpose of seamlessly transitioning all essential services to a remote provision model. Moreover, we developed a communication strategy following best practices in the non-profit sector to support our staff while working from home. Additionally, we continuously conducted research not only to understand how the necessities of newcomers changed during these weeks, but also to identify new resources available to them, including support offered by other sector partners and agencies.

During the fiscal year 2020-2021, we served more than 7,000 newcomers in Manitoba and their families. We are happy to report that during the pandemic our programs and services at the Immigrant Centre were consistently successful and that we sustained our commitment to provide resources and personalized settlement plans to our clients, despite the initial anxiety the pandemic generated at the beginning for 2020.

### Highlights:

- This year I had the privilege, along with board member Robert Vineberg, to be the recipient of the prestigious Manitoba Honour 150 Award for outstanding service in the sector.

- We continued to back up our staff with a daily digest of up-to-date and official information from the provincial and federal government regarding the risk for coronavirus (COVID-19), the frequent COVID-19 related changes to immigration processes and services, and other updates connected to the settlement sector.
- The Immigrant Centre continued working on supporting the transition to the IRCC Zoning Model, (Downtown Zone), distributed digital posters to partner agencies within the Downtown Zone, and regularly engaged in virtual meetings with Zone partners for outreach activities.
- Immigrant Centre's employees have collaborated with the Ethno-cultural Council of Manitoba in the creation of audiovisual resources to help newcomers understand the pandemic, public health orders, and access resources in their own language related to COVID-19. Thanks to our leadership in the sector, our personnel continue to be sought out as leaders in the newcomer community.

I would like to thank our employees for their resilience: They are this year's true heroes. They've been confronted with creating and adapting to new ways of living, learning, and working, amidst apprehensions never experienced before.

Finally, more than ever I want to thank our board members, volunteers, partners, and funders for their support during this year. I would like to express my deepest gratitude to Diana Wiesenthal, our Board Chair for her support during these challenging times.

2020 is a year that will forever be etched in our minds and history.



# 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

**Maria Eugenia Silva**  
EXECUTIVE ASSISTANT

**Lori Quiring**  
ACCOUNTANT ASSISTANT

ADMINISTRATIVE TEAM

## MANAGEMENT TEAM

**Roselyn Advincula**  
NEIGHBOURHOOD IMMIGRANT SETTLEMENT  
WORKER COORDINATOR

**Briana Henry**  
MANAGER, NUTRITION 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 Blazeovic**

**Valeria Castellanos**

**Arija Duke**

**Lorena Elder**

**Teresa Espinosa Villarreal**

**Marietta Franco**

**Adelola Abioye**

**Hidru Hagos**

**Sofia Tedros Hagos**  
**Woldetsione**

**Mary Hailu**

**Diane Ingabire**

**Fernando Jativa**

**Anjana Kattel**

**Araia Kidane Redae**

**Margaret Ko**

**Mirwais Nasiri**

**Shivani Neeranjana**

**Thie Viet Anh Nguyen**  
**(Amanda)**

**Andrea Salvador Mino**  
**(Michaela)**

**Claudia Orellana**

**Milena Pantou**

**Damarys Ramirez**

**Harouna Samura**

**Nestor Santos**

**Jappreet Sekhon**

**Vance Taylor**

**Martha Van Der**  
**Westhuizen**

**Amy Wang**

**Shanshan Wang**

**Louis Woo**

**Reem Younes**

**Omran Zahrab**

**Ali O Zeid**







*"I want to thank everyone at Immigrant Centre for their compassion and dedication, even more so in times of COVID19. I received assistance from you when I needed the most and I am grateful for that. As an immigrant I feel that what you do is essential to our province"*

*-- Immigrant Centre client*



## FLOW CHART: The Client Journey

Our clients have adapted swiftly to our organization's new hybrid service provision. Today, due to the pandemic, newcomers have the opportunity to begin their journey by registering online using the Immigrant Centre's webpage, or they can come to our Front Desk to do so in person. We implemented this method to respond to the new circumstances the COVID19 pandemic has imposed on sector agencies. Once this first step is completed, our clients are sure to obtain the same quality service we offered prior to the health crisis. After registration, they receive a thorough assessment of their requirements with the purpose of creating a plan and referral chart that is unique to each individual.

**FRONT DESK  
CLIENT SUPPORT:  
NEW & RETURNING  
CLIENTS**

**NEWCOMER  
ASSESSMENT  
& REFERRAL**

**SETTLEMENT SERVICES**

**IMMIGRATION SUPPORT  
SERVICES**

**ACCESS ENGLISH CENTRE  
(AEC)**

**EMPLOYMENT SERVICES**

**NEIGHBOURHOOD  
IMMIGRANT SETTLEMENT  
WORKER COORDINATOR**

**LANGUAGE BANK  
SERVICES**

**NUTRITION SERVICES**

**VOLUNTEER SERVICES**

**EXTERNAL REFERRALS**

We are proud to say that we continue to assist newcomers in their integration endeavors by providing them with personalized settlement plans and wide-ranging partnership recommendations.

A thorough description of our services can be found in the following pages.

## LANGUAGE BANK SERVICES

This year the Language Bank completed a total of 2,551 services, including Notary Public, translation and interpretation requests. Fifty six different languages were requested, with the greatest numbers being for Arabic, Amharic, German, Hebrew, Hindi, French, Farsi (Persian), Korean, Mandarin, Oromo, Polish, Portuguese, Punjabi, Russian, Spanish, Somali, Ukrainian, Swahili, Tigrigna and Vietnamese.

The pandemic has been a challenge, however, we remained available to all clients via phone, email and through our website. We have been accommodating clients who do not wish to use in person services for safety reasons and we have been able to offer both in-person and online services.

As always, we want to express a huge thank you to our interpreters and translators. We are happy to report that over four hundred of these professionals registered with Language Services this past year. Their professionalism and willingness to help ensures continued service to both clients and the community at large.

Highlights	2020/2021
Number of Languages Provided:	55
Number of Volunteers Interpreter/Translators:	135
Completed Number of Documents	5,420

### Clients

Completed Translation/Notary Public Services:	1,928
Completed Interpreter Services:	623
Total Services Provided:	2,551



LANGUAGE BANK

## SETTLEMENT SERVICES

Our Newcomer Assessment and Referrals Service (NARS) provides an initial assessment for clients to identify their settlement needs. After this preliminary evaluation, clients are referred to programs and services, both internal and external, depending on each client's unique requirements.

The second piece of Settlement Services is information and orientation. We provide material 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 clients to get acquainted with relevant forms such as the Canada child benefit, GST/HST credit applications, Manitoba Child Benefit, 55+, Rent Assist, and immigration questionnaires. Although the purpose of our Settlement Services is settlement and integration for newcomers, our assistance is 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 twelve team members who speak twenty two different languages. We take pride in our own diversity, which allows us to provide better assistance 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' requests are efficiently met in a timely manner through relevant referrals.

Highlights	2020/2021
Total New Clients	2,256
Total Clients for NARS	2,256
Total Orientation and Information Sessions	2,735

*"Thanks to the Immigrant Centre." I have finally been able to bring my family to Canada to live and enjoy our new country. Thank you again and again.*  
Immigrant Centre. – Settlement Services client



## IMMIGRATION SUPPORT SERVICES



SETTLEMENT SERVICES

We are happy to say that despite the COVID19 pandemic, the Immigrant Centre's doors continue to be open to assist a diversity of Manitoba residents. Our CEO, board members, and employees never ceased to serve with the intention of being accessible to all newcomers in our province, even through the health crisis. At the beginning of the pandemic we implemented a strategy to move all services online and waited for health authorities to indicate when we could reopen. After a few weeks our clients could get in-person help again and we were able to complement our online support for those individuals who did not have access to distance services. Today, we continue to aid eligible as well as non-eligible clients such as Permanent Residents, work permit holders, international students, visitors, and citizens.

There is a lack of assistance for temporary residents and naturalized Canadian citizens in Manitoba, and we, at the Immigrant Centre have gone the extra mile to provide it. To this end, we have diversified funding so we can help these groups in a thorough manner. Our facilitators in the Settlement Department offer support to these individuals in regard to renewal of temporary residency status, reunification of families, sponsorships, among other services.

### Highlights

2020/2021

Total Information and Orientation clients

7000

*"I received my Permanent Residency thanks to my settlement facilitator at the Immigrant Centre. I had no idea about how to apply for it, but I am happy now because I plan to apply for my citizenship as soon as I am eligible. I will come back to the centre for help because they are so kind."* – Immigrant Centre client

## ACCESS ENGLISH CENTRE (AEC)



ACCESS ENGLISH CENTRE

We completed our tenth year at the Access English Centre (AEC) and we did it upholding our vision to assist newcomers improve their language skills in an interactive and communicative manner. Our classes were facilitated by volunteers who received training and ongoing support from the AEC team throughout the year. And, although the global pandemic brought unforeseen challenges to all, our schedule continued its regular sequence by employing an online distance learning platform that was well suited for most of our clients and instructors.

Our program has a reputation within the EAL field in Manitoba. On the one hand, participating volunteer teachers value and respect our undertaking and consider our curricula to be professional and a contribution to furthering the language abilities of newcomers. And, on the other, the AEC appreciates these volunteer instructors who bring their time and expertise to the classroom. They are individuals of all ages, some are students, others are full time teachers, and a few are retired educators who eagerly give their time and experience to our organization.

The Access English Centre has been an incredibly welcoming place for all newcomers over the last decade. Our all-inclusive mandate (IRCC and United Way) allows individuals holding any status to attend our sessions. We have attendees who are permanent residents, temporary workers, student visas, visitors, even new citizens. We provide an opportunity for these groups to improve their English language level without the status restrictions found at other training centers.

Although the AEC's scheduling of classes was almost consistent through its terms, the program provided an average of 16 weekly-single groups (per each term this figure comes to 144 offers, or approximately 64 delivered per year).

*"I made so many friends from all over the world in our classroom. We seem to get along so well. Why the world doesn't work the same way?"* Maria G. (AEC Student).

*"I keep coming back to volunteer at the AEC because I love the professionalism and respect the team shows to all of us."* Darlene A. (AEC Volunteer Teacher).

## EMPLOYMENT SERVICES

The COVID-19 pandemic made the 2020-2021 service year unlike any other. The service year began with strict public health orders that caused us to adapt our services to phone and virtual appointments. In the first weeks and months of the pandemic many of our clients shared their feelings of panic, fear and anxiety with their Employment Facilitators who guided them through the Canadian Emergency Response Benefit application and offered advice about how to adapt to finding work within the new realities of living amid COVID-19.

Our dedicated, multi-lingual Employment Team quickly adjusted to meet the needs of our clients and also recognized the importance of caring for each other and their individual needs. While we were all affected by the pandemic (many of us losing family members), our team grew closer and stronger, and this strength was passed on to our clients through one-on-one appointments and consultations.

As the service year progressed, we were able to start having in-person appointments and assisted many of our clients with lower computer skills to learn how to use online platforms for virtual appointments. We began providing distance workshops, employment events, and information sessions in addition to in-person appointments.

To support public health and to meet our clients' employment needs, we encouraged our clients to look for work in the health care, cleaning, and customer service industries and we provided the training they needed to keep themselves and others safe.



EMPLOYMENT SERVICES

We are immensely proud of the work our Employment Team was able to accomplish in the 2020-2021 service year. Their adaptability, resiliency, and compassion were made evident through their accomplishments and the success of our clients.

### Highlights

2020/2021

497 clients reported employment

- 54 employed in health care
- 63 employed in cleaning
- 80 employed in customer service

769 newcomers received employment

- 244 clients attended 31 Virtual Employer Events/Information Sessions
- 67 clients received COVID-19 Workplace Safety training
- 22 clients received Food Handler certification training
- 44 clients received Emergency First Aid and CPR certification training
- 5 clients received WHMIS certification training
- 24 clients received Customer Service/ Loss Prevention training
- 6 clients received Commercial Cleaning Training
- 115 clients continued actively participating in services as of March 1, 2021.





Neighbourhood Immigrant Settlement Workers (NISWs) provide settlement support to newcomers throughout neighbourhoods across the city of Winnipeg and Manitoba. We are proud to say that the Immigrant Centre relies on an outstanding NISW Coordinator who is viewed by other NISWs as a mentor who provides them with support, orientation, and guidance on a regular basis.

In this thirteenth year of the program, the Coordinator connected with ZONE agencies and sector workers to check how they were doing during the COVID19 pandemic and she was efficient in creating a safe space for everyone to connect and support one another. Moreover, this foundation operated as a ground to tell each other about how they delivered services to newcomers during the health crisis and served as an arena to share current trends, challenges, and ideas about what the best practices are for the newly arising needs in the community.

Also in the last fiscal year, the Coordinator begun her leadership in the Winnipeg ZONE Advisory Committee whose membership consists of ZONE, Mini-ZONE settlement services providers, and IRCC's project officers. The ultimate purpose of the committee is to create a comprehensive referral system in Winnipeg aimed at producing a final collaborative project to assist newcomers in their integration efforts. One of the most recent successes of the ZONE Advisory Committee is the creation of the Winnipeg Zone Map and Directory, which is the groundwork of the referral plan being developed. Additionally, it was established that access to shared documents and resources will be available to sector agencies by way of MANSO Manitoba's webpage.

Furthermore, with the goal to advance community partnerships, the NISW Coordinator and the Settlement Director, reached out by providing Immigrant Centre's information posters to other sector organizations. Likewise, they created stronger alliances with several settlement agencies by organizing joint online indispensable webinars for newcomers. Among them are SERC, Mount Carmel, and Immigrant Women's Counselling Services.

Also, the Coordinator chaired NISW meetings whose guest speakers provided insights in relation to trends in the field. This setting also became a venue for participants to discuss challenges ahead and to share their successes in the past year.

Highlights	2020/2021
Number NISW/ZONE meeting	20
Number of contacts with service providers	60

*"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



NISW COORDINATOR

## NUTRITION SERVICES - COOKING MATTERS

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; feeding children recommendations, and other important nutrition topics.

Immigrants were more likely to suffer negative financial impacts from the COVID-19 pandemic. Our Nutrition Program was more necessary than ever to teach newcomers how to feed themselves in a wholesome manner with an extremely tight budget, to inform them about available emergency food resources, and to bring warm nourishing meals for their families once a week. We are grateful that we were able to pivot our programs and services so that our clients continue to receive valuable nutrition education.

### 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	2020/2021
New Clients	205
Hours of client service	1,240
Number of volunteers	4
Agencies supported by Nutrition Services	9

## VOLUNTEER SERVICES

Volunteer involvement contributes significantly to the operation of the Immigrant Centre. Through ongoing volunteer engagement, the Centre is able to provide opportunities for our clients to connect with long-time residents, immigrants and Canadian citizens, who want to use their skills, knowledge and experience to assist newcomers.

In addition to recruiting and selecting volunteers, Volunteer Services coordinates the delivery of three programs; One-on-One English, Citizenship and Driver's Education Classes. These programs provide newcomers with essential skills and tools to help them successfully settle in their new community, and in the process, build a sense of belonging and strong connection to Canada.

Clients can be matched with a volunteer for One-on-One English Classes that not only provide informal English language assistance, but also an opportunity for newcomers to build their confidence, make new friends and encourage participation in the community. Permanent Residents can enroll in classes to prepare for the Citizenship Test, where they learn about Canadian history, government and the rights and responsibilities of citizenship. Newcomers who want to obtain a Driver's License can take advantage of our Driver's Education Classes for the Class 5 Knowledge Test, to familiarize themselves with the rules and regulations for safely driving a Class 5 vehicle in Manitoba.

While 2020/2021 introduced new challenges to program and service delivery due to COVID-19, volunteers and clients managed to adapt to the changes, and continued to work collaboratively with Volunteer Services. As public health order restricted in-person services, Volunteer Services programs transitioned to online delivery, and while there was a period of adjustment in the initial stages, clients and volunteers were able to navigate through the challenges with courage and determination.

### Highlights

2020/2021

Total clients in Volunteer Services programs	222
Number of clients in Citizenship Program	99
Number of clients in Driver's Education Program	79
Number of clients in One-on-One English Program	44

### Citizenship Program Outcomes

91% of respondents reported a better understanding of life in Canada  
89% of respondents reported feeling a strong connection to Canada

### One-on-One English Program Outcomes

100% of respondents reported an improvement in their language skills  
83% of respondents reported feeling at home in Canada

*"I am feeling that my English skill is getting better than before and I am not scared of English anymore except calling someone. I really would like to say thank you."*

- One-on-one English client



VOLUNTEER SERVICES  
MANAGER



## CELEBRATING OUR VOLUNTEERS

# Volunteers of the Month

### APRIL 2020

**Joe Anne Lira**  
ENGLISH TUTOR

### MAY 2020

**Natalia Drozdov**  
ENGLISH TUTOR

*"I have learnt much as a volunteer at the Immigrant Centre. One of the main lessons that I learned there is that assisting people who are integrating their studies with their new life is the best reward a person could ever have."*

### JUNE 2020

**Amy Wang and Sofia Woldetsione**  
TRANSLATORS

### JULY 2020

**Polina Andrushko**  
ENGLISH TUTOR

*"Immigrant Centre is a place where everybody finds something for themselves, where everybody feels supported and appreciated. I am grateful for all the opportunities I gained there."*

### AUGUST 2020

**Lola Blazevic**  
TRANSLATOR

### SEPTEMBER 2020

**Katherine Cullihall**  
CONVERSATION GROUP FACILITATOR

*"I really enjoy interaction with the students and I have found that Zoom does not need to be a deterrent. I like being able to be creative and think outside the box in terms of making the language accessible."*

### OCTOBER 2020

**Vivian Albo**  
ENGLISH TUTOR

### NOVEMBER 2020

**Saad Tassoufra**  
TRANSLATOR

### DECEMBER 2020

**Manjot Mann**  
VOLUNTEER SERVICES DEPARTMENT

### JANUARY 2021

**Angela Recio**  
ENGLISH TUTOR

### FEBRUARY 2021

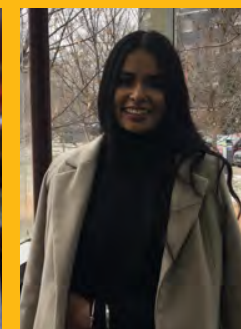
**Fatima Saqib**  
COOKING CLASS ASSISTANT

*"Everyone is super nice. Brianna, (Nutrition Services Manager) has been really nice as well and has made it easy to volunteer."*

### MARCH 2021

**Claudia Orellana**  
TRANSLATOR

*"I love all the people who work here. It's a loving atmosphere. I'm very thankful to the Immigrant Centre and great management for all the support and time they give to all employees."*



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, 2021

### STATEMENT OF FINANCIAL POSITION

#### ASSETS

	2021	2020
Current assets	586,823	606,855
Property, plant and equipment	95,003	168,187
	<u>681,826</u>	<u>775,042</u>

#### LIABILITIES AND NET ASSETS

##### Liabilities

Current liabilities	359,415	318,634
Long-term debt	-	32,806
Deferred revenue related to capital assets	56,623	87,793
	<u>416,038</u>	<u>439,233</u>

##### Net assets

Internally restricted net assets	265,788	335,809
	<u>265,788</u>	<u>335,809</u>
	<u>681,826</u>	<u>775,042</u>

### STATEMENT OF REVENUES AND EXPENDITURES

#### Operations

Revenue	2,644,615	2,972,521
Expenses	2,672,922	2,894,279
	<u>(28,307)</u>	<u>78,242</u>

#### Other income (expenses)

Amortization of deferred contributions	61,205	61,759
Interest and miscellaneous	1,042	3,408
Amortization of capital assets	(103,961)	(99,948)
	<u>(70,021)</u>	<u>(70,021)</u>

#### Excess (Deficiency) of revenues over expenses

	<u>(70,021)</u>	<u>43,461</u>
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### Cristina Soto

#### IF RESILIENCE HAD A NAME, IT WOULD BE CRISTINA SOTO

Cristina Soto's journey from Chile to Winnipeg, Manitoba, has been fueled by the strength of her own resilience. Cristina came to Canada on December 17, 2015 to visit Jose, her Canadian fiancé whom she married on December 23 of the same month. They had met in Chile years back and had a son in common who also came to visit his father after a long time. This appeared to be the perfect time to reunite them all, so Jose decided to start the sponsorship process to keep his family in the country.

Early in 2016 they approached the Immigrant Centre for assistance on how to begin the procedure and to learn how to fill out the required forms correctly. They were aided by Sandra Albanez, who was Settlement Facilitator then -our Settlement Director today. She provided thorough support by preparing a personalized plan for Cristina and her family. Unfortunately, only a few months after her application was submitted, Jose passed away suddenly from heart failure. Cristina was distraught as she was new to Canada and her teenage son had just started high school in Winnipeg. She consulted with the Immigrant Centre about her situation and, regrettably, she was informed that her application had been nulled by the Department of Immigration, Refugees and Citizenship Canada (IRCC).

However, resilience pushed Cristina to continue her immigration journey, so she decided to return to the Immigrant Centre for guidance related to the possibility of staying in the country. After all, her son had initiated a life as a student and resident of the province and was quite happy to live in Canada. Fortunately, before this tragic event, Cristina had applied and obtained a work permit that allowed to stay in the country for a bit longer. Sandra Albanez took it upon herself to assist Cristina and recommended she applied for her Permanent Residency on humanitarian and compassionate grounds. This is a pathway intended

for people who would not normally be eligible to become permanent residents of Canada, but who may be able to apply considering their life circumstances. They must have family ties to Canada, the best interests of any children involved, and they should have an answer for what would be the outcome in their life if the status were not granted. This was Cristina's case: She already had a steady job, she lived in the province for over a year, and her son was planning to finish his education in the country. Moreover, if Cristina were to return to her home country, she would have to face uncertainty regarding her future and that of her child.

The Immigrant Centre guided her all the way in her new Permanent Residency request. In the meantime, settlement Facilitator, Harouna Samura, helped Cristina renew her work permit which was expiring December 2018. With the new permit she was able to stay another year while waiting for a reply from IRCC regarding her application. They say there are no coincidences in life and that things happen for a reason. Cristina's permit was elapsing December 2019 when she received a letter by IRCC telling her to get ready for her Permanent Residency interview. She confessed to us that she was extremely nervous about it. The interview took place in early March 2020, when she was formally granted her new status by an IRCC officer who told her, "Welcome to Canada". Cristina could not contain her happiness and cried out of joy. She proudly shows us her card, recalling the exact date she got in the mail, March 24, 2020.

Cristina is a grateful client. She has expressed her appreciation to us, not only for the assistance she obtained in matters of immigration issues, but also for the several translations done at our organization, the help she received in getting her health card, the English lessons she took at the Access English Centre, and the services she obtained from our employment facilitators when she was looking for a job.

In her own words: *"Everything you undertake, you must do with faith and believing all will be fine. I can see that the people who work at the Immigrant Centre have an inclination in their hearts to help others. I strongly believe that what you give you will eventually get back. I recommend the Immigrant Centre to all newcomers who have immigrations status problems or questions they don't have answers for."*



CRISTINA SOTO



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