



NEW
CANADIANS
CENTRE
PETERBOROUGH

EST  1979

Everyone
welcome.

SOURCE COUNTRIES OF NEW CLIENTS

This year, the New Canadians Centre welcomed clients from 85 different countries:

Afghanistan	Macau (China)
Albania	Mali
Australia	Mexico
Bahamas	Morocco
Bangladesh	Mozambique
Benin	Nepal
Bermuda	Netherlands
Botswana	New Zealand
Brazil	Nicaragua
Burma (Myanmar)	Nigeria
Cameroon	Pakistan
Canada	Palestine
Chile	Philippines
China	Poland
Colombia	Portugal
Costa Rica	Romania
Cuba	Russian Federation
Dominican Republic	Saint Lucia
Ecuador	Saint Vincent and the Grenadines
Egypt	Saudi Arabia
El Salvador	Scotland
Ethiopia	Singapore
Finland	Slovenia
France	Somalia
Gambia	South Africa
Germany	South Korea
Ghana	South Sudan
Greece	Spain
Guatemala	Sri Lanka
Haiti	Switzerland
Honduras	Syria
Hungary	Taiwan
India	Thailand
Iran	Trinidad and Tobago
Iraq	Uganda
Ireland	Ukraine
Italy	United Kingdom
Jamaica	United States
Japan	Venezuela
Jordan	Vietnam
Kazakhstan	Zambia
Kenya	Zimbabwe
Lebanon	
Libya	

ANNUAL GENERAL REPORT 2014-2015



BOARD OF DIRECTORS

Sil Salvaterra	Chair
Lisa Clarke	Vice-Chair
Wilco Overink	Treasurer
Laura Keresztesi	Secretary
Carlie Arbour	Director
Kelvin Chen	Director
Jason Dennison	Director
Rob Howard	Director
Anna Lee	Director
Jeff Westlake	Director



To pursue our mission, the NCC Board of Directors has completed a comprehensive strategic planning process.

As an integral part of this undertaking, we consulted with community agency partners, the public, current and former clients, staff members, and volunteers. The resulting document is built upon the strength of these diverse voices, which gives us confidence that our five-year strategic plan will guide NCC well, as well as the communities it serves.

We have come together in the best interests of those we strive to serve to define three high-level, forward-looking strategic directions.

REPORT FROM THE CHAIR OF THE BOARD



One year ago, I became the chair of the board and over that time I've come to greatly appreciate the experience and dedication of the board, staff and volunteers of the Centre.

Over the past year we've served over 500 new clients from 85 different countries. As part of that work, we've helped 60 people find meaningful employment and over 100 obtain their Canadian Citizenship.

Other highlights of the year include:

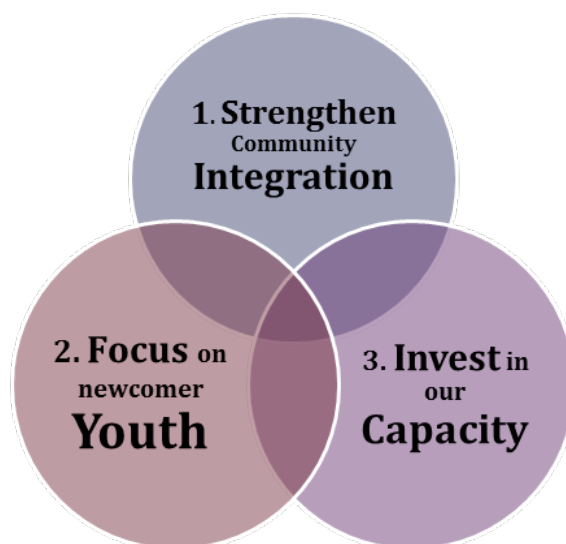
- The development of our five-year strategic plan which will guide our actions into our 40th year in the community.
- Two of our staff, Hajni Hos and Jason Stabler, receiving the inaugural '4 under 40' awards from the Greater Peterborough Chamber of Commerce recognizing young community leaders.
- Achieving record fundraising through our annual ask campaign, Multicultural Canada Day and our One Night in Thailand gala.

Our staff continues to exemplify the diversity that we work to build in our community coming from 12 different countries and speaking 14 different languages and our volunteers continue to go above and beyond providing over 7000 hours of their time this year.

Our work is made possible by the support of the Peterborough and Northumberland Communities. Our success is your success. Thank you for helping us to help people from all over the world call our communities home.

Board Chair Sil Salvaterra

FIVE-YEAR STRATEGIC PLAN



Over the next five years, we commit to our "Focus on Newcomer Youth" strategy by partnering with educational institutions and other youth-serving agencies to leverage and align supports in the region.

We will make "Strengthening Community Integration" a priority by fostering innovative initiatives to assist our municipalities, employers, and other community-based organizations to become more effective at attracting and helping newcomers settle into life and work, start businesses, and attend school, locally.

We are committed to strengthening our capacity to serve newcomers by exploring additional ways to diversify our funding base, developing a culture of philanthropy, honing our branding and marketing efforts, continuing to build upon our solid base of volunteers, and recruiting and retaining diverse and highly-skilled staff and board members.

The 2015-2020 Strategic Plan can be viewed in full at www.nccpeterborough.ca

SETTLEMENT SERVICES



2014-2015 IN NUMBERS

NEW NCC CLIENTS

Immigration Category	# Clients	2013-2014
Permanent Residents		
Family Class	84	123
Economic Class	47	70
Convention Refugees	21	14
Naturalized Canadian Citizens	143	153
Work Permit Holders	41	41
Temporary Residents	69	65
International Students	90	88
Live-in Caregivers	4	2
Refugee Claimants	3	13
Other / Non-status	38	9
TOTAL	540	578

BECOMING A CANADIAN CITIZEN

- Helped 104 people with the process of becoming a Canadian citizen
- Held 7 citizenship test preparation courses in Peterborough and Cobourg
- Collaborated with many city partners to host our fourth annual citizenship ceremony at the Canadian Canoe Museum

OBTAINING IMPORTANT DOCUMENTS

- Helped 108 people obtain permanent resident cards, citizenship certificates, passports, travel documents, birth certificates, and other important documents

NCC Kidsclub

Meet the SWIS

Making Learning Fun

(with Peterborough Family Resource Centre)

Jitterbugs Preschool Play Group (with St. James United Church)

Family Literacy at the Peterborough Library

Youth Pop Culture Group

St. Peters Newcomer Group

TASS ESL Lunch Group

St. Stephens International Ambassador Group

Youth Community Garden Club

(with Jamaican Self-Help)

Get Movin' in May – Cobourg Youth

IMPROVING ENGLISH

- Helped 187 people obtain help to improve their English skills to help them participate in society

STAYING IN CANADA

- Helped 251 people obtain information on immigrating to Canada

ASSISTING LOW-INCOME FAMILIES & HIGH-NEEDS INDIVIDUALS

- Helped 34 people obtain essential services and items such as apartment furnishings, clothing, food, emergency funds and school supplies
- Supported 45 high-needs individuals through situations such as loss of status, loss of income, trauma and instability

SETTLEMENT WORKERS IN SCHOOLS (SWIS)

In addition to our settlement services at our Peterborough and Cobourg offices, 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.



COMMUNITY CONNECTIONS



2014-2015 IN NUMBERS

219 group activities attended by 1431 newcomers
 1500+ newcomers & 7500+ community members
 attended Multicultural Canada Day
 68 clients matched for one-on-one tutoring
 16 tutoring matches continued from previous years
 367 group sessions

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.

OUTREACH

We participate in and support many community events that raise awareness, help individuals in need, and promote Peterborough as a welcoming community.

In addition, our popular **Multicultural Canada Day** event saw over 11,000 festival-goers enjoy a beautiful day at Del Crary Park celebrating local and national pride.

This year, we participated in the inaugural **Ride for Refuge**. Our thanks to the **Spectacular Spinners of St Catherine Elementary School**, **The Spokesmen**, **The Otonabee Squad**, **Team Norwood & Friends**, **Team Lou**, **NCCyclists** for riding to support our mission!

Our 3rd annual gala event "**One Night in Thailand**" took place on March 7 at the McDonnell Street Activity Centre. Over 100 guests enjoyed a delicious meal by Bualai Taste of Thai and beautiful performances by the Toronto Thai Dramatic Arts Troupe.

Many thanks for the support from our gala sponsors: **Wolf 101.5FM**, **Fresh 100.5FM**, **CHEX TV**, **Peterborough Community Futures Development Corporation**, **Scotiabank**, **Global Telesales**, **Newcomer Bulletin**, **Peak Benefit Solutions**, **Monkman Gracie & Johnston**, **City of Peterborough**, **Peterborough Economic Development**, **Benefits by Design**, **WeDesign** and all who donated silent auction items.



SAVE THE DATES

Ride for Refuge	3 October 2015
"One Night in ..." Gala	7 March, 2016



2014/2015 IN NUMBERS

	#	2013-2014
Connections with local employers	91	344
Newcomer employment clients	197	221
Newcomers matched for employment	60	55
Networking events attended	52	15

Liana Orlovskaya first approached us for assistance in 2009. She and her family are originally from Belarus. She arrived here on a work permit and was employed at Trent University as a contract researcher. We connected Liana with tutors and groups to upgrade her English. We also assisted Liana with her application for Permanent Residency in Canada which she successfully attained in April 2011.

Our Settlement Workers in Schools (SWIS) engaged with her children Kostia and Lida through our Youth Group. Liana and her children worked closely with our Employment team over the years. This year, she has successfully found employment commensurate with her education and her family are brand-new Canadian citizens. Congratulations!



2014/2015 was an exciting year for PPCII as we began measuring the success of the 2010-2015 Integration Strategy and began preparing for the development of the 2015-2020 Integration Strategy. Between 2010 and 2015 over 90 projects were undertaken by PPCII and its partners in the community (see right for breakdown).

As part of the process to develop the new Integration Strategy we also embarked on two exciting research projects, *Peterborough 2030 – Moving Towards a Diverse Future* and *Workforce Language and Training as a Factor in Labour Force Productivity*. The results of these research projects will inform the development of the new Integration Strategy.

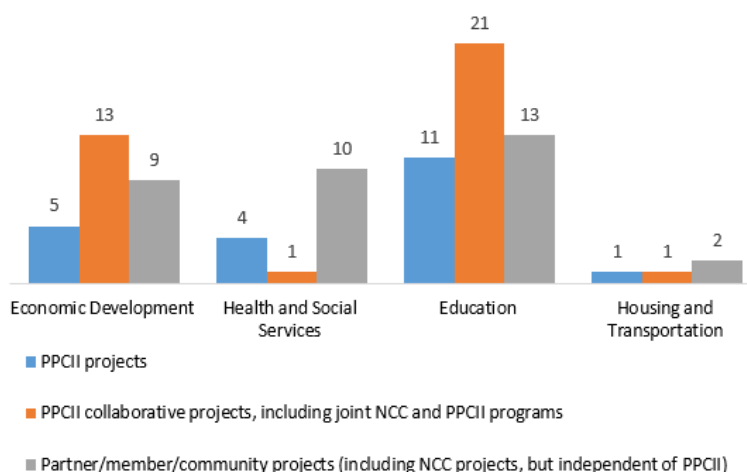
In addition to planning for the future, we continued to improve the coordination of English language services for newcomers through facilitating the *ESL Forum* and to improve community capacity to support immigrant integration through our *Cultural Diversity Training*.

We are looking forward to the launch of our new five-year Integration Strategy in 2015/2016 and continuing our work to make Peterborough a more welcoming community.

With the funding received from the *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.

This year, due to funding received from the *City of Peterborough*, we were able to focus on working with and finding employment for *International Students*.

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



LANGUAGES

Our diverse NCC clients speak **43** different languages! The most common languages spoken are English, Spanish, Korean, Arabic, Tagalog, Russian, Mandarin, Portuguese, Hindi, and Bengali.



VOLUNTEER OF THE YEAR



Janet Hunter has been a volunteer at the New Canadians Centre since joining us as a member of our Board of Directors (2010-2013). She is an active member of the Centre's Fundraising & Outreach Committee and the Resource Development committee of the Peterborough Partnership Council on Immigrant Integration, and has assisted with various fundraising projects and proposals. More recently, Janet has been teaching a weekly beginner English as a Second Language (ESL) class. Her extensive knowledge of newcomer needs and background in teaching ESL have been a great asset to the Centre. Janet, we thank you for your support and commitment!

The Canadian Mental Health Association - Haliburton, Kawartha, Pine Ridge (CMHA-HPKR) has been a keen supporter of and collaborator with of the New Canadians Centre. The CMHA-HPKR provided a qualified Case Manager who came to the Centre weekly to provide mental health and addictions support, education and consultation to staff and clients. This collaboration is essential - it helps to bridge both organisations and ultimately helps newcomers in their journey to become full and equal members of Canadian society. Many thanks to Executive Director Mark Graham, Supervisor Paul Schaubert, Marsha Haanstra and all CMHA-HPKR staff for your support!



VOLUNTEER OF THE YEAR



Robert Cairns is a relatively new addition to the New Canadians Centre Cobourg family, joining us in August 2014. However, in this time, he has contributed a great deal to our organisation. His involvement includes facilitating the weekly English conversation group at the YMCA, attending trips and events, and his one-on-one tutoring work. For the latter, Robert was able to draw on his fluency in Spanish to help his student in multiple subjects! He is a great asset to our team and we are very grateful for his commitment and support. We look forward to his continued involvement with the Centre!

PARTNER OF THE YEAR

Northumberland County has been a strong supporter of the New Canadians Centre Cobourg, recognizing the rich cultural diversity of our community and the importance of providing newcomers with the opportunity to explore what Northumberland has to offer. Not only have they partnered with us to host events and trips, they have also helped to organise workshops and promote and attend our activities. Their support is integral to the work we do, enables us to offer more activities and reach out to more clients.

Many thanks to **Dindin Villarino, Coordinator, Immigration Portal (Economic Development and Tourism)** who has been a champion in contributing her time and effort to the Centre and **Dan Borowec, Director (Economic Development and Tourism)** for his continued support. We are excited to continue working with Northumberland County and for the many collaborative initiatives that are already underway!



This year, **138 active volunteers (+118 for Multicultural Canada Day)** assisted us with various events, programs, workshops and here at the office, contributing **7,132 volunteer hours (891.5 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.

NCC COBOURG

Our Cobourg office offers support to immigrants and newcomers in Northumberland County.

We continue to build strong relationships with the towns and municipalities within Northumberland County by engaging in purposeful outreach and aiming for representation from these communities at NCC functions.

MIGRANT FARM WORKER PROGRAM

This year, we hosted 10 medical and legal clinics throughout the summer with support from the **Port Hope Community Health Centre** and the **Northumberland Community Legal Centre**. We also hosted our inaugural **Health Fair** which brought service providers from Northumberland and beyond to speak to the workers about occupational health, first aid, worker rights and more. We were very lucky to have the support of **Cycle Transitions** which donated 3 bicycles for raffle at this event!

As always, our welcome and farewell dinners were well-received by both workers and community members. Our thanks to **Fellowship Baptist Church** and **Pastor Jeff Bell** for his continued support of this project.

HIGHLIGHTS

This year, we again participated in the Canada Day Parade and had an even bigger turnout! We teamed up with the **Northumberland Multicultural Centre** which provided us with music from all around the world and **Cobourg Kia** which donated a vehicle to pull our float.

We hosted our first **Northumberland United Way** fundraiser in collaboration with the **Northumberland Multicultural Centre**. The event "Bailamos" was a great cultural event showcasing local talents in our community. With more than 80 people in attendance, we raised \$1,239.18 for the Northumberland United Way.

We co-hosted the first-ever **Meet and Greet social for immigrant and newcomer business owners in Northumberland County**. This unique opportunity provided the space for business owners to network and meet with service providers who would be able to support them in their business operations. Over 90 guests attended, including Mayor Gil Brocanier (Town of Cobourg) and Northumberland County Warden and Mayor Marc Coombs (Township of Cramahe).

STATEMENT OF OPERATIONS

REVENUES	2014-2015	2013-2014
Federal grants	706,200	708,286
Provincial grants	158,101	172,230
Municipal grants	77,305	48,080
Community grants	45,078	32,200
Fundraising and donations	60,053	39,185
Amortization of deferred contributions	31,156	16,401
Other	10,644	11,751
Total	1,088,537	1,028,133

EXPENSES	2014-2015	2013-2014
Amortization	38,875	24,121
Fundraising	11,404	11,768
Insurance, Office and other	24,030	40,935
Rent	33,700	41,536
Relocation costs	2,823	10,582
Professional development	2,868	3,978
Professional fees	35,036	19,578
Program costs	72,620	60,120
Repairs and maintenance	11,035	9,675
Salaries and benefits	816,076	764,985
Telephone	10,927	10,724
Travel	12,105	9,572
Loss on disposal of capital assets	-	11,551
Total	1,071,499	1,015,147



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

HUMAN RESOURCES AND SKILLS DEVELOPMENT CANADA

ONTARIO TRILLIUM FOUNDATION

MINISTRY OF TOURISM, CULTURE AND SPORT

HERITAGE CANADA

MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES

UNITED WAY OF PETERBOROUGH AND DISTRICT

NORTHUMBERLAND UNITED WAY

CITY OF PETERBOROUGH

NORTHERN LIGHTS CANADA

FLEMING CREW

VICTORIA COUNTY CAREER SERVICES

WORKFORCE DEVELOPMENT BOARD

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Barbara Chisholm
Gail Burton
Linda & Alan Slavin
Northern Ontario Hispanic Culture Association

Beth and Brad Armstrong
Lakefield College School
Murray MacAdam

and all **Loon** and **Beaver** donors.

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