



NEW
CANADIANS
CENTRE
PETERBOROUGH

EST 1979

Everyone
welcome.

SOURCE COUNTRIES OF NEW CLIENTS

This year, the New Canadians Centre welcomed clients from 95 different countries:

Afghanistan	Macedonia
Albania	Malaysia
Algeria	Malta
Australia	Mauritius
Austria	Mexico
Bangladesh	Nepal
Barbados	Netherlands
Brazil	Netherlands Antilles
Cambodia	New Zealand
Cameroon	Nigeria
Canada	Pakistan
Chile	Palestinian Territories
China	Panama
Colombia	Peru
Congo (Kinshasa)	Philippines
Costa Rica	Poland
Croatia	Romania
Czech Republic	Russia
Ecuador	Saint Kitts and Nevis
Egypt	Saint Lucia
Equatorial Guinea	Saint Vincent and the Grenadines
Ethiopia	Saudi Arabia
Finland	Singapore
France	Slovakia
Germany	Solomon Islands
Ghana	Somalia
Greece	South Africa
Guatemala	South Korea
Guinea	Spain
Guyana	Sri Lanka
Honduras	Sudan
Hungary	Switzerland
India	Syria
Iran	Taiwan
Iraq	Tanzania
Ireland	Thailand
Israel	Turkey
Italy	Uganda
Jamaica	Ukraine
Japan	United Kingdom
Jordan	United States of America
Kazakhstan	Uruguay
Korea, North	Uzbekistan
Korea, South	Venezuela
Kosovo	Vietnam
Kyrgyzstan	Zambia
Lebanon	
Lithuania	
Macau	

ANNUAL GENERAL REPORT 2015-2016



BOARD OF DIRECTORS

Sil Salvaterra	Chair
Rob Howard	Vice-Chair
Gabriele Zeh-Abramsky	Treasurer
Laura Keresztesi	Secretary
Janet Hunter	Director
Kelvin Chen	Director
Jason Dennison	Director
Catia Skinner	Director
Anna Lee	Director
Jeff Westlake	Director



REPORT FROM THE CHAIR OF THE BOARD



I am pleased to report on the NCC's activities for 2015/16. It has been, and will be, an exceptional time for the organization.

2015 started out relatively normal, with the NCC conducting its usual programming in newcomer settlement, employment, SWIS, language training, immigration partnerships, etc. Then the world, including Peterborough and the NCC, were confronted the enormous refugee crisis in the Middle East, North Africa and Europe. The NCC Board responded with resolve and determination to help, as did many thousands of Canadians. The NCC quickly refocused, supporting hundreds of private citizens in private sponsorship groups, government assisted refugee support groups and other volunteer roles. Accordingly, the NCC is presently coordinating the resettlement of many refugee families, with perhaps 200 more refugees arriving before the end of the year.

To support this effort, the NCC applied for and received special funding and designation from the federal government to run a Resettlement Assistance Program (RAP). This has grown the organization by adding more staff and resources. The NCC is now a leading agency in the country in its efforts to channel the unprecedented generosity of Canadians. On behalf of all the Board members, I wish to thank both staff and volunteers for the exceptional work this year. We all look forward to continued success in the future.

Board Chair, Sil Salvaterra

REFUGEE RESETTLEMENT

This has been an exceptional year for the New Canadians Centre, responding to one of the largest refugee crises of our time. We hired two new staff - Refugee Resettlement Coordinators - who took the lead on organizing sponsorship workshops and symposiums, coordinated the Refugee Resettlement Taskforce and Working Groups, arranged transition housing for Syrian families, formed Government Assisted Refugee (GAR) support groups and recruited over 400 volunteers to welcome GAR families. After receiving a positive result in our Resettlement Assistance Program (RAP) proposal, Peterborough became one of the newest RAP centres in Ontario to welcome GARs. Through this funding we were able to hire three new Arabic speaking RAP workers.



REFUGEE RESETTLEMENT IN NUMBERS

15 families in Peterborough and the surrounding area

Expecting 3 GAR families per month starting end of April 2016

Expecting 60-70 families total between PSR¹ and GAR by end of March 2017

COMMUNITY PARTNERS

In order to effectively and efficiently resettle the hundreds of newcomers our community will be receiving, we have partnered with the following organizations to facilitate donations and offer specific services:

- Community Counselling and Resource Centre
- CMHA HKPR
- Kawartha Food Share
- Vinnie's and Habitat for Humanity
- Refugee Resettlement Taskforce & the various working groups

Thank you for your support.

¹ PSR - Privately Sponsored Refugee



SETTLEMENT SERVICES

BECOMING A CANADIAN CITIZEN

- Helped **30** people with the process of becoming a Canadian citizen
- Held **9** citizenship test preparation courses in Peterborough and Cobourg

OBTAINING IMPORTANT DOCUMENTS

- Helped **183** people obtain permanent resident cards, citizenship certificates, passports, travel documents, birth certificates, and other important documents

STAYING IN CANADA

- Helped **271** people obtain information on immigrating to Canada

ASSISTING HIGH-NEEDS INDIVIDUALS

- Helped **70** people obtain essential services and items such as apartments, furnishings, clothing, food, emergency funds and school supplies

ACCESSING HEALTH SERVICES

- Helped **148** people access health services, find health professionals, and obtain health coverage

SETTLEMENT WORKERS IN SCHOOLS (SWIS)

SWIS is a school-based outreach program run in partnership with the Kawartha Pine Ridge District School Board and Peterborough Victoria Northumberland Clarington District School Board. SWIS works with newcomer families and youth to provide settlement information, organize activities and connect them to resources in the school and community.



IMPROVING ENGLISH

- Helped **205** people obtain support to improve their English skills to enable them participate in society



2015-2016 IN NUMBERS

NEW NCC CLIENTS

Immigration Category	# Clients	2014-2015
Permanent Residents		
Family Class	117	84
Economic Class	53	47
Convention Refugees	123	21
Naturalized Canadian Citizens	159	143
Work Permit Holders	48	41
Temporary Residents	57	69
International Students	120	90
Live-in Caregivers	13	4
Refugee Claimants	7	3
Other / Non-status	23	38
TOTAL	720	540

SWIS IN NUMBERS

- 295 New Clients
- 422 Returning Clients
- 148 Group Sessions

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



COMMUNITY CONNECTIONS

2015-2016 IN NUMBERS

241 group activities attended by 1933 newcomers
 2000 newcomers & 8000 community members
 attended Multicultural Canada Day
 47 clients matched for one-on-one tutoring
 341 group activities

The **Community Connections** program introduces new Canadians to local volunteers and many exciting opportunities such as conversation groups, a Women's group, local trips and tours. It provides opportunities for learning, settlement support and friendship to help make Peterborough feel like home.

OUTREACH

We participate in and support many community events that raise awareness, help individuals in need, and promote Peterborough as a welcoming community. These include participating in Ride for Refuge, Walk a Mile in Her Shoes, and the Peterborough Business Exchange, supporting the ReFrame Peterborough International Film Festival and hosting NCC open houses for international students.

In addition, we hosted the ever popular Multicultural Canada Day event. This year over 10,000 festival-goers braved the storm to enjoy a fun-filled day of food, music and entertainment at Del Cray Park.

We also hosted our 4th annual gala "One Night in the Seoul of Korea" which took place on March 5 at The Venue. Over 160 guests enjoyed a delicious meal by Matsu Sushi on Hunter and beautiful performances by the Korean Dance Studies Society of Toronto and Paul's Mission Church Choir.

Many thanks for the support from our gala sponsors: Wolf 101.5FM, Fresh 100.5FM, CHEX TV, Mega Design, Scotiabank, Global Telesales, City of Peterborough, Fleming College, Peak Benefit Solutions, Monkman Gracie & Johnston, LLF Lawyers, ZimArt, Norman Hardie Winery & Vineyard, Greater Peterborough Chamber of Commerce, The Venue and all who donated silent auction items.



SAVE THE DATES

Ride for Refuge 1 October 2016

"One Night in ..." Gala 4 March 2017



EMPLOYMENT

2015/2016 IN NUMBERS	
	#
Newcomer employment clients	189
Newcomers matched for employment	56
Networking events attended	18

Sally, a client from India, had over 30 years' experience as a professional administrator with several companies in the Middle East. Sally immigrated to Canada as a Skilled Worker in 2010 with her family. Unable to find a professional position, she went back to United Emirates for work. After moving back to Canada in May 2015 to be closer to her family, Sally approached the NCC for employment counselling. We began the process of helping her secure meaningful employment.

She was assessed for employability and was assisted in defining her employment goals, getting familiar with the local labour market and the Employment Standards Act, to name a few. Sally's resume was forwarded to the HR Department of GM Finance and Sally was invited for a job interview for which she received interview coaching. Sally was successful in the interview process and started her professional position as an account manager with GM Finance in October of 2015.

Thanks to the funding received by Immigration, Refugees and Citizenship Canada, we continue to work with clients to work towards and achieve their employment goals and needs. Services include providing employment counseling and training (how to draft a resume and cover letter), providing networking opportunities for clients, setting up informational interviews, and connecting with employers.



2015-16 was a busy year for the Peterborough Immigration Partnership as it launched the new five year immigrant integration plan, introduced a revised vision and mandate, a new organization structure and name for the partnership.

ACTIVITY HIGHLIGHTS

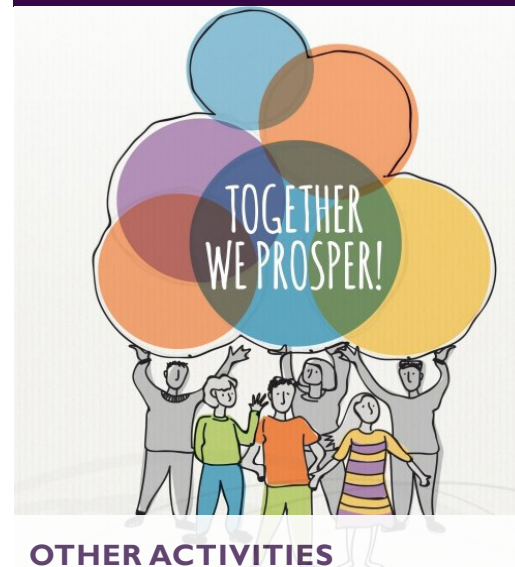
- Hosted a community consultation session on the new Community Immigrant Integration Plan with over 50 people in attendance
- Finalized and launched the new Community Immigrant Integration Plan, 2016-2021
- Finalized the new partnership structure, name and logo and enhanced and clarified relationship with the NCC
- Held the first general membership meeting under the new partnership model with over 40 people in attendance, including a panel discussion on the role of community partnerships in refugee resettlement
- Launched my Peterborough is Welcoming video series (Aired on Chex TV during February & March 2016)
- Took on Fiesta Peterborough (formerly known as the Caribbean Street Festival) - a multicultural street festival happening in the downtown core on August 4, 2016



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.



OTHER ACTIVITIES

- Response letter to arson at Al Salaam Mosque
- Co-sponsored public event on "Embracing Difference in Difficult Times"



VOLUNTEER OF THE YEAR

PETERBOROUGH



In 2015, we saw the Peterborough community at its best in the response of individual community members to Canada's role in aiding Syrian refugees. 75 people came out to our first information session to learn how they could support refugees. From this initial workshop came the formation of many new sponsorship groups. We had the pleasure of working with 50 groups throughout our catchment area (and a few outside), each group containing 10-20 members. The enthusiasm, warmth, commitment and tireless effort of these groups is to be applauded. We would like to extend especial thanks to **Chantal Bouillon and Cam Douglas** who - in addition to being part of sponsorship groups themselves - volunteered with the New Canadians Centre to help facilitate communication and sharing among the groups - from a refugee resource website page to a large symposium on refugee resettlement attended by over 400 people.

PARTNER OF THE YEAR

The New Canadians Centre considers itself lucky to have the **City of Peterborough** as a partner. The City was quick to show interest and support in making Peterborough a welcoming destination for refugees. They were a founding member of the Refugee Resettlement Task force, conveyed Peterborough's support of refugees to Immigration, Refugee and Citizenship Peterborough, allocated funding for refugee support, and were creative in seeking other ways to provide support - such as using available existing properties as possible housing locations. Without their support, our work would not have been possible.

We would like to extend especial thanks to **Becky Rogers** for her tireless work and endless enthusiasm in this work.



This year, **235 active volunteers (+115 for Multicultural Canada Day)** assisted us with various events, programs, workshops and here at the office, contributing **6,288 volunteer hours (786 work days!)**.

We continue to work closely with community organizations and service providers to collaborate and share information and ideas. From the bottom of our hearts, Thank You.

VOLUNTEER OF THE YEAR

COBOURG



Astrid Hudson has been volunteering with the New Canadians Centre since 2013. She is extremely valuable to the organisation and volunteers in many different capacities such as helping out in the office with administrative duties, and organizing our monthly Women's Group meetings. She supports our potluck dinners and Welcoming and Farewell events for newcomers and agricultural workers. Additionally, she is working with two clients on a one-to-one basis to improve their language skills. We are very thankful for her continued support.

PARTNER OF THE YEAR

The Northumberland Community Legal Centre (NCLC) has been working in partnership with the New Canadians Centre for the last four years, helping agricultural workers by providing summary advice and legal representation in areas such as employment insurance, Canada Pension Plan, Workplace Safety and Insurance, Ontario Human Rights and Injuries Compensation, among other things.

The NCLC provides assistance to agricultural workers during the Walk in Clinics offered at the New Canadians Centre Cobourg Thursday evenings throughout the summer. The New Canadians Centre is very thankful for the great work that the Northumberland Community Legal Centre contributes to fulfilling the needs of the workers.





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

We have nurtured strong relationships with many community organizations including the County of Northumberland to coordinate activities and share information. Your support means the world to us. Thank you!

MIGRANT FARM WORKER PROGRAM

The Migrant Workers' Program has been a success over the past 8 years, helping more than 120 seasonal agricultural workers annually access health and legal services as well as food banks, interpretation and transportation. We also organized social events that increased participation in the community such as soccer games, games nights, potlucks and more.

HIGHLIGHTS

In June 2015, NCC participated in the first Multicultural Day celebrated in Port Hope with multicultural food, crafts and entertainment. This is in addition to our usual participation in the Canada Day Parade in Cobourg.

Around the World through Food and Cuisine, a program offered by the County of Northumberland and supported by NCC, garnered the participation of women from more than 11 different countries. Participating in weekly cooking classes, women received the Safe Food Handling Certificate of Ontario upon completion.

Working with local employment agencies, the NCC partnered to host an Annual Job Fair in early March that saw more than 600 people in attendance, including many newcomer clients of NCC Cobourg.

In collaboration with the Community Training and Development Centre (CTDC) we partnered to host ESL through Skype conversations. Volunteers and clients met once a week at the CTDC or through Skype to work on improving language, social and computer skills.

NCC Cobourg and Northumberland County responded to local refugee resettlement efforts by partnering to host two introductory workshops and a presentation about Syrian culture led by a local Syrian couple. So far we are working with six families that have arrived in the Northumberland area.

STATEMENT OF OPERATIONS

REVENUES	2015-2016	2014-2015
Federal grants	694,536	706,200
Provincial grants	60,020	158,101
Municipal grants	54,048	77,305
Community grants	94,763	45,078
Fundraising and donations	78,539	60,053
Amortization of deferred contributions	31,164	31,156
Other	5,584	10,644
Total	1,018,654	1,088,537

EXPENSES	2015-2016	2014-2015
Amortization	37,858	38,875
Fundraising	13,561	11,404
Insurance, Office and other	31,122	24,030
Rent	38,417	33,700
Relocation costs	0	2,823
Professional development	1,707	2,868
Professional fees	23,085	35,036
Program costs	52,774	72,620
Repairs and maintenance	12,299	11,035
Salaries and benefits	764,994	816,076
Telephone	9,373	10,927
Travel	10,159	12,105
Loss on disposal of capital assets	-	-
Total	995,349	1,071,499



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:

IMMIGRATION, REFUGEES, CITIZENSHIP CANADA

MINISTRY OF CITIZENSHIP, IMMIGRATION AND
INTERNATIONAL TRADE

HUMAN RESOURCES AND SKILLS DEVELOPMENT
CANADA

CANADIAN COUNCIL FOR REFUGEES

COMMUNITY FUTURES DEVELOPMENT CORP

COMMUNITY FOUNDATION OF GREATER
PETERBOROUGH

MINISTRY OF CANADIAN HERITAGE

MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES

UNITED WAY OF PETERBOROUGH AND DISTRICT

CITY OF PETERBOROUGH

EMPLOYMENT PLANNING & COUNSELLING

SOGO ACTIVE SPONSORS MEMBERS

DONORS

Bear (\$1,000 & above)

Scotiabank | Jean Pierre Pawliw | Neera Jeyabalan
Farsad Kiani | Catharine Blastorah | Jane and Warren
Wilkins | Barbara Pugh | Edward Kloosterman
Stephen Peterson | Goodith Heeney | Kawartha
Community Midwives

Moose (\$300 - \$999)

Arndt Kruger | Jo Hayward Haines | Peter van
Katwijk | Beverly Miles | Barbara Chisholm | John
Malcolm Harvey | Carrie Hayward | Ron & Elaine
Scott | V Ellen Menzies | David Morrison | Linda
Slavin | Peter & Rhys McLaughlin | Alex & Erica
Charlie Martin | Deborah Scott | Karen Soltan
Swales/Soltan Family | Barbara Cameron | Dennis
& Ruth Dorrington | Lindsay Hunt | Betty Borg
Deborah & Malcolm Sissmore | Brian Lindsay | Scott
Reid | Catherine Wright | Glenda Madgwick | Joan
Higginson | Gail Burton | Anna Lee | Kawartha Music
Company | Suzanne Wilcox

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

NEW CANADIANS CENTRE PETERBOROUGH

221 Romaine Street
Peterborough, ON K9J 2C3
Tel (705) 743.0882 Fax (705) 743.6219
info@nccpeterborough.ca
www.nccpeterborough.ca



@NCC_Ptbo



New Canadians Centre



newcanadianscentre