



Roula



Immigrant Centre

2022-2023 ANNUAL REPORT

MISSION

Helping newcomers succeed through personalized settlement plans and community partnerships.

VISION

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

TABLE OF CONTENTS

- | | | | |
|---|--|----|--|
| 1 | A MESSAGE FROM THE CHAIR OF THE BOARD AND IMMIGRANT CENTRE'S CEO | 8 | EMPLOYMENT SERVICES |
| 2 | BOARD OF DIRECTORS AND ADMINISTRATIVE TEAM. | 9 | THE ZONAL OUTREACH NEWCOMER ENGAGEMENT PROGRAM |
| 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

CHANGING LIVES FOR THE BETTER - ONE NEWCOMER AT A TIME

A MESSAGE FROM THE CHAIR OF THE BOARD, HOLLY TOUPIN, AND CEO, JORGE FERNANDEZ

The past year brought unique challenges and great opportunities for the Immigrant Centre as we welcomed triple the number of newcomers. It would not have been possible without the support of our dedicated and talented staff, our Board members, our committed team of volunteers, our community partners, our donors, and our funders.

We continue our commitment to providing personalized settlement plans with services that align with our clients' individual needs in a respectful, inclusive, and diverse environment. Access is provided to all who seek assistance, and an increase in collaborative community partnerships has enabled us to meet holistic client needs. We have maintained our hybrid delivery model, offering in-person and online access to our services, which allows us to tailor our programming to our clients' availability, impacting more meaningfully while maximizing our support's effectiveness.

In the past year, Manitoba welcomed many Ukrainians. We supported these newcomers daily at the Immigrant Centre and the Hotel Reception Centre, always looking for ways to help them feel at home in our province. In November 2022, our Settlement department also became a referral partner of IRCC-funded hotels for Ukrainian newcomers to Winnipeg. Ongoing communication

with IRCC, the Province and MANSO allowed us to successfully implement a process that facilitated a smooth transition and transfer of clients to IRCC-funded hotels.

Our Zone Outreach for Newcomer Engagement Services Program connected the Immigrant Centre with other organizations in the sector, promoting our presence citywide and providing expanded access to our activities and services.

The need for our Language Bank and Employment Services has also increased, along with our Settlement Services. A growing number of companies have partnered with us to hire newcomers who have been prepared for work in Canada through our Employment Services. Our ongoing classes remain integral to the newcomer experience, such as Access English Centre's Conversation Circles, Citizenship lessons, and Driver Education preparation. We continue to provide exceptional support, such as our Nutrition Program courses and assistance for International Students.

We remain committed to supporting our staff and clients through a culture of care and development. This year we continued our focus on Indigenous learning for staff and clients to support our commitment to reconciliation.

We always reflect on what is to come. Together, the board and staff bring to life a strategic plan that provides an adaptable roadmap positioning us well to serve newcomers today and tomorrow. The Immigrant Centre looks forward to maintaining programs that encourage newcomers to remain in our province. Our support grows with our innovative approach to service, programs, delivery, and collaborative community partnerships.

Our thanks go out to all who have been alongside us on this journey. Together you are instrumental in enabling us to fulfill our mission of helping newcomers settle and succeed in their new community - changing lives for the better, one newcomer at a time.



HOLLY TOUPIN
CHAIR OF THE BOARD



JORGE FERNANDEZ
CHIEF EXECUTIVE OFFICER

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

Wesley Schollenberg

Kim Stephens
Karen Toews
Anastasia Baynova
Daniel Hildebrand
Sherry Dupuis



**BOARD OF
DIRECTORS**



**ADMINISTRATION
TEAM**

OUR TEAM

EXECUTIVE & ADMINISTRATIVE TEAM

Jorge Fernandez

CHIEF EXECUTIVE OFFICER

Anthony Redekopp

CHIEF FINANCIAL OFFICER

Roselyn Advincula

DIRECTOR OF SETTLEMENT SERVICES

Mike Ficzer

MANAGER, IT

Maria Eugenia Silva

EXECUTIVE ASSISTANT

Lori Quiring

ACCOUNTANT ASSISTANT

MANAGEMENT TEAM

Briana Henry

MANAGER, NUTRITION SERVICES

Abigail Legaspi

COORDINATOR ZONAL OUTREACH
NEWCOMER ENGAGEMENT PROGRAM

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

Khalida Ahmad

Hamda Ahmed

Tavga Ahmed

Carlos Al Matni

Manami Alexander

Roula Alkayal

Rem Badir

Olha Beno

Lola Blazevic

Sascha Byrne

Oliver Dolinsky

Olivia Dolinsky

Arija Duke

Lorena Elder

Teresa Espinosa

Marietta Franco

Zecarias

Gebregziabher

Hidru Hagos

Mary Hailu

Olena Hrushytska

Anjana Kattel

Margaret Ko

Liliya Makarenko

Svitlana Matkivska

Arshad Nasari

Mirwais Nasiri

Shivani Neeranjana

Leis Odibat

Claudia Orellana

Petro Panin

Yuliia Panina

Milena Pantou

Damarys Ramirez

Olga Safroshkina

Yevgeniya Severenchuk

Vance Taylor

Sofia Tedros Hagos

Woldetsione

Pamela Vega

Amy Wang

Shanshan Wang

Louis Woo

Omran Zahrab

Anastasiya Zulyey

WELLNESS DAY



FLOW CHART: The Client Journey

This past year has been very challenging. The number of clients we served surpassed any expectations. Nevertheless, clients can be assured that we will continue to help them in their settlement journey with compassion and professionalism. Today, newcomers can start by registering online using the Immigrant Centre's webpage or by coming 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 unique to everyone.

**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

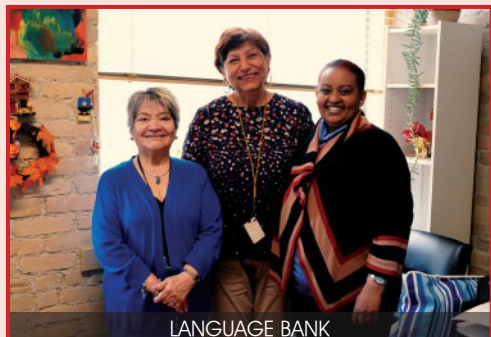
VOLUNTEER SERVICES

EXTERNAL REFERRALS

Our vision to improve lives for the better, one newcomer at a time, remains intact. As our clients endeavor to stay in Manitoba, we will continue to provide personalized settlement support and wide-ranging partnership recommendations.

Please, find a thorough description of our services in the following pages.

LANGUAGE BANK SERVICES



The Language Bank completed 7,138 services this year, including Notary Public language translation and interpretation. Fifty different languages were requested, with the most significant numbers being Ukrainian, Russian, Spanish, Czech, Dari, Farsi, Polish, Chinese, and Arabic.

As always, a huge thank you must go to the over 400 interpreters and translators registered with Language Services. Their professionalism and willingness to help ensure continued service to clients and the community in the past fiscal year. We look forward to serving newcomers with the same empathy and professionalism this year.

Language Bank Highlights

2022/2023

Number of Languages Provided:	50
Number of Volunteers Interpreter/Translators:	340
Completed Number of Documents	7,381

Clients

Completed Translation/Notary Public Services:	6,226
Completed Interpreter Services:	912
Total Services Provided:	7,138

Settlement Services Highlights

2022/2023

Total number of clients	6,418
Total number of services	12,629
Total number of webinars/workshops	62
Total number of webinars/workshop participants	1,185

SETTLEMENT SERVICES

The Settlement Services staff provided a remarkable service to our newcomers this fiscal year. We achieved 256% of our target, supporting over 6,400 individual clients and providing more than 12,000 services. Our Front Desk registered more than 9,000 clients and exceptionally managed the increased flow of clients coming to the center daily.

Additionally, we created new partnerships and responded to the community's needs through innovative programming that is now in place. For example, the arrival of our Ukrainian newcomers meant the creation of a satellite office at Best Western Hotel, thanks to IRCC funding. Furthermore, in partnership with the Province of Manitoba and MANSO, we also began supporting Ukrainian nationals at the Hilton Hotel. We provided timely, relevant, and onsite services to nearly 3,000 Ukrainian individual clients in the past fiscal year.

Our department offers a series of weekly webinars, and recently we added in-person information sessions on topics that our facilitators identified as relevant to newcomers. Some of these workshops were presented in partnership with other community agencies. We invited Winnipeg Police Services, Canada Revenue Agency, Service Canada, SEED Winnipeg, WSD, Seven Oaks Immigrant Services, RETIS, RBC, MPI, and New Journey Housing, to name a few. We provided 62 workshops/webinars and served 1,185 clients through this initiative. Also, we became one of the City of Winnipeg's partners in distributing Recreation Passes for the CUAET holders and Refugee newcomers -providing orientation on recreation resources and supplying over 2,000 free passes.

Flair Air initiative through MANSO and the Manitoba Ukraine Response Coordination Table. Moreover, we started offering English conversation groups and public speaking at Hilton and Best Western Hotel to provide an accessible opportunity to learn and practice spoken English as clients waited for needs assessment and formal English classes.

Furthermore, we partnered with Immigrant Women's Counseling Services to provide onsite, walk-in counseling support for newcomers on Monday mornings. We also partnered in running a Women's Wellness Session through arts and crafts.

Additionally, our staff participated in numerous community events all year round. They set up tables at those events and provided on-site outreach and services. We participated in more than 30 community events, increasing awareness about the Immigrant Centre's activities and the types of services provided. Additionally, we were approached by other community organizations to partner up in presentations and workshops.



"My family and I want to thank the Immigrant Centre for all they have done for us. We arrived in Winnipeg running from the situation in Syria, and they made us feel at home. They helped us with so many things. They provided information about how to apply for our healthcare cards and how to enroll our children in school. Also, we attended workshops about how to raise our children here in Canada and last year they guided us with our immigration status. We just want to say they are amazing." Ahsan

IMMIGRATION SUPPORT SERVICES



The settlement sector underwent truly challenging times this past year. In the case of the Immigrant Centre, the number of expected clients was greatly surpassed due to the influx of newcomers from conflict areas. We served many Ukrainian nationals and people from Syria, Afghanistan, and parts of Africa. In addition, and because our doors are open to all immigration statuses, our centre was packed beyond its capacity daily.

From Board Members to our CEO, to our hardworking staff, we all pitched in, endured, and remained available not to fail our clients. We must also thank our funders and donors during these busy times. Without their support, a few programs would have been in jeopardy -something that would directly affect newcomers.

Our determination moves us forward today, and despite overwhelming moments, we will continue to endeavor to serve those who seek our support with love, compassion, and professionalism. Newcomers deserve concrete assistance, and we know how to provide it.

Highlights

2022/2023

Total Information and Orientation Sessions

6, 400

"When I first arrived in Canada as an International Student, I was sure I would have to hire a lawyer to stay in the country. However, someone recommended the Immigrant Centre, and they guided me on how to apply for a work permit and told me that after a period I can apply to the Manitoba Provincial Nominee Program. I thank the Immigrant Centre for everything."

ACCESS ENGLISH CENTRE (AEC)

The Access English Centre, AEC, now celebrating 12 years of service in the province, has kept its primary purpose: to provide the best possible service to help newcomers settle in Manitoba successfully. Throughout this time as a service provider, the Access English Centre is still unique in the field as it accepts newcomers of all immigration statuses. To this end, we rely on an all-inclusive service approach, allowing all newcomer categories to attend our classes: permanent residents, working visas, student permits, visitors, and even new Canadian citizens. Moreover, with the added Ukrainian arrivals, our enrollment increased significantly but we remained truthful to our commitment to assist as much as our capacity allows.

Despite the unprecedented influx of immigrants facing displacement from Ukraine, the Access English Centre managed to keep its services uninterrupted, assisting newcomers in improving their English language skills. Our conversation group sessions, always facilitated by trained volunteer teachers, continued throughout the year with in-person and online platforms to accommodate as many students as possible.

The AEC team went above and beyond throughout the COVID-19 pandemic to find ways to continue providing uninterrupted services. That extraordinary experience taught us the importance of finding modes to lessen challenges and maintain services without interruptions. The AEC team, volunteer instructors, and Immigrant Center departments worked together to overcome tough challenges throughout the 2022-2023 year

Highlights

2022/2023

"Being able to teach and share my knowledge and skills with newcomers has been a wonderful experience, and I am grateful for the chance to contribute to our team's success. Moreover, volunteering has allowed me to meet and interact with people from different backgrounds and cultures. It is a humbling experience to learn from them and to share our own experiences and perspectives. I believe that this exchange of knowledge and culture is invaluable and enriching."
-Faezeh K. (AEC Volunteer Teacher).



EMPLOYMENT SERVICES



In the early months of 2022, we believed that the chaos of the pandemic days was finally over and that life would soon return to “normal.” Still, the early morning events of February 24, 2022, in Europe, were just the beginning of more critical times that would forever change the lives of millions.

Within a few months, Manitoba saw the number of newcomers from Ukraine arriving through the CUAET program grow from a small trickle to a tsunami of newcomers, all desperate for safety,

security, and employment. Many newcomers from Ukraine never imagined leaving their home country and arriving in Canada with little to no English. They faced traumatic events, like leaving family members behind and hearing hourly reports of the war and the bombing of their towns and homes.

Employment Services relied on the assistance of volunteer Ukrainian Interpreters in the spring of 2022 to assist us in communicating with newcomer Ukrainians with low English skills. But as the number of new arrivals grew and volunteers were stretched to the limits, we realized we needed more support to assist the thousands of new arrivals.

We are grateful for the support of both our federal and provincial governments in providing funding for 2 Ukrainian-Speaking Employment Facilitators who could assist Ukrainians with little to no English skills. Anastasiya and Olena worked together to provide one-on-one services and facilitate group workshops in Ukrainian.

Waiting times for employment services grew as demand for services continued to increase. New ideas were implemented to help clients waiting for services make good use of their time. Each client on the waiting list was provided with links to a recorded resume writing workshop, resume template, and resume tools. We also asked clients to complete intake forms in English or Ukrainian about their employment goals and skills, so we could accomplish more when we met with clients one-on-one.

Our team created recordings of our workshops in English and Ukrainian so that clients could learn about job search, interview skills, Canadian workplace culture and employee rights while they anticipated their group workshops. Group workshops were still provided via Zoom to accommodate more attendees.

We ended the year by collaborating with the Manitoba government and other community service partners to organize a Newcomer Hiring Event on March 7, 2023. The event featured 50+ employers, and approximately 2,500 newcomer job seekers attended, with over 100 newcomers receiving job offers that day.

We are immensely proud of the work our entire Employment Team accomplished in the 2022-2023 service year. Our clients' success made their adaptability, resiliency, and compassion evident. We look forward to the 2023 to 2024 service year with optimism as we continue to help overcome challenges and help more newcomers to find work in Manitoba.



Highlights

2022/2023

- 1,584 newcomers received employment services including 825+ CUAET (Ukrainians)
- 7,376 Employment services provided:
 - 3,534 one-on-one appointments (in-person, phone, virtual).
 - 2,073 job search, interview, Canadian workplace rights workshops (virtual).
 - Additional Training and Connection to Employers:
 - 884 clients attended 111 Virtual Employer Events/Information Session
 - 614 direct referrals to employers
 - 88 clients received Food Handler certification training.
 - 49 clients received Emergency First Aid and CPR certification training.
 - 109 clients received Customer Service/ Loss Prevention training.
 - 25 clients received Commercial Cleaning Training (English/Somali/Tigrigna/Ukrainian).
- 1,134 clients reported employment in the 2022-2023 service year.
- 177% increase over 2021-2022 service year.

THE ZONAL OUTREACH NEWCOMER ENGAGEMENT PROGRAM

The Zonal Outreach for the Newcomer Engagement Services Program saw a productive and engaging year due to the increased number of its activities and shift of interests as restrictions eased up, resulting in increased participation from the different Newcomer Serving agencies. In addition to this year's achievements, two significant projects were finalized and distributed for the incoming fiscal year 2023/24.

Additionally, this past fiscal year saw the finalization of relevant materials to help service providers understand and promote the ZONE program. These materials will be helpful for the new settlement workers and their newcomer clients. The first document is the Terms of Reference (TOR) for the Zonal Outreach for the Newcomer Engagement Services Program. It was written to inform settlement agencies and their staff who wanted to understand the program. The booklet contains 50 pages of information, including the ZONE referral process, names of IRCC-funded agencies and contact information, the Winnipeg scenarios flow charts, and the key players in the ZONE program.

On the other hand, the Winnipeg Settlement Resource Guide is geared toward newcomer clients, but it can be helpful to settlement workers in providing information to whom they serve. The material contains the names of 72 agencies newcomers can contact for their needs. The TOR and the Winnipeg Settlement Resource Guide are available in a shareable PDF format that newcomer service providers can directly access through Google shared drive.

In the past year we also developed a sharing of resources and updates via email, which is sent to at least 100 newcomer settlement providers. The email is sent every seven to ten days and contains varying topics such as collected and reviewed resources, trending news, agency updates, and upcoming activities for the group. The recipients include ZONEs, Mini ZONEs, specialized services, health care providers, schools, and other newcomer-serving agencies.

The past year gradually shifted from monthly virtual to in-person meetings. The in-person meetings aimed to collect and build relationships among the service providers. As service providers became more comfortable being out, in-person activity expanded to site visits or site tours, which were well-received by organizations and participants. The increasing number of in-person encounters resulted in a shift from monthly online to bi-monthly meetings. As of this writing, the activities of the ZONE program include bimonthly online meetings, site tours, and agency meet and greet for those who cannot facilitate a site tour, i.e., for client's privacy or if the site is too small for a group tour.

To foster timely information sharing, the ZONE coordinator utilizes different platforms to achieve this goal. The coordinator maintains a Google shared drive containing

photos taken from site visits, contact information, and ZONE-related materials. This drive is accessible by invitation only to newcomer service providers. At the end of the fiscal year, the ZONE coordinator developed a Google site where the posters are shared with the clients and service providers. These projects will carry on to the next fiscal year.



**Scan QR code to find out more about
The Zonal Outreach For Newcomer
Engagement Program**

NUTRITION SERVICES



Food is essential; it is a basic, everyday need. When people immigrate to Canada, putting food on the table is often difficult. 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. These challenges are worsening with the rising cost of living and food prices. 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 of these health issues is

our ultimate goal.

Nutrition Services aims to empower immigrants and refugees with the knowledge and skills to make healthier choices for themselves and their families. To this end, we provide a variety of onsite and outreach programs to educate 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 essential nutrition topics.

In 2022-2023, Nutrition Services moved back to in-person programs and services, apart from presentations provided to partnering agencies that continue to use virtual platforms. We facilitated the delivery of 89 programs through our onsite Cooking Matters programs and in partnership with seven newcomer-serving organizations.

Funders

Nutrition Services was generously funded by Assiniboine Credit Union Ltd, The Winnipeg Foundation, and United Way Winnipeg.

Highlights	2022/2023
New Clients	281
Hours of client service	1580
Number of volunteers	9
Agencies supported by Nutrition Services	7

Agencies Supported by Nutrition Services

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

- Cairns Children's Centre
- Flora House After-School Program
- Freedom International Centre
- Life and Employability Enhancement Program
- Rene Deleurne Centre Settlement Program
- Red River College Language Training Centre
- Manitoba Institution of Trades and Technology

Client Feedback

We value the feedback we receive from our clients and selected quotes from program evaluation and feedback forms provided by past participants (2022-2023):

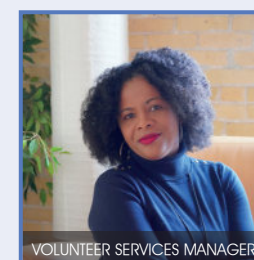
"I enjoy the class and learn a lot of information (healthy food, saving money and time). As a newcomer, I think this experience is very precious. I hope I will join another cooking class in the future. Thank you, Immigrant Centre, especially thank you Briana."

"I learnt how to cook simple, fast and nutritious meals. The trainer carried everyone in the class along. I know how to read food labels. I also learnt how to calculate the unit price."

VOLUNTEER SERVICES

Volunteer involvement contributes significantly to the operation of the Immigrant Centre. Through volunteer engagement, the Centre can 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 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 a 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 making new friends and participating 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 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 2022/2023, the Centre welcomed 75 new volunteers, and 198 volunteers contributed a record 19,106 service hours.

In Volunteer Services programs, 36 volunteers provided One-on-One English assistance to 42 clients, seven volunteers facilitated 38 Citizenship Classes for 66 clients, and two volunteers delivered 14 Driver Education Classes to 72 clients. All Volunteer Services programs were provided remotely.

Highlights	2022/2023
Total clients in Volunteer Services (VS) programs	173*
Number of clients in Citizenship Classes	66
Number of clients in Driver's Education Classes	72
Number of clients in One-on-One Classes	42
*7 clients participated in more than one VS program	

Citizenship Program Outcomes

100% of respondents have a better understanding of life in Canada
100% of respondents feel at home in Canada
97% pass rate among respondents who have taken the Citizenship Test

Driver's Education Class Client Outcomes

83% pass rate among respondents who have taken the Knowledge Test

One-on-One English Class Client Outcomes

100% of respondents improved their language skills.
100% of respondents feel better able to communicate with people in their community
89% of the respondents were able to make new friends in their community

CELEBRATING OUR VOLUNTEERS

Volunteers of the Month

APRIL 2022

Olivia Dolinsky

"It is a glory and honour for me to work hand by hand with wonderful pros that IC is blessed to consist of. I would not mention it personally – just see the full list of employees and volunteers of IC, and every person you see is a stellar pro I am proud to be on the same team with."

MAY 2022

Frances Biela

JUNE 2022

Allen Smith

JULY 2022

Aditi Sarker

AUGUST 2022

Faezeh Khadem

SEPTEMBER 2022

Oliver Dolinsky

OCTOBER 2022

Elisa de Jesus

"I really like doing it and I also like connecting with the clients. Briana has always been super nice, helpful, and supportive."

NOVEMBER 2022

Manvir Bhamra

DECEMBER 2022

Victor Menendez

JANUARY 2023

Roula Al-Kayal

"It was an absolute pleasure to get to know the team (both personally and professionally), work alongside them, and feel supported and encouraged to do my very best."

FEBRUARY 2023

Nelia Resendes-Marques

MARCH 2023

Galyna Kosova

"I have been living in Winnipeg since September 2022. I have a diploma of an artist-designer and a candidate of technical sciences. I also teach math to kids at a part-time school. I am an active person and I want to communicate, make friends and be useful to the community of the city, which has become my home and in which I was so warmly received."



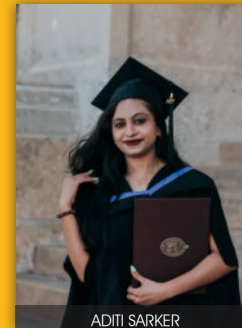
OLIVIA DOLINSKY



FRANCES BIELA



ALLEN SMITH



ADITI SARKER



FAEZEH KHADEM



OLIVER DOLINSKY



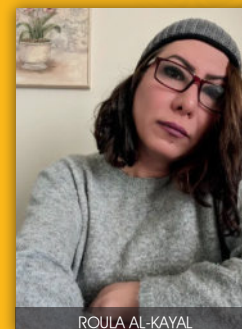
ELISA DE JESUS



MANVIR BHAMRA



VICTOR MENENDEZ



ROULA AL-KAYAL



NELIA RESENDES-MARQUES



GALYNA KOSSOVA

FINANCIAL HIGHLIGHTS

IMMIGRANT CENTRE MANITOBA INC.
FOR THE YEAR ENDED MARCH 31, 2023



ACCOUNTING TEAM

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

STATEMENT OF FINANCIAL POSITION

ASSETS

	2023	2022
Current assets	552,217	573,391
Capital assets	51,402	51,997
	<u>603,619</u>	<u>625,388</u>

LIABILITIES AND NET ASSETS

Liabilities

Current liabilities	251,456	300,777
Deferred revenue related to capital assets	39,725	34,632
	<u>291,181</u>	<u>335,409</u>

Net assets

Internally restricted net assets	312,438	289,979
	<u>312,438</u>	<u>289,979</u>
	<u>603,619</u>	<u>625,388</u>

STATEMENT OF REVENUES AND EXPENDITURES

Operations

Revenue	2,894,251	2,730,508
Expenses	2,867,219	2,685,374
	<u>27,032</u>	<u>45,134</u>

Other income (expenses)

Amortization of deferred contributions	18,237	36,580
Interest and miscellaneous	2,352	1,585
Amortization of capital assets	(25,162)	(59,108)

Excess of revenues over expenses

	<u>22,459</u>	<u>24,191</u>
--	---------------	---------------

SUCCESS STORY

SEDAT CAVDAR

SUCCESS STORY BY EMPLOYMENT SERVICES



We proudly feature Sedat Cavdar from Turkey in this year's success story.

Mr. Cavdar came to the Immigrant Centre in search of Employment Assistance a few months ago. His journey began with a one-on-one appointment with an Employment Facilitator who created a personalized plan to respond to his requirements. The advice he received included learning to write application documents such as a cover letter and a resume tailored to suit the positions to which he was applying. He also received training on preparing for an interview, anticipating possible questions, and attended workshops to understand the Canadian workplace. He expressed to us that he felt prepared when he received a call for his first interview. We asked Mr. Cavdar a few questions about his employment journey:

What types of job search techniques did you use to find your job?

I followed the job posting emails from the Immigrant Centre and subscribed to some career websites like Indeed, Workopolis and Jobbank. I also kept my LinkedIn account updated. Following my facilitator's advice, I customized my resume each time and applied with a unique resume for each job.

What differences have you noticed between working in Canada and your home country?

In my country, the applicant's technical skills (hard skills) are initially considered for employment. But here in Canada, soft skills, like communication, the ability to work on a team, problem-solving and taking the initiative etc., are a critical part of employment and as important as hard skills. Another difference is that there is support and encouragement here in Canada to expand employees' skills and even learn new ones about personal and professional development.

What advice would you give to immigrants and newcomers looking for work?

Considering the challenges during the settlement in a new country, I would suggest having a positive attitude, being willing to adapt and being open to learning new skills. Volunteering provides many opportunities, like contributing to society, understanding Canadian workplace culture, values and traditions, learning new skills etc. Finally, I would recommend networking, meeting new people and getting ideas from their experiences.

We want to congratulate Mr. Cavdar on his position. Today he is the Director of Newcomer Services at YMCA-YWCA of Winnipeg.



ImmigrantCentre

100 Adelaide Street
Winnipeg, Manitoba R3A 0W2

T: 204.943.9158
F: 204.949.0734

icmanitoba.com



Photos by Roula Al-Kayal

THANK YOU TO OUR FUNDERS AND SUPPORTERS

Canada



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

This organization
if funded by
the Government
of Canada

Cette organisation
est financée par
le gouvernement
du Canada



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