



ImmigrantCentre

2021 - 2022 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

HOLLY TOUPIN **BOARD CHAIR**



The Immigrant Centre once again delivered excellence in service and support to a growing community of clients.

I would like to begin by expressing the heartfelt gratitude of the Board for the leadership provided by our CEO Jorge Fernandez and the extraordinary

Immigrant Centre team in 2021.

Despite another challenging year characterized by the disruption of the pandemic, Immigrant Centre staff responded to the growing needs of our community with agility, compassion, and determination. Staying true to our shared vision of Changing lives for the better, one newcomer at a time, the value-driven Immigrant Centre employees would skillfully evolve and adapt service delivery and programming.

I would also like to shine a light on the many volunteers who continued to give their time and skills to the Centre supporting program delivery and newcomer connection.

We are grateful to everyone at the Immigrant Centre for continuing to prioritize the safety and well-being of all of our clients, employees, and volunteers through this difficult time.

Our Board of Directors welcomed a number of new colleagues who enhanced the level of Board skill and Diversity. We formally reviewed our Strategic Plan to ensure it aligned with the evolving needs of newcomers and was positioned to build a strong foundation for the future.

A new strategic pillar was introduced supported by a dynamic committee to further Indigenous Engagement. Through this work, we focused on furthering awareness among employees and newcomers and establishing strategic community partnerships. We were also able to pivot to meet the needs of International Students and emerging immigration trends.

Community collaboration has remained a priority and our CEO continues to be recognized as a strong and influential community leader creating alliances to ensure the holistic needs of newcomers are met. The team also remained very successful in working with organizations to secure meaningful employment for our clients.

As we look forward to the year ahead, the need to continuously adapt, collaborate, and ensure strong funding remains. The immigration landscape is changing and the expertise of Jorge and the Board will ensure that we are meeting the needs of today and building for tomorrow. We continue to look for opportunities to enhance and expand programs as well as to invest in the development of the Immigrant Centre team and Board. What we deliver is critical to the vibrancy of our province and city and it could not happen without the support of a wide range of stakeholders including employees, volunteers, funders, governmental partners, and the broader community.

Strong Settlement Services were never needed more -given the unsettled global environment. The team at the Immigrant Centre prides themselves in being there for their clients and they are confident and prepared to meet the challenges of tomorrow.

Personally, I feel so privileged to have the opportunity to work with this incredible team that makes an impact on the lives of our community every single day.

BOARD OF DIRECTORS

Executive

Holly Toupin
CHAIR

Diana Weisenthal
PAST-CHAIR

Lori Wilkinson
VICE-CHAIR

Marj Wiebe
SECRETARY

Yemi Olaleye
TREASURER

Directors

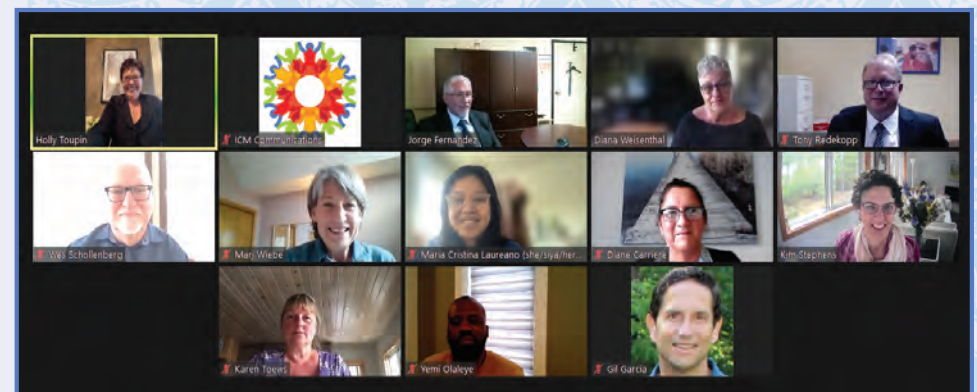
Hugh Adams
Diane Carriere

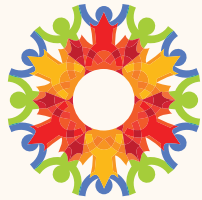
Gil Garcia
Maria Cristina Laureano

Yusuf Kaçamak
Wesley Schollenberg

Kim Stephens
Karen Toews
Marj Wiebe
Lori Wilkinson

OUR BOARD OF DIRECTORS.





ImmigrantCentre



CHIEF EXECUTIVE OFFICER'S MESSAGE

Jorge Fernandez

Firstly, I want to thank and pay tribute to the Immigrant Centre's staff. They have worked hard to keep all our programs operating, serve our clients, and meet the demands for essential assistance in the sector. They truly have given their best.

At the IC we spared no effort to protect the health, safety, and well-being of our clients so that nobody was left behind in their demand for assistance. Just this year we provided 15,000 services to 6,000 clients.

I would like to take the opportunity to thank the Board of Directors for their commitment and dedication during this past critical year. Also, I want to express a big thank you to our funders for their trust and support. Additionally, I would like to thank our volunteers who continue assisting our clients during these difficult times, and our community partners for being open to collaboration. Moreover, I want to express my gratitude to Holly Toupin, our Board Chair, for her continued support throughout this year.

The impact of the COVID-19 pandemic is still uncertain. But, if we stay true to our purpose by working bravely, responsibly, and innovatively when meeting the needs of our clients, we will be able to continue contributing to sustainable development while creating value for all. The challenges in front of us are enormous, but so is our resolve.

Today, our centre takes pride in the fact that we continue to offer in-person as well as online services to our clients.

OUR TEAM

EXECUTIVE & ADMINISTRATIVE TEAM

Jorge Fernandez
CHIEF EXECUTIVE OFFICER

Anthony Redekopp
CHIEF FINANCIAL OFFICER

Roselyn Advincula
DIRECTOR OF SETTLEMENT SERVICES

Mike Ficzero
MANAGER, IT

Maria Eugenia Silva
EXECUTIVE ASSISTANT

Lori Quiring
ACCOUNTANT ASSISTANT

MANAGEMENT TEAM

Abigail Legaspi
COORDINATOR ZONAL OUTREACH NEWCOMER
ENGAGEMENT PROGRAM

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

Michaellet Adhana

Samuel Aguko

Hamda Ahmed

Tavga Ahmed

Carlos Al Matni

Sandra Albanex

Manami Alexander

Samrawit Ataklti

Rem Badir

Yachar Barakat

Lola Blazevec

Sascha Byrnes

Arija Duke

Lorena Elder

**Teresa Espinosa
Villarreal**

Marietta Franco

Hidru Hagos

Mary Hailu

Anjana Kattel

Margaret Ko

Manjot Mann

Arshad Nasari

Mirwais Nasari

Shivani Neeranjani

Claudia Orellana

Mileana Pantou

Damarys Ramirez

Harouna Samura

Vance Taylor

**Sofia Tedros Hagos
Woldetsione**

Myla Terminez

Michele Varas

Pamela Vega

Amy Wang

Shanshan Wang

Louis Woo

Reem Younes

Omran Zahrab

Ali O Zeid



EMPLOYEES OF THE MONTH

ARIJA DUKE



FEBRUARY 2021



Immigrant Centre

SANDRA ALBANEZ



MARCH 2021



Immigrant Centre

SAMUEL AGUKO



APRIL 2021



Immigrant Centre

AMY WANG



MAY 2021



Immigrant Centre

SOFIA TEDROS HAGOS



JUNE 2021



Immigrant Centre

LOLA BLAZEVIC



AUGUST 2021



Immigrant Centre

HIDRU HAGOS



SEPTEMBER 2021



Immigrant Centre

MARIETTA FRANCO



OCTOBER 2021



Immigrant Centre

HAROUNA SAMURA

NOVEMBER 2021



Immigrant Centre

ROSELYN ADVINCULA

DECEMBER 2021



Immigrant Centre

ABIGAIL LEGASPI



JANUARY 2022



Immigrant Centre

PAMELA VEGA



FEBRUARY 2022



Immigrant Centre

FLOW CHART: The Client Journey

FLOW CHART: The Client Journey

We are looking forward to serving our clients in post-pandemic times. We intend to do so with kindness and respect so that they can achieve their settlement goals in our Province. Today, 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. Once registration is completed, our clients undergo a needs assessment so we can create a personalized 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 Language Bank Services completed a total of 4,062 services including Notary Public, translation and interpretation requests. 56 different languages were requested, with the greatest numbers being for Spanish, Arabic, Chinese, Punjabi, Tigrinya, Amharic, Kinyarwanda, Russian and Vietnamese.

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

Highlights	2021/2022
Number of Languages Provided:	56
Number of Volunteers Interpreter/Translators:	325
Completed Number of Documents	6,774

Clients

Completed Translation/Notary Public Services:	3,250
Completed Interpreter Services:	812
Total Services Provided:	4,062



LANGUAGE BANK

SETTLEMENT SERVICES



SETTLEMENT SERVICES

We are looking to post-pandemic times with optimism. Our clients continue to seek our services in -person as well as online, and that gives us encouragement to keep working for the newcomer community.

In Settlement Services we have a Newcomer Assessment and Referrals Service (NARS) in place that provides an initial client evaluation so that we can identify needs from the onset. After this preliminary assessment, 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. Our Settlement Department employees help clients become 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 22 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 and timely met through relevant referrals.

Highlights	2021/2022
Total Orientation and Information Sessions	2479
Total Clients for NARS	1441

"I want to thank my Immigrant Centre Settlement Facilitator for guiding me on how to resolve my immigration status. I have my Permanent Residency now and I can bring my relative to the country soon." – Settlement Services Client 2022.

IMMIGRATION SUPPORT SERVICES



SETTLEMENT SERVICES

We have to say that the past year was difficult for everyone in the settlement sector. The COVID19 pandemic compelled us to find ways to adapt so that we could continue our mission of serving the newcomer community. At the Immigrant Centre we moved our programs online and as soon as health authorities allowed it, we re-opened our doors for in-person services.

From Board Members to our CEO, to our hardworking staff, we all pitched in, endured and remained available to assist individuals from all immigration statuses. Although some of our programs for non-permanent residents were in jeopardy of being closed due to funding issues, we found ways to keep them open. For this, we must thank our funders and contributors over the past year. Without their assistance, many individuals would not have been served, adding a higher degree of uncertainty to their endeavors to stay in our province.

Today, we are more empowered than ever before, and we look towards the future with enthusiasm. The reason is that we have discovered that we are an organization full of determination, as we have proven our ability to overcome the most difficult obstacles in the past year. It is in the fiber of this organization to continue serving in a comprehensive manner, so that all newcomers receive dignified assistance as they come to us for help.

Highlights

2021/2022

Total Information and Orientation clients

8500

"I did not have the means to hire a lawyer and Immigrant Centre helped me to complete my paperwork to get my Permanent Residency at no cost. I am so grateful for their help"
- Immigrant Centre Client 2021-2022.

ACCESS ENGLISH CENTRE (AEC)



ACCESS ENGLISH CENTRE

Despite the two-year span of limitations brought by the COVID-19, the Access English Centre (AEC) managed to keep its services uninterrupted, assisting newcomers improve their English language skills. Our Conversation Group Sessions, always facilitated by trained volunteer teachers, continued throughout the year using on-line platforms in order to overcome the challenges the pandemic presented. The AEC team, among the instructors and different Immigrant Centre departments worked closely together to overcome the unforeseen challenges throughout the year.

The AEC, now celebrating 11 years of service in the province, has not changed its main goal, which is to provide the best-possible service to students wishing to successfully settle in Manitoba. Three pillars stand strong within our program. First, the incredible support from our volunteer teachers, many of whom have been working with us for years; second, the outstanding feedback from students after they accomplished their goals with our help; third, the never-ending passion from our staff, sharing the highest affiliation toward our mission, vision, and values.

For over a decade, the Access English Centre remains unique in the field as it accepts newcomers of varying immigration status. This can only be possible with our all-inclusive mandate (IRCC and United Way) that allows individuals holding any status to attend our classes, from permanent residents, working visas, student permits, visitors, and even new Canadian citizens. In other words, all newcomers are welcomed without the status restrictions found at other training centres.

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).

Highlights

2021/2022

"I keep coming back to the AEC because classes offer what I really need for everyday life. The conversation groups offer different and important settlement topics every week and the teachers are so professional."
- Ahmed M. (AEC Student).

"I feel that I can truly enjoy my volunteer work at the AEC because of the amazing support of the program's team. They are so nice, dedicated, and always so supportive" - Faezeh K. (AEC Volunteer Teacher).

EMPLOYMENT SERVICES

As the pandemic continued to bring unprecedented challenges to the world around us, our dedicated and resilient Employment Team continued to provide consistent and flexible services to meet our clients' needs.

The 2021 to 2022 service year was a record breaking year for the number of clients that received skills training and the percentage of our clients that found employment. Many of our clients are employed due to the connections made by our Employer Liaison, Sascha Byrne through daily job leads emails, direct referrals, and virtual and in-person employer events.

Employment Facilitators met one-on-one with each of our employment services clients via in-person, phone, and virtual appointments. We increased the number of virtual workshops held. And expanded our schedule to include virtual workshops in the evenings, which are especially useful for our clients that are full-time students.

While assisting our clients with their needs, our Facilitators also saw the importance of caring for each other and themselves as individuals. Team members took the lead in scheduling self-care into the workweek. Margaret Ko scheduled virtual group coffee break meetups, Manami Alexander organized quick workout sessions during coffee breaks, and Shivani Neerajan organized Fun Friday activities. These important self-care and team activities allowed the team to maintain balance and be more productive, resilient and unified which transferred into better services for our clients.

Some of our Employment Facilitators took on additional clients to ensure those waiting for services did not have to wait too long. Hidru Hagos and Omran Zahrab did exceptional work at attending to many clients while

maintaining excellent quality services and supporting their team members.

We are immensely proud of the work our entire Employment Team was able to accomplish in the 2021-2022 service year. Their adaptability, resiliency, and compassion were made evident

through their accomplishments and the success of our clients. We look forward to the 2022 to 2023 service year with optimism, as we want to continue to help newcomers to be successful in Manitoba.

"Immigrant Centre gave me a resume template, taught me how to apply for jobs, sent daily job vacancies to me, helped me get certified for Customer Service jobs, First Aid/CPR, Food Handlers at no cost. Organized prospective employers to discuss job vacancies via zoom. My employment facilitator was super helpful even on weekends"

- Employment Services Client hired in March 2022

Highlights

2021/2022

- 642 clients reported employment in the 2021-2022 service year
- 70% of clients were closed as employed (7% increase over 2020-2021)
- 991 newcomers received employment services (169 clients still active)
- 563 clients attended 68 Virtual Employer Events/Information Session
 - 105 clients received Customer Service/ Loss Prevention training
 - 74 clients received Food Handler certification training
 - 57 clients received Emergency First Aid and CPR certification training
 - 29 clients received Commercial Cleaning Training



THE ZONAL OUTREACH NEWCOMER ENGAGEMENT PROGRAM

The Zonal Outreach Newcomer Engagement (ZONE) Program, formerly called the Neighbourhood Immigrant Settlement Program (NISP), welcomes a change in name and a new program lead. The new name reflects the standardization of newcomer settlement services across Canada. The ZONE coordinator continues to support the ZONE Settlement Workers from the seven designated ZONE agencies.

The latter part of the fiscal year has been busy with the formation of the Downtown Newcomer Hub, which aims to create a network of collaborative agencies in the downtown area. Led by the ZONE Coordinator, the newly formed group will consist of representatives from various non-profit agencies, educational institutions, WRHA, Service Canada, and the City of Winnipeg.

The ZONE Settlement Workers meet virtually every month with the Mini ZONEs, Specialized Services, and IRCC-funded Newcomer Service providers in attendance. During the meeting, the ZONEs share updates and challenges relevant to providing settlement services. Guest speakers came to present community resources which attendees found to be helpful.

In addition to the virtual meeting, the ZONE settlement group had its first in-person team building on March 30, 2022. Hosted at the Immigrant Centre, the event aimed to provide support as the settlement workers transition from virtual programming to in-person.

As the Manitoba government eases Covid 19 regulations, the ZONE settlement agencies have gradually reopened their doors to accommodate more community programs. In strict observance of the safety regulations recommended by the government, the agencies have successfully hosted newcomer community gatherings in which the ZONE coordinator enjoyed participating.

The quarterly ZONE Advisory Committee saw the launch of the Winnipeg Settlement Resource Guide for the Newcomers. The 14-page booklet will have the contact information and core services offered by the ZONE, Mini ZONE, and Newcomer Serving agencies. The IRCC project officers and coordinators from ZONE, Mini-ZONE, and relevant settlement service providers attended the meeting.

The Referral and Permission to Share Forms are now available as an addition to the ZONE resources. These forms are available to refer clients between the ZONEs or if other newcomer agencies would like to refer to the ZONEs. The ZONE coordinator organized and facilitated the Referral form training to the ZONE Settlement Workers and other newcomer serving agencies.

Before the end of the fiscal year, settlement workers from different agencies expressed their interest in co-facilitating the Share Our World (SOW) program. Share Our World is an IRCC-funded program promoting multiculturalism, cross-cultural adaptation, and celebration of diversity. The program is expected to run at the beginning of the next fiscal year.

Highlights	2021/2022
Number of Outreach to Community Serving Agencies (January to March 2022)	29
Number of Outreach to ZONE and Mini ZONEs (January to March 2022):	18
Number of ZONE Advisory Meetings (January to March 2022):	1
Number of ZONE Settlement Service Meetings (January to March 2022):	6



NEW COMMER ENGAGEMENT PROGRAM

NUTRITION SERVICES



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.

In 2021-2022, Nutrition Services continued to focus on adapting to the COVID-19 pandemic and ensured that newcomers continued to receive food and nutrition education and access.

Nutrition Services provided numerous supports to the following organizations and IC departments through cooking and nutrition education programs:

- Access English Centre (AEC) at the Immigrant Centre
- Cairns Children's Centre
- Flora House
- Freedom International Centre
- Life and Employability Enhancement Program
- Louis Riel School Division Settlement Program
- Mount Carmel Clinic
- Red River College Language Training Centre
- Women of Colour Community Leadership Initiative (WCCLI)

Our Funders

Funders : Nutrition Services is generously funded by Westoba Credit Union Ltd, The Winnipeg Foundation, and United Way Winnipeg.

Highlights	2021/2022
New Clients	286
Hours of client service	1,840
Number of volunteers	8
Agencies supported by Nutrition Services	9

"Classes were very professional and stress-free. I will recommend this course to all my friends. Thank you so much for the shopping you did Briana. Thank you for meeting a professional and kind person like Briana. If you are organizing any other courses, please let me know because I would love to take part in them." – Nutrition Services client 2022.

VOLUNTEER SERVICES

Volunteer involvement contributes significantly to the operation of the Immigrant Centre. Through volunteer engagement, the Centre is able to provide opportunities for newcomers to connect with long-time residents, immigrants and Canadian citizens, for support, encouragement and assistance.

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 successfully settle in their new community, and in the process, build a sense of belonging and strong connection to Canada.

One-on-One English Class participants receive informal language assistance, which builds their confidence and improves their English skills. As their ability to communicate in English improves, learners feel more confident in their ability to make new friends and participate in the community. Permanent Residents who enroll in classes to prepare for the Citizenship Test, learn about Canadian history, government and the rights and responsibilities of citizenship. Our Driver's Education course for the Class 5 Knowledge Test, helps newcomers familiarize themselves with the rules and regulations for safely operating a Class 5 vehicle in Manitoba.

In the face of on-going COVID-19-related challenges to program and service delivery, our volunteers steadfastly and consistently rose to the occasion, to offer their time, skills and knowledge to assist clients. The Centre welcomed 58 new volunteers, and 158 volunteers contributed just over 6,000 service hours. In Volunteer Services programs, 52 volunteers provided One-on-One assistance to 60 clients, four volunteers facilitated 30 Citizenship Classes for 94 clients, and one volunteer delivered 18 Driver's Education Classes to 122 clients. All Volunteer Services programs were delivered remotely.



VOLUNTEER SERVICES
MANAGER

Highlights

2021/2022

Total clients in Volunteer Services (VS) programs	273
Number of clients in Citizenship Classes	94
Number of clients in Driver's Education Classes	122
Number of clients in One-on-One Classes	60

*3 clients participated in more than one VS program

Citizenship Program Outcomes

94% of respondents have a better understanding of life in Canada
97% of respondents feel at home in Canada
96% pass rate among respondents who have taken the Citizenship Test

Driver's Education Class Client Outcomes

93% pass rate among respondents who have taken the Knowledge Test

One-on-One English Class Client Outcomes

94% of respondents improved their language skills
100% of respondents feel better able to communicate with people in their community

CELEBRATING OUR VOLUNTEERS

Volunteers of the Month

APRIL 2021

Bob Dick

"I fell in love with teaching English when I started in 2002 and it has brought me more satisfaction than my HR career. I know the work of the Immigrant Centre, I like the people and really enjoy offering help to my new immigrant friends."

MAY 2021

Ernie Nuytten

JUNE 2021

Alejandro Quiceno

JULY 2021

Cindy Yumang

AUGUST 2021

Tayabeh Jafari

"I am thankful that the Immigrant Centre gave me this chance. Now, I am working at a school part-time, and my goal is to get a job as a teacher as well as a translator in the future."

SEPTEMBER 2021

Natalie Klenke

OCTOBER 2021

Chiazor Chukwulobe

"Oh my goodness, it's been fulfilling, awesome, enriching... I am doing what I love to do, and I'm really happy doing it. I enjoy watching people grow with me, because I am also learning. As a teacher, it is important to appreciate other people's cultures, and learn about other people's countries. I really enjoy that."

NOVEMBER 2021

Omran Zahrab

DECEMBER 2021

Dana Kapoostinsky

JANUARY 2022

Sarah Ragoub

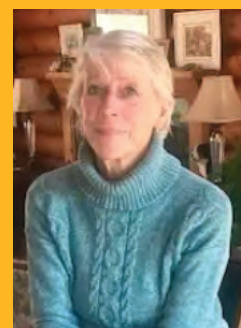
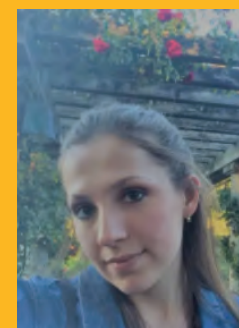
FEBRUARY 2022

Caroline Josephson

MARCH 2022

Mandy Vanderhooft

"It takes a courageous individual to come to a new country. I always feel that I learn as much as they do, and I get to see through the eyes of another person even though briefly."



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, 2022

STATEMENT OF FINANCIAL POSITION	2022	2021
ASSETS		
Current assets	573,391	586,823
Property, plant and equipment	51,997	95,003
	<u>625,388</u>	<u>681,826</u>
LIABILITIES AND NET ASSETS		
Liabilities		
Current liabilities	300,777	359,415
Deferred revenue related to capital assets	34,632	56,623
	<u>335,409</u>	<u>416,038</u>
Net assets		
Internally restricted net assets	289,979	265,788
	<u>289,979</u>	<u>265,788</u>
	<u>625,388</u>	<u>681,826</u>

STATEMENT OF REVENUES AND EXPENDITURES	2022	2021
Operations		
Revenue	2,730,508	2,644,615
Expenses	<u>2,685,373</u>	<u>2,672,922</u>
	45,135	(28,307)
Other income (expenses)		
Amortization of deferred contributions	36,580	61,205
Interest and miscellaneous	1,584	1,042
Amortization of capital assets	<u>(59,108)</u>	<u>(103,961)</u>
Excess (Deficiency) of revenues over expenses	<u>24,191</u>	<u>(70,021)</u>

AHMED OSSA

GLOBETROTTER AND TEACHER FROM GHANA



AHMED OSSA

Ahmed Ossa is originally from Ghana and has visited many countries during his life. He has a Bachelors degree in Marketing and a Certification in English Benchmarking from the University of Cape Coast. This English diploma has allowed him to travel to many countries as a teacher of English. Among them are China, Brazil, and Chile. In 2016 he saw himself in a position where he had to seek refugee status, so he moved to Manitoba under that category that same year.

He first came to our organization for support in 2018. He wanted to apply for a work permit so that he could enter the labour market. Harouna Samura, one of our Settlement Facilitators at the time, processed the

necessary paperwork and soon enough Ahmed was working for a local paint business. With persistence and determination, Ahmed was able to quickly switch fields to work as forklift operator at a local transportation company, and today, he is happily working at FEDEX.

In 2019, Ahmed returned to the IC to ask for assistance to bring his Ghanese fiancée who was living in the United States of America then. Damarys Ramirez helped him with the procedure for an exemption, and she is now here in the country living with Ahmed.

In April 2021, Ahmed came back to the IC to request our help with his citizenship application. Marietta Franco assisted him with the forms and in a few weeks, he was called to take the citizenship test. He passed with flying colors and all he had to do was to wait for his online citizenship ceremony date. He was informed it would take place on April 26, 2022.

On April 26, 2022, Ahmed Ossa entered our centre with a desperate look on his face. His Citizenship Oath Ceremony was scheduled for that day, but his home computer stopped working so he decided to turn to us for assistance. Amy Wang, one of our Settlement Facilitators, lent him her PC so that he can go through with the oath. As he was almost done with it, the lights went out at the IC and Ahmed was just shocked to realize that he may not even be a citizen after all the hassle he went through.

On May 11, 2022, he returned to our organization to tell us that he did get his certificate and that he is a proud citizen today. Everyone was impressed with his happiness and gratefulness for this honour. He told us that he is so appreciative of our assistance during the many occasions that he came to us for support.

Congratulations Ahmed! You can visit us anytime. We are here to help.



ImmigrantCentre

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