



NEW CANADIANS CENTRE

PETERBOROUGH

EST  1979

Everyone
welcome.

ANNUAL GENERAL REPORT 2016-2017



SOURCE COUNTRIES OF NEW CLIENTS

This year, the New Canadians Centre welcomed clients from 79 different countries:

Afghanistan	Kenya
Argentina	Korea, South
Australia	Kosovo
Austria	Latvia
Bangladesh	Lebanon
Belarus	Liberia
Botswana	Malaysia
Brazil	Mexico
Cambodia	Nepal
Cameroon	Netherlands
Chad	New Zealand
China	Nigeria
Colombia	Pakistan
Costa Rica	Panama
Cote d'Ivoire	Peru
Croatia	Philippines
Cuba	Poland
Czech Republic	Portugal
Denmark	Romania
Dominican Republic	Russia
Ecuador	Rwanda
Egypt	Saudi Arabia
El Salvador	Singapore
Eritrea	Somalia
France	South Africa
Gambia, The	South Korea
Germany	Spain
Ghana	Sri Lanka
Greece	Sudan
Guyana	Switzerland
Haiti	Syria
Honduras	Thailand
Hong Kong	Turkey
India	Ukraine
Iran	United Kingdom
Iraq	United States of America
Ireland	Venezuela
Jamaica	Vietnam
Japan	Zimbabwe
Jordan	

BOARD OF DIRECTORS

Rob Howard	Chair
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MESSAGE FROM THE CHAIR OF THE BOARD



The year 2016/17 was a remarkable one for the New Canadians Centre. With funding support from Immigration, Refugees and Citizenship Canada, the Ontario Ministry of Citizenship and Immigration and the City of Peterborough, the NCC greatly expanded its refugee resettlement program. Staff and community volunteers worked tirelessly to welcome and orient families to their new community. With the benefit of groundwork laid by the Peterborough Immigration Partnership, the Refugee Taskforce played a very important role in information-sharing and service coordination between the region's healthcare, social service and public sector agencies. Community groups and community members stepped forward to assist and in a thousand different ways, did everything that was asked of them and more.

We put in place a renewed structure that furthered our Community Development and organisational capacity-building efforts and we created a unique Government-Assisted Refugee support model. We grew and then we grew some more. With the help of an understanding landlord, we soon occupied every available office, alcove, nook and cranny. All of this occurred as core settlement services carried on, as our regular language and conversation classes, workshops, events and group activities carried on, as our school programs carried on, as our volunteer activities carried on, as community development activities expanded and record-setting fundraising efforts allowed us greater flexibility to respond quickly to changing circumstances and evolving needs. HOW did they do it?

Looking back on this year, I am amazed and inspired by the accomplishments of the NCC team. As Chair, I am grateful for both the passion and compassion of our staff and volunteers and on behalf of the Board, I wish to express our sincere thanks for your exceptional work and dedication.

Board Chair Rob Howard

2016-2017 IN NUMBERS

338 group activities attended by 3279 newcomers
1000+ newcomers & 7000+ community members
attended Multicultural Canada Day
58 clients matched for one-on-one tutoring
Volunteers assisted with group activities 375 times

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.



COMMUNITY CONNECTIONS



SETTLEMENT SERVICES

BECOMING A CANADIAN CITIZEN

- Helped 55 people apply for citizenship, providing information, assisting with application, directing them to educational materials to help them take the test

IMPROVING ENGLISH

- Assisted 315 people in improving their English skills for them to be able to participate in society, improve their employability, attend educational institutions and receive their Canadian citizenship
- 170 Language Assessments completed

EDUCATION

- Assisted 429 clients with their educational needs. Needs ranged from providing information on education options, helping families register children in school, helping families to address issues at school, providing homework support, helping adults to upgrade their skills and to learn more about post-secondary education.

HEALTH SERVICES

- Helped 271 clients access health services. Clients needed help to access dental services, finding local health professionals, accessing OHIP as well as the Interim Federal Health Plan and accessing supports to mental health services.

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 District School Board. SWIS works with newcomer families and youth to provide information, organize activities and connect them to resources in the school and community.

- Helped families and schools register 127 new students
- Provided support to 406 new clients – up 38% from last year
- Hosted & partnered on 220 programs & activities for newcomer youth and families
- 53 High School International Group meetings
- 14 Cobourg/Peterborough Youth Group Outings
- 46 sessions of High School Homework Club
- 70 sessions of Elementary Homework club (in partnership with the YMCA of Central East Ontario)
- Preschool Groups (in partnership with St. James United Church and Peterborough Family Resource Centre) – 24 activities
- 13 Family and Youth Workshops

NEW NCC CLIENTS

Immigration Category	2016-2017	2015-2016
Permanent Residents		
Family Class	93	117
Economic Class	60	53
Convention Refugees	32	123
Protected Class	274	0
Naturalized Canadian Citizens	74	159
Work Permit Holders	44	48
Temporary Residents	55	57
International Students	135	120
Live-in Caregivers	19	13
Refugee Claimants	9	7
Other / Non-status	23	23
Unknown	8	0
TOTAL	826	720

IMMIGRATION

- Helped 335 clients with their immigration needs which range from understanding their immigration options, understanding various requirements and assisting with immigration applications

Also includes support in the areas of community engagement, family services, housing, finance, transportation and legal issues



RESETTLEMENT ASSISTANCE PROGRAM



As a result of the tremendous support shown by the Peterborough community, we received final approval from Immigration, Refugees and Citizenship Canada to become a temporary Resettlement Assistance Program (RAP) Centre - one of the few “small” cities to receive the honour.

The mandate was to provide resettlement services to approximately 36 Syrian refugee families (200 individuals) between April 1, 2016 and March 31, 2017. Our RAP team consists of 2 coordinators and 4 Arabic-speaking case workers.

The first family arrived on May 11, 2016. The largest number of families (10) arrived in September, 2016.

For Government-Assisted Refugees (GAR), we:

- Provide temporary housing
- Meet urgent needs upon arrival
- Ensure essential documents (e.g., OHIP/SIN) are obtained
- Establish a bank account
- Deliver Orientation to Canada Workshops and Life Skills Training sessions
- Assist in finding permanent housing
- Link individuals to professional support services

2016/2017 IN NUMBERS

	#
Number of Government-Assisted families welcomed	38
Number of individuals	181
Number of adults	88
Number of children	93
Number of Privately-Sponsored refugees supported	100

This work could not have gone forward without the support of the City of Peterborough, numerous community partners, refugee sponsorship groups and almost 500 volunteers.

In February 2016, 400+ participants attended an information session to find out how they could assist in resettling families in the Peterborough community in roles such as:

- Volunteer Support Teams (small groups dedicated to the family's success by providing extensive support to the family to which they are matched)
- Housing set-up (setting up temporary accommodations to be more welcoming)
- Assisting with permanent housing search
- Bed-bug crisis team
- Volunteering as drivers, childminders and tutors

38 families registered with primary health care provider

38 families in stable housing; last month's rent covered for all families with support from the Housing Resource Centre

769 professional appointments

- 282 Vaccinations
- 213 Dental
- 136 Family Doctor
- 53 Specialist
- 40 Optometry
- 31 Pregnancy
- 14 Diagnostic

17 youth registered in the YWCA Nourish Project

46 youth registered in the John Howard Society “Aspire” Youth Mentorship program

75+ adults are participating in Language Instruction for New Canadians (LINC) classes

40 adults obtained their First Aid Certificate

25 adults passed their Food Handler Certification

21 people attended WHMIS Training

33 women attended workshops on Sexual Health

26 adults attended a Driver Training Workshop





	2016-2017	2015-2016
Newcomer employment clients	359	189
Newcomers matched for employment	55	56

EMPLOYMENT

Hashem Yakan, MBA, came to Canada having several years of experience working as a Senior Controller at Syrian International Bank. He expressed an interest in exploring his options to enter the Canadian financial field. Our Employment Counsellor connected Hashem with professionals at CIBC, RBC and Kawartha Credit Union for informational interviews to orient him to the local banking field.

Hashem was provided a resume critique session and job search tips. Subsequently, Hashem was successful in his application for a financial advisor position at RBC.

Finding gainful and meaningful employment is essential to the integration of any newcomer. We work with clients to help them achieve their employment goals. Services include one-on-one employment counselling and training, providing networking opportunities and connecting with employers.

This past year, a concerted effort was made to meet with recently-arrived Syrian refugee clients to undergo an initial intake process, gain a better understanding of their skills, and help them get started on their journey to employment. We have worked closely with local Employment Ontario organizations to provide additional support and services to clients.



The Peterborough Immigration Partnership (PIP) was established in 2008, and is a community-based partnership of 150+ individuals and organizations, with the New Canadians Centre as one of the lead partners.

The work of the PIP is guided by the Community Immigrant Integration Plan 2016-2021, which articulates the goals that need to be met in order to achieve the meaningful integration of newcomers in a welcoming community.

Working groups were developed around core issues:

- The **Resettlement Task Force** includes 20 service agencies that support the work of the Resettlement Assistance Program and facilitate a broader community response to the Syrian refugee crisis
- **Diversity and Equity Education Peterborough (DEEP)** is a network of local organisations providing diversity and equity training
- The **ESL Forum** creates a greater ESL teaching community that aims to increase the learning and sharing between members of the group
- The **Small Enterprise Advisory Group** was developed to provide support for the Newcomers Kitchen and Newcomer Women's Sewing Collective

We provided support to these local initiatives:

- The **Local Employment Planning Council** at the Workforce Development Board provides expanded resources for coordinating integrated planning and implementation of employment and training services enhancements and initiatives
- The **Growing Belonging initiative through Nourish Peterborough** brings diverse community members together through activities centered around growing, cooking, eating and advocating for good food for all.

LANGUAGES

Our diverse NCC clients speak **53** different languages!

The 10 most common languages spoken are Arabic, English, Spanish, Tagalog, Vietnamese, Hindi, Mandarin, Gujarati, Urdu and Korean.

This year, **476** active volunteers
(+120 for Multicultural Canada Day) contributed
42,470+ volunteer hours
(5,309 work days! = 20+ years of work!!!).

You helped with tutoring, administrative support, and group facilitation. You also helped to form 35 groups of 10+ volunteers to help refugee families settle in the community.

From the bottom of our hearts, Thank You.



VOLUNTEER OF THE YEAR



Charles Shames has been a shining example of a volunteer support team leader who has led an effective and dedicated team, connecting and supporting the family with his time, resources, blood, sweat, and tears. Charles has also supported a Syrian newcomer in leading another team. Charles is sociable, understanding, optimistic and compassionate. He advocates strongly for the family, encouraging us to raise our level of service for families as a whole. The end result is that the two families that he and his teams have supported have had a great introduction to life in Canada. He has been a strong advocate for the mission of the New Canadians Centre and represents it well in the community. Our thanks to Charles for his dedication!

PARTNER OF THE YEAR



The **LINC program at Fleming College** has been an invaluable partner to the New Canadians Centre for a number of years. This past year, however, the partnership has grown and become more solid. The LINC program saw a drastic and dramatic increase to the number of clients requesting to attend their program. The administration and teachers took these changes in stride and have worked diligently to increase the number of classes to accommodate the number of students, admit students as quickly as possible, advocated on students' behalf in order to get them access to childcare and transportation and hired more teachers. Because of their swiftness and diligence, hundreds of newcomer clients have been able to access English language learning with little to no wait times.

The administration has also been very welcoming and willing to give New Canadians Centre staff and affiliates access to their students in order to facilitate workshops to deliver presentations. Thank you for going the extra mile to help our clients and for being exceptional partners! *Missing from photo: Cobourg LINC staff*

VOLUNTEER OF THE YEAR

Melody Johnston has been working as a volunteer with the New Canadians Centre for about a year now. Melody is a very proactive person, with a great heart and willingness to help others. She has helped us at the office in Cobourg, worked with the Women's group and offered a yoga class for Moms and Tots. Melody was also involved with one of the sponsorship groups responsible for bringing in a new family to the area, and she went above and beyond. She even learned to communicate in Arabic in order to be able to help the new family and to make them feel comfortable in the community. We appreciate very much all the help and effort Melody put in to help us and new families coming to Northumberland County.



PARTNER OF THE YEAR

In the last year, newcomers from Northumberland have been receiving language instruction through **The Help Centre**, especially newcomers who are not eligible to attend LINC classes.

The Help Centre has been working very diligently in order to help newcomers, including Syrian families, learn a new language. The Help Centre provided guidance and step-by-step teaching, recognizing the stress that newcomers face in learning a new language. They have put together a great group of volunteers to help with this process and have created new teaching materials to facilitate their work.

The New Canadians Centre is very thankful for the cooperation from The Help Centre and its great efforts in helping newcomers to Northumberland County with English language instruction.



PETERBOROUGH

COBOURG



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

The NCC was part of Cobourg's [Canada Day parade](#) and Port Hope's annual [Multicultural Day](#) event in June. Over 80 newcomers and their families participated.

The NCC participated in the first [MEET & GREET](#) event for [Northumberland Newcomer Business owners](#). The event was well-attended, and a [Directory of Newcomer Business Owners](#) has been created by [Northumberland County](#).

In partnership with Northumberland County and [The Help Centre](#), the NCC started providing ESL classes at [Trinity United Church](#) at the beginning of April. At the same time, [Fleming College](#) began its first-ever [LINC](#) classes in Cobourg. We are very thankful for the help of volunteers who have been facilitating transportation and child care to allow the families to attend their classes.

The NCC worked with [Horizons of Friendship](#), who has taken a lead role in the [Migrant Worker Project](#), by hosting the health and legal clinics at our Cobourg office.

In partnership with local employment organisations, the NCC hosted the [Annual Job Fair](#) in the beginning of March which saw 340 attendees.

Two [Citizenship Test preparation](#) workshops - including a mock citizenship test - were held in partnership with Northumberland County. The NCC also offered free one-on-one immigration consultations in partnership with [Jade Calver](#) from [Calver & Associates](#).

The NCC hosted our first [Income Tax Clinic for Arabic speakers](#) facilitated by an Arabic-speaking accountant from Toronto. We had seven Syrian participants.

The NCC continues to work with [local sponsorship groups](#) who have welcomed refugee families over the last year. 14 families have arrived in the Northumberland Area, with more to arrive in the coming year.



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 8,000 festival-goers enjoy a beautiful day at Del Crary Park celebrating local and national pride.

Our 5th annual [gala event "One Night in Brazil"](#) took place on March 4 at The Venue. Over 225 guests enjoyed a wonderful evening filled with delicious food and lively dancing. Many thanks for the support from our gala committee, sponsors and all who donated auction items!





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 AND CITIZENSHIP CANADA

CANADIAN HERITAGE

EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA

MINISTRY OF CITIZENSHIP AND IMMIGRATION

CITY OF PETERBOROUGH

CANADIAN COUNCIL FOR REFUGEES

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