



NEW  
CANADIANS  
CENTRE  
PETERBOROUGH

Everyone  
welcome.

# ANNUAL GENERAL REPORT 2011-2012



## SOURCE COUNTRIES OF NEW CLIENTS

This year, the New Canadians Centre welcomed clients from 75 different countries:

Afghanistan	Malaysia
Albania	Malta
Angola	Mexico
Argentina	Nepal
Australia	Netherlands
Bangladesh	New Zealand
Belarus	Nigeria
Brazil	Pakistan
British Virgin Islands	Peru
Cambodia	Philippines
Cameron	Poland
Chile	Portugal
China	Qatar
Colombia	Republic of Guyana
Costa Rica	Romania
Cuba	Russia
Denmark	Salvador
Ecuador	Saudi Arabia
Egypt	Slovakia
Ethiopia	Somalia
France	South Africa
Germany	Spain
Ghana	Sri Lanka
Grenada	St. Lucia
Guadeloupe (France)	Sweden
Guinea	Syria
Hungary	Taiwan
India	Thailand
Iran	Trinidad and Tobago
Iraq	Turkey
Ireland	UK
Italy	U.S.A.
Ivory Coast	Uganda
Japan	Ukraine
Kazakhstan	Venezuela
Kenya	Vietnam
Korea	Zimbabwe
Kosovo	

## BOARD OF DIRECTORS



Mary Ladky	Chair
Cath D' Amico	Vice-Chair
Gabriele Zeh-Abramsky	Treasurer
Chanda Kaziya	Director
Janet Hunter	Director
Javier Bravo	Director
Linda Wong	Director
Mary Breen	Director
Sheila Nabigon-Howlett	Director



## 2011-2012 IN NUMBERS

### Community Connections

89 volunteers
3580 volunteer hours
26 clients matched for one-on-one tutoring
242 group sessions
3989 newcomer attendees

### Settlement Services

323 new clients
454 returning clients
856 total visits

## NCC CLIENTS: A SNAPSHOT

Immigration Category	# Clients
Permanent Residents	
Family Class	168
Economic Class	110
Convention Refugees	65
Naturalized Canadian Citizens	121
Workers	37
Temporary Residents	73
International Students	89
Live-in Caregivers	31
Refugee Claimants	26
Intent to Land	12
Other	12
<b>TOTAL</b>	<b>777</b>

## SETTLEMENT PROGRAMS

With the aim of helping immigrants and refugees adjust to their new lives in Canada, information and assistance is provided through one-on-one and group information sessions.

## LANGUAGE

- 14 translation requests were facilitated this fiscal year
- 54 new clients were assessed for referral to Fleming College's Language Instruction for Newcomers to Canada (LINC) Programs
- Basic, Intermediate and Advanced ESL classes were delivered by **Bruce Taylor**
- Advanced English classes were delivered by **Susan Lawrence**
- **Dave Loftus** worked with students using pronunciation software at the Peterborough Public Library

## OTHER PROGRAMS

- Citizenship courses were geared towards people studying for their Canadian citizenship based on the new guide, but were also open to those interested in learning more about their new country and culture. **Susan Lawrence** delivered sessions in September and October 2011 and **Margaret Higgins** in February and March 2012.
- **Hydeh Motagghi** facilitated a Microsoft Office Workshop, where the objective was to learn how to use Microsoft Office processing software to produce professional quality documents.
- Parents with children 0-5 years attended "Nobody's Perfect", a free parenting program at the Peterborough Family Resource Centre. Facilitators from the Peterborough Health Region provide information and materials to parents while the children are cared for.
- The Peterborough Parent-Child Mother Goose program brought newcomer and other families together to share as a group the pleasure and power of using rhymes, songs and storytelling (co-organised with the Peterborough Public Library).
- Garden Club

## GROUP SESSIONS

Changes in Ontario's Tax Credit System  
 Translator Training (Coen Bruin)  
 Job Search and Interview skills (Lisa Taillefer and Tracy Huang)  
 Simply Accounting (Andrea VanDerHerberg)  
 Using Twitter for job search (Michael VanDerHerberg)  
 Youth Connection Employment Workshop (Michael VanDerHerberg)  
 Communicating Across Cultures with Children (Julie Dotsch)  
 Restorative Practice Workshop (Elizabeth Fry Society)  
 Income Tax Workshop (Forest Li)  
 Immigration Updates (Carmela Valles)  
 Building a Welcoming Community (Horizons of Friendship and the Mennonite New Life Centre)  
 Separation and Divorce (Ingrid Vollmer, the Family Court Mediation Centre)  
 Information Session for Live-in Caregivers (Marna Martin, Canadian Coalition for In-Home Care)  
 What to do in the case of a car accident? (Dave Smith, Monkman Gracie and Johnston Insurance Brokers)



*Mother Goose program facilitators Karen Taylor and Laura Murray*



*English conversation circle facilitators Peter van Katwijk and Diane Cancilla*

## LANGUAGES

Our diverse clients speak **53** different languages!  
 The most common languages spoken are English, Spanish, Tagalog, Gujarati and Mandarin.



# COMMUNITY CONNECTIONS

Everyone appreciates some friendly support, especially when moving to a new place. The Community Connections program introduces new Canadians to local volunteers and many exciting opportunities.

## HIGHLIGHTS

### Hockey Night with the Petes

We started off with a tour of the arena and a quick lesson from PPCII Coordinator Jason, about the rules of Canada's game. After the tour, everyone enjoyed watching the game. As a bonus, the Petes' international players met with ESL students at PCVS prior to the game to share their experiences.



### OFAH Fishing Event

We spent the day at the Ontario Federation of Anglers and Hunters (OFAH) Mario Cortellucci Hunting & Fishing Heritage Centre where we learned about Ontario's angling and hunting heritage. In addition to sharing a delicious pancake breakfast, participants had the opportunity to learn how to fish at the OFAH Shimano Fish Pond.



### Trip to Lakefield Curling Club

Volunteers from the Lakefield Curling Club taught the group how to curl and by the end of the morning everyone was able to take part in an end-to-end game. Children too young to go on the ice played a table-top curling game and carpet bowls.

**Supper and Square Dancing in Norwood**  
NCC clients enjoyed this evening hosted by the Presbyterian Church in Norwood. After a lovely supper, we joined in square dancing to the music of the Donegal Fiddlers.



### World Kitchens - Iran & Zambia

NCC clients Farah Faroughi and Mercy Lungu Prugh demonstrated how to prepare Persian and Zambian cuisines respectively. Everyone was welcome to participate and to enjoy a great meal.



### Celebrating New Canadians

NCC and PPCII collaborated with community partners to organise the first Citizenship Ceremony to take place in Peterborough for 15 years. Everyone was invited to celebrate with the new citizens at an evening event held at the Canadian Canoe Museum.

## Other trips and tours

Ottawa Tulip Festival	Toronto Zoo	Lang Pioneer Village Apple Fest	Peterborough Museum and Archives	Art Gallery of Peterborough
Hutchinson House Living History Museum		Canadian Canoe Museum	Peterborough Public Library	
Peterborough Regional Health Centre		Municipal Offices	Smith-Ennismore Lakefield Township Offices	

## GROUPS

### Women's Group

Facilitators Evangelina Rodriguez and Rosie Salcido lead the group which meets weekly at St. James United Church where childcare is provided.

### English Conversation Circles

Our two regular volunteer facilitators are Peter van Katwijk and Diane Cancilla.

### French Conversation Circle

This year our regular facilitators, Chantal and Caroline, moved on for family reasons and the group's members share facilitation. The group gives our clients the possibility of learning one of Canada's official languages.

### Los Amigos Group

The facilitators - Ana Trujillo and Pedro Santana - facilitate the group in celebrating Spanish and Latin American culture and language.

### Young at Heart Group

This was a group for seniors to get out and enjoy time to meet others. There were two facilitators for this group, Carl and Ruth Hudson.



*Eva and Rosie,  
Women's Group Facilitators*

## SETTLEMENT WORKERS IN SCHOOLS (SWIS)

Settlement Workers in Schools (SWIS) is a school-based outreach program that enhances the schools' capacities to welcome newcomers by organizing information sessions and providing school orientation sessions. It is a partnership with Kawartha Pine Ridge District School Board and Peterborough Victoria Northumberland Clarington Catholic District School Board. SWIS workers meet with individual families and mature youth to connect them to resources in the school and community.

The program has enjoyed its first full year in operation. SWIS served **290 clients**, including **70 families** in schools across the large geographic area covered by the school boards. This includes Peterborough, Courtice, Bowmanville, Newcastle, Port Hope, Cobourg, Brighton, Orono, Hastings and the small rural areas in between. SWIS also organised many events, programs and workshops for parents, teachers and students.



## PROGRAMS



### Kids Club

The Kids Club is held on PA days during the school year as an extension of the SWIS program. It is intended to give the elementary children of NCC clients a chance to socialize while playing games and making crafts. The parents are provided interesting presentations by community agencies on a variety of interesting topics. This year these have included school orientation/information with KPRDSB ESL teachers, parenting in partnership with Kinark Child and Family Services, the new downtown Peterborough County-City Health Unit dental clinic and financial planning for your child's education with Janet Hunter from Charterfield. Kids Club is held at St. John's Anglican Church, 99 Brock Street. This year we also spent an afternoon in June at the fire hall on Sherbrooke St. Thank you to our volunteers who helped to keep the children busy on these fun days.

### Youth Group/Summer Homework Club

The purpose of the youth group is to provide a relaxing, positive space where students can socialize through activities such as the Wii challenge, crafts and board games. Space is provided for them to complete homework using the computers. SWIS provided various presentations on employment, visits to employment centres and discussions with community leaders on the challenges of coming to Canada.

The second important purpose of the youth group is to encourage students to volunteer in the community. SWIS helped to make connections with other agencies looking for volunteers as well as the various NCC events. High school students who were attending summer school last year came to NCC on Tuesday and Thursday after school. They were welcomed at our air-conditioned space to hang out and do a little homework. Thank you to our volunteers Liane Loucks and Gerard Valles for their help.



*Jasmine Chopra and Liane Loucks*

### Summer Family Literacy Program

NCC parents enjoyed free time in the Peterborough Public Library or working in the TEKdesk computer lab while the SWIS team engaged the elementary children with board games, stories and crafts. Thank you to the library for donating the computer lab and to our youth volunteers for their assistance. The program celebrated with a party in the library auditorium.



## EVENTS

Summer Picnic at the Zoo (July 6)

Sports Day at King Edward Park (August 16)

End of Summer Party (September 1)

High School Orientation  
(September 27 in Peterborough; November 29 in Cobourg)

Elementary School Orientation (September 30)

Parent Talk on Drug Awareness (November 9)

St. Mary's High School Welcome to Canada Dinner (November 23)

Chinese New Year Celebration at PCVS (January 23)

St. Catherine's Catholic School Equity and Diversity Coffee House (March 6)





## OUTREACH AND PROMOTION

NCC believes in participating in and supporting community events that raise awareness, help individuals in need, and promote Peterborough as a welcoming community. This year, we continued to participate in well-established events such as the One World Dinner with Kawartha World Issues Centre and Jamaican Self Help, the ReFrame International Film Festival and the Prosperity Tradeshow.



### SPEAKERS BUREAU

Our partnership with Peterborough Toastmasters for training in public speaking and presentation skills continues to be popular. Speakers Bureau members help NCC by responding to community requests for speakers on issues such as multiculturalism, immigration and diversity. Presentations this year included Naser Miftari's keynote address at the PPCII conference (see PPCII report) and the Catholic District School Board Speakers Forum on Immigration. Our thanks to Brian Patrick for his enthusiasm and hard work!

### FUNDRAISING

NCC staff embarked on several fundraising projects this year which included a raffle for a mystery box filled with goodies, a BBQ and a garage sale. We also produced a calendar called "Around the World in 12 Cakes" for sale. It featured a different cake recipe submitted by an NCC staff member each month. NCC client Agnès Jallon volunteered to do the graphic design and Julio Campos helped us with the food styling and photography.

To promote the sale of the calendar, we also partnered with the Peterborough Public Library in an event called "Have Your Cake and Read Too". NCC and Library staff prepared the cakes featured in the calendar for sampling by the public and local author Brenda L. Baker read from her recent novel "Sisters of the Sari". Over 80 people attended this event.



### MULTICULTURAL CANADA DAY



We celebrate Multicultural Canada Day with stage performances, children's face painting, citizenship quiz, and the very popular food vendors and craft vendors. In recent years, we have also decorated a float and participated in the Canada Day parade.

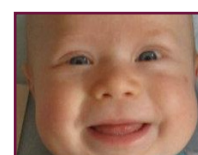
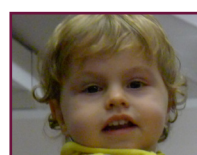
For the first time, we were fortunate to have the assistance of a dedicated staff person for this event, Mary Kapron. This year, we promoted the festivities of the day in three separate press events. First, the line-up for the stage show was announced at Del Cray Park. We featured some performers and also launched the Peterborough Welcome Pass at the same time (see PPCII report). Later, the media

were invited to the Lighthouse to try out some of the activities which would take place in the park during the celebration: henna tattoos, children's activities and the citizenship test. Finally, we offered a "Taste of Canada Day" where the media were invited into the kitchens of some of our vendors.



An estimated 10,000 people participated in the event, making for another successful celebration. We gratefully acknowledge the contributions of our partner organizations, board and committee members, and the volunteers who generously donated their time.

Many thanks to CHEX TV and the local print and radio media for their promotion of our events and programs!



## PURPOSE

The Peterborough Partnership Council on Immigrant Integration (PPCII) exists for promoting, advancing and supporting coordinated immigrant integration in the Peterborough community. We believe immigrant integration is essential for long-term social, cultural, economic and environmental prosperity in the Peterborough region.

## COUNCIL ACTIVITIES

Through the PPCII council and its committees (which met a total of 40 times over the year) and through the activities of staff, the PPCII continued to further its goal of improving immigrant integration in Peterborough in 2011-2012. Highlights of this year include:

- Launching the Integration Strategy Action Plan
- Hosting a Women's Business Network Spotlight Event
- Launching the Multicultural Organizations in Peterborough guide and map
- Sponsorship and participation in community events such as
  - Ode'min Giizis Indigenous Arts Festival
  - ReFrame Peterborough International Film Festival
  - Caribbean Street Festival
- Raising awareness of immigrant integration through
  - Hosting the Peterborough is a Welcoming Community Photo Contest
  - Providing the content for the Newcomers Succeed in Peterborough blog on mykawartha.ca
  - Assisting with marketing and content development for the WelcomePeterborough.ca immigration portal
- Delivering presentations to important community stakeholders including
  - Peterborough County CAOs
  - Peterborough County Council
  - The Greater Peterborough Area Economic Development Corporation
  - The Chamber of Commerce Breakfast Network
  - The Mayor of Peterborough

## "TOGETHER V CONFERENCE

On November 17, over 140 people attended the Prosper Conference. In addition to being well received, the conference received significant media attention including coverage on Ontario Morning. The conference explored topics related to integrating newcomers into the Peterborough community as:

- Diversity, Creativity and the Economy
- Diversity and Inclusivity in the Workplace
- Newcomer Mental Health
- Immigrant Integration Best Practices
- Engaging Newcomer Youth in Peterborough

For the first time, the keynote address was given by Naser Miftari from Albania.



PPCII Conference Panel on Newcomer Mental Health  
Mohamed, Mehran Monsef, Biljana Vasilevska, D...

## PETERBOROUGH WELCOME PASS

The Peterborough Welcome Pass (PWP) was launched on Canada Day on July 1st. It is designed to give new newcomers to Peterborough an introduction to cultural, arts, and recreational amenities of the Peterborough area.

The pass allows newcomers either free or discounted access to different cultural spaces and activities around the city. To date there are 22 organizations and over 130 new activities in the program. The PWP has been very successful in building partnerships with organizations that have traditionally been involved in the work of immigrant integration in our community. The number of organizations and newcomers participating in the program is growing.

Over the past year, the PWP has hosted two successful events including the New Canadians Fishing Day with the Peterborough Anglers and Hunters and the Family Fun Day with the Family Resource Centre.

The PWP was one of the recipients of the Inaugural Peterborough Foundation of Greater Peterborough grants. The PWP is supported by the Community Foundation of Greater Peterborough, the Peterborough Regional Museum Network, for their contributions to the PWP.



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PPCII Conference: Deputy Chief Steve Streeter, Naser  
Miftari, Inspector Ted Boynton, Mayor Daryl Bennett

## 2011-2012 MEMBERSHIP

At the end of the 2011-2012 fiscal year,  
the PPCII had 147 members, including 63  
organizational members. Over the past year,  
we were excited to be able to bring important  
community organisations such as **United Way  
of Peterborough and District**, the **Peterborough  
Petes** and the **Peterborough Community  
Garden Network** into the PPCII network.



PPCII Conference plenary session on  
Diversity, Creativity and the Economy:  
Dr. Asaf Zohar, Dan Taylor and Bonnie Kennedy

## COMING UP FOR THE PPCII (2012-2013)

- Creating of an ESL Steering Committee to address gaps in English Language Training in the Peterborough area.
- Implementing a series of training workshops focused on immigrant integration
- Continuing to deliver and improve upon the Newcomer Integration Toolkit
- Begin measuring how successful we have been at achieving our goals



PPCII Conference panel on Engaging Newcomer Youth in Peterborough:  
Chen Rao and Bernadette Peters (Steve Ross not pictured)

## COUNCIL MEMBERS

Canadian Mental Health Association  
Carmela Valles Immigration Consulting  
Casa Maria Refugee Homes  
Charterfield Consulting  
CINICORP  
City of Peterborough  
City Of Peterborough - Social Services  
City of Peterborough - Sports and Recreation  
City of Peterborough City Councillors  
City of Peterborough - Immigration Portal  
Community and Race Relations Committee  
Community Opportunity & Innovation Network (COIN)  
Connexion Française at Peterborough  
Council of Agencies Serving South Asians  
County of Peterborough  
Employment Planning & Counselling Peterborough  
Fleming College - Diversity Office  
Fleming College - LINC Program  
Fleming College -Employment Ontario  
Francophone Immigration Support Network in Kingston  
Greater Peterborough Area Economic Development Corporation (GPAEDC)  
Greater Peterborough Chamber of Commerce  
Habitat for Humanity Peterborough & District  
Immigration Advisory Service  
Industry Canada, FedNor  
Investors Group  
Islamic Education & Information Exchange  
Kawartha Pine Ridge District School Board  
Kawartha World Issues Centre  
Ministry of Citizenship and Immigration  
Ministry of Training, Colleges, and Universities  
New Canadians Centre Peterborough  
Newcomer Bulletin  
Northern Lights Canada  
One World ESL School  
Ontario Provincial Police (Peterborough County)  
Peterborough and the Kawarthas Association of Realtors, Alison Realty GMAC Real Estate  
Peterborough Community Futures Development Corporation  
Peterborough Community Garden Network  
Peterborough Community Legal Clinic  
Peterborough County-City Health Unit  
Peterborough Family Resource Centre  
Peterborough Lakefield Community Police Service  
Peterborough Petes  
Peterborough Public Library  
Peterborough Regional Health Centre  
Peterborough Social Planning Council (PSPC)  
Peterborough Victoria Northumberland Clarington Catholic District School board  
Peterborough Victoria Northumberland Clarington Catholic District School Board (Equity & Inclusive Education Advisory Committee)  
ReViVe Career  
Siemens Milltronics  
The Art School of Peterborough  
Trent Centre for Community-Based Education  
Trent International Program  
Trent University  
Trent University (Psychology Department)  
Trent Valley (ITCH) International Coffee House  
Trent Valley Literacy Association  
Welcoming Communities Initiative (Trent University)  
Women's Health Care Centre  
Workforce Development Board  
Individual Members

New members are always welcome!

The NCC staff roster continued to evolve in 2011-2012. We welcomed our new staff - Safo Musta, Arbera Çuli, Ralph Colley, Gabriel Ribadeneira and Teodosia Villarino. We also bade a fond farewell to Ziysah Markson as Executive Director and welcomed Hajni Hös in her permanent position. With Yvonne Lai, Tamara Hoogerdyk and Carolina Orduz on temporary leave, staff took on different roles on an interim basis.

## STAFF

<b>Andrea Heilingbrunner</b>	LINC ASSESSOR
<b>Anne Elliott</b>	COMMUNITY COORDINATOR
<b>Arbera Çuli</b>	INTERIM RECEPTIONIST
<b>Carolina Orduz</b>	SETTLEMENT COUNSELLOR (ON LEAVE UNTIL JUNE 2012)
<b>Dawn Franklin</b>	SWIS COORDINATOR
<b>Faye Shien Tan</b>	INTERIM SETTLEMENT COUNSELLOR
<b>Gabriel Ribadeneira</b>	EMPLOYMENT LIAISON SPECIALIST
<b>Grace Salalila</b>	OFFICE ADMINISTRATOR/BOOKKEEPER
<b>Hajni Hös</b>	EXECUTIVE DIRECTOR
<b>Jason Stabler</b>	PPCII COORDINATOR
<b>Jenny Santos</b>	INTERIM SETTLEMENT COUNSELLOR
<b>Liliana Perez</b>	SETTLEMENT COUNSELLOR/INTERIM SETTLEMENT SERVICES COORDINATOR
<b>Lou Marles</b>	IT SUPPORT
<b>Luz Ofelia Maya</b>	COBOURG OFFICE ADMINISTRATOR/ SETTLEMENT COUNSELLOR
<b>Maryam Monsef</b>	INTERIM OUTREACH COORDINATOR
<b>Melissa Sharpe-Harrigan</b>	RESEARCH AND IMPLEMENTATION SPECIALIST
<b>Michael VanDerHerberg</b>	EMPLOYMENT COUNSELLOR/ WIC PROGRAM COORDINATOR
<b>Ralph Colley</b>	EMPLOYMENT LIAISON SPECIALIST
<b>Safo Musta</b>	INTERIM RESEARCH AND IMPLEMENTATION SPECIALIST
<b>Steve Ross</b>	SWIS WORKER
<b>Tamara Hoogerdyk</b>	SETTLEMENT SERVICES COORDINATOR (ON LEAVE UNTIL JUNE 2012)
<b>Teodosia (Dindin) Villarino</b>	INTERIM SWIS WORKER
<b>Yvonne Lai</b>	OUTREACH COORDINATOR (ON LEAVE UNTIL MARCH 2012)
<b>Ziysah Markson</b>	PAST EXECUTIVE DIRECTOR

## SUMMER

<b>Mary Kapron</b>	CANADA DAY WORKER
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## REPORT FROM THE CHAIR OF THE BOARD

In my second year as board chair, I am happy to report on the continued growth of the Centre and the crucial work it does to welcome and support newcomers to the Peterborough region.

We had a banner year in terms of successful grant applications which is the direct result of many, many hours of hard work by staff and volunteers. These increases in funding have helped to grow the staff to 18 and allowed us to rent extra space at the Chamber of Commerce. Organizational stability has been further enhanced by the now permanent status of our Executive Director.

Together, board and staff are also working incrementally closer to the goal of moving into a new space at St. James United Church by September 2013. None of this would be possible without the dedicated individuals who staff the Centre or the volunteers who serve on the board, its committees or as contributors to the PPCII.

*Board Chair Mary Ladky*



*Can you match the photos to the staff?*

## PLACEMENT AND SUMMER STUDENTS

### Fleming College Social Service Worker Program

PARMJIT SOHAL

### Canada World Youth

VINCENT POIRIER

CAROLINE WILBARD MGAYA

### Trent Centre for Community-Based Education

CHANEL CHRISTOPHE

NATALIE GUTTORMSSOM

JOHN HORROX

ERIKA TATAW

### PPCII Summer Student

NURUDDIN QORANE

### Queen's University Education Program

LAURA BURT

CHRISTINA RICHARDS

### Trent University Education Program

TRAVIS KENDALL

MIRANDA HINTON BENINGER



Answers (from top row, left to right): Andrea, Jenny, Anne, Faye, Jason, Lou, Melissa, Dindin, Michael, Maryam, Arbera, Hajni, Ziysah, Grace, Ralph, Safo, Carolina, Dawn, Steve, Gabriel, Liliana, Tamara, Yvonne, Luz Ofelia



## MANDATE

The Workplace Integration Centre (WIC) assists employers attract, hire, and retain internationally-trained professionals.

## HISTORY

WIC has existed since April 1, 2010 and is the employment services branch of the NCC. Our goal is to facilitate connections between newcomers and employers in the greater Peterborough area that turn into job opportunities for the clients we serve.

We are funded primarily by the Global Experience @ Work program from the Ontario Chamber of Commerce. This funding is received through a local partnership we have with the Greater Peterborough Chamber of Commerce. We have received additional funding for the mentorship program from ALLIES, through Maytree.

## ACTIVITIES

WIC serves both newcomers and employers and has achieved the following deliverables over the last two years:

	ITP	EMP	TOOL	Job	Speaking Engagement (people present)
Target	125	350	2	-	-
Actual	213	360	5	47	425

ITP = Number of **internationally trained professionals** who have benefitted from the project: - Includes participation in the mentorship program, individuals who have benefitted from employment, volunteer placements and interviews or other contact with employers.

EMP = Number of **employers directly benefiting** from this project: - Directly through the mentorship program, workshops and one-on-one consulting –

TOOL = Number of **courses/assessment tools** that will be developed or adapted: - Includes updated HR guides, online web resource and other materials related to the process of hiring foreign trained workers

Job = Number of internationally trained professionals who have obtained **employment** as a direct result of the work of WIC.

Speaking Engagement = Total number of people present for speaking engagements where WIC has been discussed.



Carole Pedler (WIC Steering Committee Member), Gabriel Ribadeneira, Jenn Harrington (WIC Steering Committee & PPCII Chair), Michael VanDerHerberg, Hajni Hös and Ralph Colley



## 47 jobs, 47 lives, 47 families.

For me the biggest accomplishment of the Workplace Integration Centre is the fact that 47 internationally trained professionals obtained meaningful employment through the work of the WIC. And this is something we often forget.

This Wednesday a young man came to my office. He told me that he was one of my clients 4 years ago, back when I was an employment counsellor at the NCC. He was a freshly graduated talented engineer from India and we were able to help him find employment in Peterborough.

It was very rare that we were able to do this before we started to work with employers directly through the Workplace Integration Centre 2 years ago. He came by because he just got married in India. He came to show me pictures of his wedding and beautiful wife and to thank the NCC for the impact on his life. He will sponsor now his wife to Canada and they hope to raise their family in Peterborough.

Since I don't see clients often any more and I do mostly boring administrative tasks, I need to remind myself that yes, indeed we do impact lives.

If you work at the Ontario Chamber of Commerce or at the Peterborough Chamber office working with target numbers and budgets, my message to you is that you have impacted 47 lives within the last 2 years.

If you are an employer working with the Workplace Integration Centre, my message to you is that along with other employers in Peterborough you have impacted 47 lives.

If you are a volunteer on the Workplace Integration Centre's Steering Committee keeping Michael, Ralph and Gabriel on their toes, you have changed the life of 47 families.

If you are a partner of the Workplace Integration Centre in any ways, you have impacted 47 lives.

If your name is Michael VanDerHerberg, Ralph Colley or Gabriel Ribadeneira doing an excellent job, you can expect to see many wedding pictures in the next few years.

So next time when you get tired reading a report or struggling with a budget, please remember that even if you don't meet our clients directly, you already have helped 47 internationally trained professionals to get meaningful employment in our community and you have changed the life of 47 families. And in the name of my friend and his fellow foreign-trained professionals, I would like to thank you all for your work with the Workplace Integration Centre.

Hajni Hös's speech at the WIC Celebration Lunch, March 2012

## VOLUNTEER OF THE YEAR PETERBOROUGH



**Carl and Ruth Hudson** have made a major contribution to the work of the NCC over the past year. Together they have taken groups of newcomers on trips to local museums, the library and hospital. At the Multicultural Canada Day Festival, they staffed the water tent all day and supervised the young volunteers. They also facilitated our 'Young at Heart' seniors' group.

Carl is also an active volunteer tutor regularly meeting one-to-one with a client to help him improve his English and make connections in the community. The client says, "Every time we meet, Carl surprises me by picking me up and driving me to various places in Peterborough and the surrounding area. He is more than a tutor, he is a friend."

Carl also supports the Workplace Integration Centre by taking clients to interviews and meetings with employment agencies.

Carl and Ruth have made a huge difference in the lives of many newcomers. They epitomize the spirit of the wonderful volunteers we have and we are truly grateful to them.

## PARTNER OF THE YEAR - PETERBOROUGH

**The Greater Peterborough Chamber of Commerce** provides business advocacy, networking and education for their members and the community at large. They act as a catalyst to enhance business growth and opportunity, innovation, partnerships, and a diverse Business Community.

The New Canadians Centre, and particularly the Workplace Integration Centre, has had a great working relationship with the Chamber and the funding for WIC comes through the Chamber.

Stuart Harrison has become a champion for newcomer integration and attraction, supporting the WIC team and welcoming newcomers in the community. The staff at the Chamber have been welcoming and courteous to those we refer to them. We thank Stuart Harrison and his staff for their continued support and commitment.



*Stuart Harrison with Chamber staff Anne Arnold, Shelley Gauthier, Cynthia Hamu, Lindsay Walker and Cathy Martin. Photo courtesy of Greater Peterborough Chamber of Commerce.*

## VOLUNTEER OF THE YEAR COBOURG

**Mrs. Wendy Somerville** moved from the Halton region to Cobourg last year and started volunteering at the New Canadians Centre about nine months ago. Mrs. Somerville has a key role in facilitating the Cobourg Women's Group as well as the Wednesday ESL class. We appreciate the experience that she brings with her and are very grateful for her dedication.



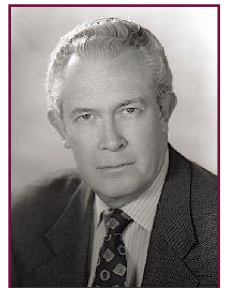
## THANKS TO OUR PARTNERS

NCC believes strongly in the benefit of community partnerships to offer workshops and programs, to share information, and to coordinate services. This year, we are thankful to have the support of **59 community partners**. Some of the new partnerships this year include: Some new partnership initiatives this year include:

- Peterborough Library refitted their computers and allowed us free use of space so we could offer more programs. TEKdesk kindly offered their computer expertise and support.
- We worked together to provide more tutors to meet needs of clients with Frontier College and Trent Valley Literacy Association (TVLA). TVLA also provided free space to host English Classes.

## PARTNER OF THE YEAR - COBOURG

Warren Lloyd, President of Lloyd & Associates, has assisted us in our Cobourg office with various queries related to our clients' immigration needs. Warren is a veteran Canadian diplomat who has spent 27 years with the Canadian Immigration Foreign Service. He has served overseas as a Trade Commissioner in Peru and has managed Canadian Visa Offices in Spain, Mexico and the United States. Warren has a very skilled level of knowledge of visa office processing and domestic immigration operations. We are very fortunate to benefit from his expertise and thank him for his generosity.



Volunteers are at the heart of what we do. Our sincere gratitude to all of you for your dedication, energy, and compassion. This year, 198 active volunteers assisted us with various events, programs, workshops and here at the office, contributing 3,860 volunteer hours (over 480 days of work!). 109 volunteers assisted with Canada Day alone!

**From the bottom of our hearts, we thank you.**



## NCC COBOURG



Our office in Cobourg provides support to immigrants in Northumberland County. This can range from providing settlement advice and counselling to organising programs and events such as:

- Trip to Sandy Flat Sugar Bush
- Cobourg Employment Workshops in partnership with Watton Employment
- Cobourg Women's Group with activities around gardening, health, nutrition and cooking
- Cobourg English Conversation Circle

We met with Economic Development and Tourism representatives from Cobourg, Port Hope, Hamilton township, Trent Hills, Brighton, Grafton and Cramahe to share information about NCC programs and services.

Several workshops were also organised:

- "Raising Our Voice" in partnership with Horizons of Friendship and New Life Mennonite Centre
- "Building a Welcoming Community" which garnered a lot of interest from local community leaders

The NCC **Migrant Farm Worker Project** in Northumberland is the first formalised program that has been offered for migrant workers in the area. In this second year of the project, we organised the following events for the workers:

- Dinner event organized for migrant workers from Mexico, Jamaica, Trinidad & Tobago and Guatemala where the workers received valuable information along with our "Welcome Book for Migrant Workers" and reusable water bottles.
- Welcome Dinner for Migrant Workers and Newcomers "Summer Celebration"

This event was held at The Fellowship Baptist Church. A group of volunteers from the church gathered to prepare the food. Over 110 people (migrant workers, newcomers, community volunteers) participated and shared good food, music, dancing and singing.

- Medical Services for Migrant Workers - September 15, 22, 29 and October 13, 2011

In partnership with the Port Hope Community Health Centre (PHCHC), we offered four walk-in clinics on September 15, 22, 29 and October 13. Workers could access free and confidential health services between 6.30 and 8.30pm. Over the 4 clinics, we recorded 19 visits. Our thanks to the PHCHC and nurse practitioner Lydia Rybenko.

- International Potluck Dinner and Farewell for Migrant Workers

A farewell event was held in November at Horizons of Friendship. We celebrated the end of the season with the Jamaican workers who were still in town and a group of Mexican women who came late in the season from the Niagara area. As with any NCC event, there was much fun had by all.



## COBOURG COMMUNITY PARTNERS

Cobourg Public Library  
County of Northumberland  
Family Law Information Centre  
Fellowship Baptist Church  
Horizons of Friendship  
Lloyd & Associates  
Neighbour Link  
Northumberland United Way  
Port Hope Community Health Centre  
Quid Novis Immigration Services  
Salvation Army Cobourg  
The Read Centre  
Town of Cobourg Municipal Office  
Trinity United Church – Cobourg  
Watton Employment Services  
YMCA Northumberland





NEW  
CANADIANS  
CENTRE  
PETERBOROUGH

## WE ARE...

The New Canadians Centre Peterborough is a non-profit charitable organization dedicated to supporting immigrants, refugees, and other newcomers in Peterborough and surrounding areas. We are governed by a volunteer Board of Directors.

## OUR MISSION

The New Canadians Centre Peterborough strives to empower immigrants and refugees to become full and equal members of Canadian society, and to provide community leadership to ensure cultural integration in a welcoming community.

## OUR VALUES

Respect, Diversity, Partnerships, Dedication

## OUR GOALS

To ease and promote the adjustment of immigrants and refugees to Canadian culture.

To provide trained staff and appropriate facilities.

To advocate on behalf of new Canadians, and to provide information and referrals.

To continually review and adjust our services to address the needs of new Canadians.

To increase the active participation of new Canadians in determining the direction and programs of the agency.

To promote cross-cultural understanding and acceptance through education and awareness projects.

To promote fundraising projects to improve the quality of community services for new Canadians.



The New Canadians Centre gratefully acknowledges our funders:

**CITIZENSHIP AND IMMIGRATION CANADA**

**MINISTRY OF CITIZENSHIP AND IMMIGRATION**

**MINISTRY OF TOURISM AND CULTURE**

**GREATER PETERBOROUGH CHAMBER OF COMMERCE**

**ONTARIO CHAMBER OF COMMERCE**

**COMMUNITY OPPORTUNITY AND INNOVATION NETWORK**

**COMMUNITY FUTURES DEVELOPMENT CORPORATION**

**SERVICE CANADA**

**UNITED WAY OF PETERBOROUGH AND DISTRICT**

**NORTHUMBERLAND UNITED WAY**

**CITY OF PETERBOROUGH**

**MAYTREE FOUNDATION**

**CANADIAN HERITAGE**

**NORTHERN LIGHTS CANADA**

**COMMUNITY FOUNDATION OF GREATER PETERBOROUGH**

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