



NEW CANADIANS CENTRE

PETERBOROUGH

EST  1979

Everyone
welcome.

SOURCE COUNTRIES OF NEW CLIENTS

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

Afghanistan	Kenya
Albania	Kosovo
Antigua and Barbuda	Laos
Australia	Lebanon
Austria	Malta
Bangladesh	Mexico
Bhutan	Nepal
Bolivia	Netherlands
Brazil	New Zealand
Burundi	Nigeria
Cambodia	Norway
Canada	Pakistan
Chile	Palestine
China	Peru
Colombia	Philippines
Costa Rica	Poland
Costa Rica	Portugal
Croatia	Romania
Cuba	Russia
Czech Republic	Senegal
Democratic Republic of the Congo	Serbia
Dominican Republic	Sierra Leone
Ecuador	Slovakia
Egypt	Slovenia
El Salvador	Somalia
Finland	South Korea
France	Spain
Germany	Sri Lanka
Greece	St. Vincent
Guyana	St. Lucia
Hungary	Syria
India	Taiwan
Iran	Tanzania
Iraq	Thailand
Ireland	Trinidad and Tobago
Israel	Uganda
Italy	Ukraine
Ivory Coast	United Kingdom
Jamaica	United States
Japan	Unknown
Jordan	Vietnam
	Yugoslavia
	Zimbabwe

ANNUAL GENERAL REPORT 2013-2014



BOARD OF DIRECTORS

Gabriele Zeh-Abramsky	Chair
Laura Walker	Vice-Chair
Wilco Overink	Treasurer
Janet Hunter	Secretary
Arbëra Çuli	Director
Cath D'Amico	Director
Laura Keresztesi	Director
Lisa Clarke	Director
Rajesh Gopalakrishnan	Director
Sil Salvaterra	Director



Fond memories at 205 Sherbrooke Street



Celebrating our new home at 221 Romaine Street

REPORT FROM THE CHAIR OF THE BOARD



I am delighted to be speaking to you all today in my role as board chair of the New Canadians Centre (NCC). I am also feeling a little reflective, somber even, as this is also my final year as chair and on the board. I first volunteered for the Centre 4 short years ago and I have seen a tremendous degree of organizational growth and development of the Centre. It is truly thrilling and the direct result of the amazing work done by staff and volunteers. I especially want to thank three wonderful people, Ziysah Markson, Hajni Hös and Jason Stabler who have led the New Canadians Centre during my tenure both on the board and as chair. They did so much and continue to do so much to support me in my role as board member and chair. Without their combined efforts, the Centre would not be where it is today.

Jason Stabler, our interim ED helped to put together the following summary of the Centre's work and achievement this year. Thank you Jason for your excellent work this past year. You made our work as a board so much easier.

This past year the NCC served over 570 new clients from over 84 countries. This represents an increase of more than 18 percent over last year and continues a 6-year trend of increases in the number of new clients served at the NCC.

Other highlights of the year include:

- a record crowd of over 11 000 attending Multicultural Canada Day Festival
- formalizing an agreement with CMHA to provide services to our clients onsite at the NCC
- Successfully hosting the 3rd 'Together We Prosper' conference and the 2nd NCC Fundraising Gala

Our staff continues to embody the diversity we aim to foster in the community coming from 13 different countries and speaking 14 different languages.

We have continued to build upon our relationships with the City of Peterborough and the County of Northumberland where our two offices are located, and we are grateful for the support of the staff and elected officials in both communities.

The New Canadians Centre has been a part of this community for 35 years. Thank you for all that you have done to help us to adapt to the changing needs of newcomers over that time. We hope to see you again 35 years from now.

Board Chair Gabriele Zeh-Abramsky

STAFF

Andrea Heilingbrunner	CLARS ASSESSOR
Anne Elliott	COMMUNITY COORDINATOR
Carolina Orduz	SETTLEMENT COUNSELLOR
Dawn Franklin	SWIS COORDINATOR
Faye Shien Tan	INTERIM SETTLEMENT COUNSELLOR / SWIS WORKER
Gabriela Revak	RESOURCE DEVELOPER / INTERIM PROJECT IMPLEMENTATION SPECIALIST
Gabriel Ribadeneira	EMPLOYMENT COUNSELLOR
Grace Salalila	FINANCE & OFFICE COORDINATOR
Gretel Barcelo-Ricardo	ASSISTANT SETTLEMENT COUNSELLOR
Hajni Hös	EXECUTIVE DIRECTOR

Jason Stabler	INTERIM EXECUTIVE DIRECTOR / PPCII COORDINATOR
Jenny Santos	RECEPTIONIST
Jessica Devlin	INTERIM SWIS WORKER
Jungeon Kim	ASSISTANT EMPLOYMENT COUNSELLOR
Katelyn McKeiver	SUMMER STUDENT
Kemi Akapo	INTERIM EMPLOYMENT SERVICES COORDINATOR
Liana Honsinger	OUTREACH & COMMUNITY ASSISTANT
Liliana Perez	SETTLEMENT COUNSELLOR
Lou Marles	IT SUPPORT

Luz Ofelia Maya	COBOURG OFFICE MANAGER / SETTLEMENT COUNSELLOR
Michael VanDerHerberg	EMPLOYMENT SERVICES COORDINATOR
Olga Stetsyuk	EMPLOYMENT COUNSELLOR
Safo Musta	INTERIM PPCII COORDINATOR
Steve Ross	SWIS WORKER
Tamara Hoogerdyk	SETTLEMENT SERVICES COORDINATOR
Yvonne Lai	OUTREACH COORDINATOR

With Hajni Hös, Carolina Orduz and Michael VanDerHerberg on temporary leave, staff took on different roles on an interim basis.

SETTLEMENT SERVICES

IMPROVING ENGLISH

- Helped 167 people obtain help to improve their English skills to help them participate in society, obtain employment, go to school and get Canadian citizenship through referral to NCC and other classes, tutoring matches, and online learning

OBTAINING IMPORTANT DOCUMENTS

- Helped 145 people obtain permanent resident cards, citizenship certificates, passports, travel documents, birth certificates, and other important documents

ACCESSING HEALTH SERVICES

- Helped 106 people access a variety of health services, find health professionals, and obtain health coverage
- Through partnership with the CMHA, delivered on-site counselling services to 16 vulnerable people; helped 2 people start the process for CMHA management



STAYING IN CANADA

- Helped 233 people obtain information on immigrating to Canada and becoming permanent residents, including spousal sponsorships, live-in caregiver applications, convention refugee and protected person applications, and skilled worker applications

ASSISTING LOW-INCOME FAMILIES & HIGH-NEEDS INDIVIDUALS

- Helped 36 people obtain essential services and items such as apartment furnishings, clothing, food, emergency funds and school supplies
- Supported 28 high-needs individuals through situations such as loss of status, loss of income, trauma and instability

BECOMING A CANADIAN CITIZEN

- Helped 98 people with the process of becoming a Canadian citizen
- Held 2 citizenship test preparation courses in Peterborough and a Citizenship Information Workshop in Cobourg
- Collaborated with many city partners to host our third annual citizenship ceremony at the Canadian Canoe Museum



SETTLEMENT WORKERS IN SCHOOLS (SWIS)

SWIS is a school-based outreach program that enhances the schools' capacities to welcome newcomers. It is a partnership with the Kawartha Pine Ridge District School Board and Peterborough Victoria Northumberland Clarington Catholic District School Board. SWIS workers meet with individual families and mature youth and organise groups to connect them to resources in the school and community.

*NCC Youth Group in Cobourg and Peterborough,
NCC/YMCA High School Homework,
Kidsclub, Parents for Parents,
International School Ambassadors,
Family Literacy at the Library, Make It Write,
When I Was Young, Footie for Food,
Coffee and Chat, Meet the SWIS
With Peterborough Family Resource Centre:
Play to Learn and Parents as Literacy Supporters*



2013-2014 IN NUMBERS

NEW NCC CLIENTS

Immigration Category	# Clients	2012-2013
Permanent Residents		
Family Class	123	110
Economic Class	70	66
Convention Refugees	14	10
Naturalized Canadian Citizens	153	83
Work Permit Holders	41	39
Temporary Residents	65	57
International Students	88	91
Live-in Caregivers	2	5
Refugee Claimants	13	14
Other / Non-status	9	11
TOTAL	578	486



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 such as English, French and Spanish conversation groups, a Women's group, local trips and tours.



2013-2014 IN NUMBERS

218 group activities attended by 1656 newcomers
2000+ newcomers & 9000+ community members attended
Multicultural Canada Day
50 clients matched for one-on-one tutoring
27 tutoring matches continued from previous years
415 group sessions

OUTREACH

We participate in and support community events that raise awareness, help individuals in need, and promote Peterborough as a welcoming community. These included co-organising the One World Dinner and supporting the ReFrame Peterborough International Film Festival.



ONE NIGHT IN MEXICO

Our 2nd annual gala event "One Night in Mexico" took place on March 1 at the Venue. Over 100 guests attended the event and enjoyed a delicious Mexican dinner catered by La Hacienda, on-the-spot caricatures and a mariachi band.



Many thanks for the support from our sponsors: **Wolf 101.5FM, KRUZ 100.5FM, CHEX TV, Global Telesales, Scotiabank, Monkman Gracie & Johnston, City of Peterborough, WeDesign, Tequila Herradura** and all who donated silent auction items.

Over \$9,000 was raised to support programs, events and services for newcomers to Peterborough. ¡Olé!

SAVE THE DATE
"One Night in ..." Gala
7 March, 2015





With the funding received from the Community Futures Development Corporation, City of Peterborough, Youth Employment Fund and Citizenship and Immigration Canada, we have been able to continue working towards our goals of connecting newcomers and employers in the Peterborough region and securing meaningful employment for newcomers.

Despite the difficult economic landscape, we are pleased to be able to report we have developed connections with local employers and have been able to see our clients successfully gain employment.

Sign up to become a mentor and help Peterborough newcomers become part of the community and find quality employment!



Coming up for the PPCII (2013-2014)

- Work with economic development stakeholders to address barriers that affect newcomers' access to the labour market
- Grow the diversity training program and continue delivery of the training to social services and employers
- Launch the results of Peterborough 2030 Research Project
- Measure the success of the Integration Strategy 2010-2015
- Launch the 2015-2020 Integration Strategy

2013/2014 IN NUMBERS

150+ PPCII members (over 60 organisations)
39 meetings

Peterborough Welcome Pass

460 Pass holders 26 Pass partners



2013/2014 IN NUMBERS

	#	2012-2013
Connections with local employers	344	376
Newcomer employment clients	221	159
Connections facilitated between employers and newcomers	339	130
Newcomers matched for employment	55	36
Networking events attended	15	19



"Diversity in the Workplace" panel at the PPCII Diversity Advantage conference



Activity Highlights

- Hosted the 3rd Together We Prosper Conference "The Diversity Advantage" including a keynote address from Hon. Jean Augustine, PC, CM, Ontario's Fairness Commissioner. Over 100 community members attended the conference.
- Provided diversity training for over 150 community members
- Delivered the results of the PPCII labour market diversity survey (2012-2013)
- Facilitated the work of the English as a Second Language (ESL) Forum
- Hosted 4 community-based research projects in partnership with Trent Centre for Community-Based Education

Raised awareness on immigrant integration through

- Talks delivered to community member from PPCII volunteers and Speakers Bureau members
- Staff presentations to key community stakeholders and regional conferences by staff and Speakers Bu
- Assisting with marketing and content development for WelcomePeterborough.ca
- Developing new education tools for the PPCII booth during Multicultural Canada Day 2013
- Promoting newcomer success stories on local media, PPCII website and social media

LANGUAGES

Our diverse NCC clients speak **43** different languages! The most common languages spoken are English, Spanish, Mandarin, Tagalog, Korean, Persian, Gujarati, Punjabi, Vietnamese and German.

PETERBOROUGH

VOLUNTEER OF THE YEAR



David Loftus is a long-term volunteer of the NCC. He initially got involved as part of his TESL hours at Trent University in late 2006. Dave has led conversation circles, done extensive 1-1 tutoring, assisted with the first Speechcraft program NCC did with the Toastmaster's club, and designed and run the highly popular pronunciation classes held in collaboration with the Peterborough Public Library. Dave has also made significant contributions to the resources of the NCC by creating numerous pronunciation and grammar material as well as a comprehensive self-help list of ESL websites. Dave is a friendly, kind and caring person who has positively impacted the lives of many people.

PARTNER OF THE YEAR

The Peterborough Family Resource Centre (PFRC) has been a keen supporter of the work of the New Canadians Centre and Peterborough Partnership Council on Immigrant Integration. They have welcomed newcomer families to their centre and to their school-based hubs to share their expertise on childhood development, nutrition, child and baby health, parenting programs and resources.

PFRC hired a worker specifically to promote their services to newcomers and to extend a personal welcome to our clients. They developed two family-friendly programs for our newcomer families - "Play to Learn" and "Parents as Literacy Supporters". Many thanks to Chief Executive Office Barb Lilico, Lois Thompson, Giulia Bernardini, Anne Polito and all PFRC staff for your support!



This year, **113 active volunteers (+96 for Multicultural Canada Day)** assisted us with various events, programs, workshops and here at the office, contributing **6,584 volunteer hours (823 work days!)**.

We also developed and nurtured partnerships with many community organisations to coordinate services and share information.

From the bottom of our hearts, Thank You.

VOLUNTEER OF THE YEAR



Bill Wensley has been volunteering with the New Canadians Centre in Cobourg for over three years. He has dedicated a lot of time to helping a newcomer with his language skills and academic work. We are very grateful for his commitment to our mission.

PARTNER OF THE YEAR

Fellowship Baptist Church has supported our Migrant Worker welcome and farewell dinners for many years. Pastor Jeff Bell and his volunteers work hard to create a welcoming environment for the workers at the dinners. This means a lot to the workers who appreciate the good food and hospitality shown by the church. Thank you for your support!



COBOURG



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.

Our Migrant Worker Program continues to grow and serve workers from Mexico, Jamaica, Trinidad & Tobago, Barbados, and Guatemala. The workers live and work on different farms in Cobourg, Port Hope, Grafton, Roseneath, Brighton, and Colborne.



We hosted 12 medical clinics through the summer. The workers come on Thursday evenings for the medical services and legal advice from the Legal Centre. While they wait, they interact with other workers and gather donated items such as clothing, toiletries, and non-perishable foods.

Workers were also invited to attend the welcome and farewell dinners.



Immigrant Women in Northumberland

Women's Group meetings take place once a month, with participants from the Philippines, Colombia, England, Korea, Thailand, Chile and Venezuela, among others. With our partnership with the Northumberland County Immigration Portal and Northumberland United Way, more activities have been organised to support immigrant women.

Highlights

We participated in the Cobourg Canada Day Parade for the first time and were warmly-received.

We organised trips to the Garanska Forest and the Sandy Flat Sugar Bush in Warkworth. Between 30 and 40 people participated at each event.



FINANCIAL SUMMARY 2013-2014

REVENUES

		% of revenue
Federal grants	708,286	68.90%
Provincial grants	172,230	16.80%
Municipal grants	48,080	4.70%
Community grants	32,200	3.10%
Fundraising and donations	39,185	3.80%
Amortization of deferred contributions	16,401	1.60%
Other	11,751	1.10%
Total	1,028,133	100.00%

EXPENSES

		% of revenue
Amortization	24,121	2.30%
Fundraising	11,768	1.10%
Insurance, Office and other	40,935	4.00%
Rent	41,536	4.00%
Relocation costs	10,582	1.00%
Professional fees	19,578	1.90%
Program costs	60,120	5.80%
Repairs and maintenance	9,675	0.90%
Salaries and benefits	764,985	74.40%
Telephone	10,724	1.00%
Travel	9,572	0.90%
Loss on disposal of capital assets	11,551	1.10%
Total	1,015,147	98.70%



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

HUMAN RESOURCES AND SKILLS DEVELOPMENT CANADA

ONTARIO TRILLIUM FOUNDATION

MINISTRY OF CITIZENSHIP AND IMMIGRATION

MINISTRY OF TOURISM, CULTURE AND SPORT

CANADIAN HERITAGE

PETERBOROUGH COMMUNITY FUTURES DEVELOPMENT CORPORATION

UNITED WAY OF PETERBOROUGH AND DISTRICT

NORTHUMBERLAND UNITED WAY

CITY OF PETERBOROUGH

COMMUNITY FOUNDATION OF GREATER PETERBOROUGH

NORTHERN LIGHTS CANADA

FLEMING COLLEGE CREW

WORKFORCE DEVELOPMENT BOARD

VICTORIA COUNTY CAREER SERVICES

SOGO ACTIVE

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Sam and Tony Lee
David and Kimberly Thompson

MEMBERS

Patricia Quinn
Thomas Miller

DONORS

Linda and Alan Slavin
Kyla Gutsche
Holy Cross Secondary School

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