



NEW CANADIANS CENTRE

PETERBOROUGH

EST  1979

Everyone
welcome.

ANNUAL GENERAL REPORT 2017-2018



SOURCE COUNTRIES OF NEW CLIENTS

This year, the New Canadians Centre welcomed clients from 82 different countries:

Afghanistan	Kosovo
Albania	Libya
Antigua & Barbuda	Malaysia
Argentina	Malta
Armenia	Mexico
Austria	Morocco
Bahamas, The	Nepal
Bangladesh	Netherlands
Bosnia & Herzegovina	Niger
Brazil	Nigeria
Cambodia	Pakistan
Cameroon	Panama
Canada	Peru
Chile	Philippines
China	Poland
Colombia	Portugal
Congo (Kinshasa)	Russia
Croatia	Saint Vincent & the Grenadines
Cuba	Saudi Arabia
Czech Republic	Singapore
Dominican Republic	Slovakia
Egypt	South Korea
El Salvador	Spain
Eritrea	Sri Lanka
Ethiopia	Suriname
France	Switzerland
Gambia, The	Syria
Germany	Taiwan
Greece	Thailand
Guatemala	Trinidad & Tobago
Guyana	Tunisia
Honduras	Turkey
Hungary	Ukraine
India	United Arab Emirates
Iran	United Kingdom
Iraq	United States of America
Italy	Venezuela
Jamaica	Vietnam
Japan	Yemen
Kazakhstan	Zambia
Kenya	Zimbabwe

MESSAGE FROM THE CHAIR OF THE BOARD



As my four-year Board term draws to a conclusion, I am profoundly grateful for the opportunity to have served and contributed to this vitally important community organization. The last four years have seen the New Canadians Centre Peterborough greatly expand front line immigration and refugee client services and assume an important community leadership role through its work with the Peterborough Immigration Partnership.

As always, the NCC's organizational success is founded on the hard work and commitment of its staff and volunteers and this was a year where their efforts and public engagement were widely recognized by the broader community. The Greater Peterborough Chamber of Commerce acknowledged the NCC's community importance with the Not For Profit Business Excellence Award. In addition, we received a Partnership Recognition Award from Sustainable Peterborough (recognizing our contribution in the area of community cultural assets), as well as the Abraham Festival's Hospitality Award.

From a service and programming perspective, the themes of growth and innovation continued this past year with over 700 new clients served. We continued to play a central role in the Refugee Task Force and engaged the assistance of community volunteer groups as a key resource for the Refugee Resettlement Assistance Program. From an organizational perspective we are also celebrating a year of record fundraising as a result of a very successful Annual Campaign and our signature events, Multicultural Canada Day (150!) and One Night in Zimbabwe Gala.

In my role as Board Chair, I am pleased to report on a successful year of governance accomplishments. After a period of rapid organizational growth and service expansion, this past year presented the Board with the opportunity to reflect on, update and harmonize the policies and procedures that allow for smooth operation and consistent service to our clients and community. With the assistance of an external firm we undertook a very thorough Executive Director 360 performance appraisal. This included broad stakeholder feedback which will also serve as an important input to the Board's future strategic planning activities. In addition, the Board's various committees did an excellent job creating terms of reference to guide their activities as well as modernizing and addressing gaps in our policies. Finally, just as the NCC's staff group reflects community diversity with members from 14 different countries, we have successfully assembled a skilled, diverse and inclusive Board of Directors team to carry on the NCC's tradition of strong and thoughtful governance.

Rob Howard, Board Chair

BOARD OF DIRECTORS

Rob Howard	Chair
Jason W. Dennison	Vice-Chair
Gabriele Zeh-Abramsky	Treasurer
Janet Hunter	Secretary
Anna Lee	Director
Catia Skinner	Director
Jeff Westlake	Director
Stephen Kirton	Director
Liesel Ann Grijaldo Cancer	Director
Marie Lummiss	Director

Peterborough Immigration
Partnership representatives:

Becky Rogers & Elizabeth Rahman





BECOMING A CANADIAN CITIZEN

Helped 164 clients through their process of applying for Canadian Citizenship. Support ranged from providing information on eligibility, assisting with applications and providing workshops for clients to practice for the Citizenship test.

IMPROVING ENGLISH

Provided service to 238 people to help improve their English skills. Reasons people cited for wanting to improve their English include wanting to better participate in Canadian society, increase employment skills, to attend educational facilities and to obtain Canadian Citizenship. Conducted 100 Language Assessments.

EDUCATION

Worked with 319 people to improve their access to education at all levels, elementary through to post-secondary. Needs ranged from providing information on education options, registering children into schools and providing support to upgrade skills.

HEALTH SERVICES

Worked with 185 clients to assist them in getting access to health care services and explaining what services are available to them such as OHIP, Healthy Smiles and mental health services.

IMMIGRATION

Helped 293 clients with their immigration needs ranging from understanding their immigration options, understanding various requirements and assisting with immigration applications.

FAMILY

Helped 119 clients access programs and supports to assist their families. Programs include after school programs, childcare, parenting workshops and registering children in summer camps.

FINANCE

Provided assistance to 229 clients in regards to finance. Helped clients with setting up bank accounts, developing budgeting skills, filing taxes, and access to social service supports.

NEW NCC CLIENTS

<i>Immigration Category</i>	<i>2017-2018</i>	<i>2016-2017</i>
Permanent Residents		
Family Class	77	93
Economic Class	49	60
Protected Class	68	274
Live-in Caregivers	10	19
Naturalized Canadian Citizens	79	74
Convention Refugees	30	32
Work Permit Holders	31	44
Temporary Residents	61	55
International Students	306	135
Refugee Claimants	13	9
Other / Non-status	5	23
Unknown	11	8
TOTAL	740	826



SETTLEMENT WORKERS IN SCHOOLS (SWIS)

SWIS is a school-based outreach program that enhances the schools' capacities to welcome newcomer families. 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.



178

NEW CLIENTS

486

RETURNING CLIENTS

218

PROGRAMS & ACTIVITIES

- 76 meetings of the High School International Group
- 14 outings of the Cobourg/Peterborough NCC Youth Group
- 36 sessions of the NCC High School Homework Club
- 44 sessions of the NCC Kids After School Program (in partnership with the YMCA)
- 18 Family and Youth Workshops (several in partnership with Peterborough Family Resource Centre)
- 30 sessions of the Mother Goose Program (in partnership with the Peterborough Public Library)



Following an extremely active 2016/17 fiscal year, the Refugee Resettlement Program was downsized considerably, transitioning to a revised Federal Government contract that decreased the number of expected newcomers to Peterborough thereby decreasing the staff complement by 50%. We bid a fond farewell to long-time NCC employee Michael VanDerHerberg, to a founding program staff Rehab Khashif, and to Noora Kassab.

Resettlement Services provided to newcomers to Peterborough included:

- temporary housing
- orientation to life in Canada
- liaising with Federal Government officials
- obtaining essential documents
- language assessments
- opening bank accounts
- arranging and interpreting at professional appointments
- settling into permanent housing

As with the 40 families previously received in the 2016/17 fiscal year, each new family was connected with a volunteer support group of committed citizens who were able to offer comfort and security as well as friendship to people as they settled in Peterborough.

In the 2017/18 fiscal year, we welcomed 24 adults and 30 children.

The families primarily arrived from Syria through Turkey, Lebanon, and Germany. In addition, 2 families were from Ethiopia, and one from Eritrea.

Seven of these families relocated to other parts of Canada citing joining family and friends as a prime reason for the move. We supported two new families who came to Peterborough to be united with family in the region.

EMPLOYMENT



	2017-2018	2016-2017
Newcomer employment clients	257	359
Newcomers matched for employment	87	55

THE MUSTAFA FAMILY

The Mustafa family arrived in Peterborough as refugees in the autumn of 2016. The head of the family, Ali Mostafa, had more than 30 years of professional driving experience (car and bus) serving Ministry of Agriculture officials in their native Syria. The family began the process of finding employment as they started their lives over again in a new language, culture and community.

This process was aided by NCC counsellors, members from the Mustafas' volunteer support group, and an employment program offered by Employment Planning and Counselling Peterborough.

These community supports were influential in overcoming challenges they faced gaining meaningful employment; however, it was this family's persistence and self-advocacy that set them on their path. Through their own determination they were able to find employers that were willing to give them a chance, and they are proving that they are great employees.

Omar is now working at Freshco as a grocery clerk as he works towards his goal of graduating high school and then pursuing a college education.

Noor is currently working as an apprentice at 4-Aces Auto.

Ali is working as a detailer with Nissan of Peterborough. There is even rumour of a dream of a future Mustafa family auto business. We would like to congratulate this family on all of their hard work in reaching their goals.

Our Employment Services offer 6 specific services to New Canadians, some unique to Peterborough and Northumberland Counties. These services are offered to youth looking for part-time or summer employment and to adults starting out on or continuing in their career in Canada. These services are offered in multiple languages as required and support the best outcomes for clients.

Our services include:

- Employment Planning which includes career coaching and resume preparation
- Information and Referral to local job openings and educational opportunities
- Credential Evaluation and processing
- Support to employers as required in the transitional phases of employment

With many of the jobs acquired being self-employment, transitional, and seasonal opportunities, we are happy to share that 17% of our recently arrived clients have retained their positions through our year-end.



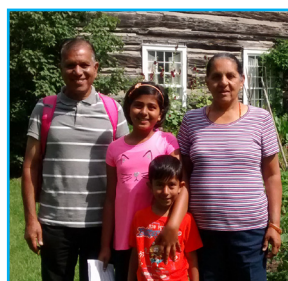
*The Mustafa Family
L to R: Nawal, Omar, Mohamad Noor, & Ali*

COMMUNITY CONNECTIONS



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.

	2017-2018	2016-2017
Number of group activities	291	338
Number of newcomers attending activities	2230	3279
Number of times volunteers assisted with group activities	507	375



LANGUAGES

Our diverse NCC clients speak **57** different languages!

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

Community Connections Activities include:

- **Regular Weekly Groups** - English Conversation Group; Beginner, Intermediate, and Advanced English Groups; Women's Group; Gardening Group; Soccer Group
- **Social Events** - Spring, Thanksgiving, and Winter Potlucks; Summer Potluck Picnics
- **Trips** - Cobourg Beach; Lang Pioneer Village; ROM; Buckhorn Heritage Day; Whetung Ojibway Gallery; Buckhorn Maple Fest
- **Peterborough Trips** - Ecology Park; Hutchison House Museum; Peterborough Museum & Archives; Peterborough Public Library; Art Gallery of Peterborough
- **Activities** - Paddling a Voyageur Canoe; Snowshoeing at Camp Kawartha



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.

Activities that PIP working groups organised and supported this year include:

- Partnering with SPARK to deliver the **Newcomer Children's Photography Project** (exhibit at Brant Basics)
- Supported the re-launch of the **welcomepeterborough.ca** immigration portal
- Presenting ESL Professional Development Training by **Thompson Language Centre**
- Working with YWCA, Nourish Project on **Growing Belonging** initiative, bringing together newcomers, indigenous peoples and settlers to discuss what integration and belonging means to us and to learn from each other
- Co-presenting the play "We are Not the Others", the screening of the documentary on the Student Refugee Program and panel discussion in collaboration with the International Development Studies department at Trent University and WUSC at **"We are not the Others: Stories of Integration"**
- Organised **Speechcraft training** by Toastmasters for newcomer Speakers Bureau members
- Partnered with Art School of Peterborough & St James United Church on the **"Be Alive in Peterborough"** mural
- Organised **Vital Conversations** with clients (Arabic, Spanish and Russian groups; newcomer youth and adults; PIP Coordinating Committee) initiated by the Community Foundation of Greater Peterborough
- Collaborated with Peterborough Police Services to distribute **NoH8 cards**
- Facilitated the development of a pool of community interpreters through the **Community Interpreter Online Training Program**
- Organised an **Immigrant Entrepreneur Dinner** in collaboration with City of Peterborough, PKED and Greater Peterborough Chamber of Commerce
- Research project with **Trent Community Research Centre** on best practices for supporting immigrant entrepreneurship

ECONOMIC INTEGRATION PROJECTS

The mandate of the **NEWCOMER KITCHEN** project is to empower newcomer women with cooking, workplace English and entrepreneurial skills through participation in a cooking collective. We partnered with the Nourish Project to determine a training curriculum for women to learn about different forms of food-based businesses with the goal of determining what they want to achieve as a group and how they want to get there.

In January, the group focused on developing recipes collectively and reinforcing food-safe kitchen routines. They moved on to strengthen their numeracy skills to learn how to modify their recipes based on portions. In the new year, we look forward to training topics such as menu pricing, sourcing ingredients, inventory control, cost control, kitchen management and growing the customer base.

Our thanks to Amanda Harrison and Jöelle Favreau from the Nourish Project, our ESL facilitator Janet Hunter, project partner the Jewish Community Centre, Matt Farris from Peterborough Public Health and our funder the Luke 4 Foundation for their support of the project!



In the **SEWING COLLECTIVE**, newcomer women gather with the goal of social integration and building their skills in sewing and workplace English as a pathway to employment. In the last year, the group has showcased their products at Activity Haven, Multicultural Canada Day and the Great Gilmour Street Garage Sale. A highlight was the presentation of handmade Canadian flags to each member of City Council in acknowledgement of the support from the City of Peterborough for the Syrian resettlement effort.

Many thanks to instructor Zakia Al-Haddad, ESL Facilitator Janet Hunter and volunteer Elizabeth Rahman for their dedication!

We appreciate the support of our donors, the Stewart Family Foundation and the Lloyd Carr-Harris Foundation for the project.



MULTICULTURAL DAY IN PORT HOPE

We participated in the Multicultural Day event in partnership with Northumberland County, Northumberland Newcomer Radio, the Philippine Dance troupe and the Northumberland Hispanic Cultural Club. The event took place at the Port Hope Memorial Park band shell, with the participation of crafts, community interest and food vendors. Newcomers volunteered and participated as vendors or as performers during the day's celebration which was attended by approximately 800 community members.

CITIZENSHIP WORKSHOPS AND TEST PREPARATION

In cooperation with Calver & Associates Immigration Services, we offered workshops on application and preparation for Canadian Citizenship as well as individual pro-bono Immigration Consultation sessions. Eleven people attended the Citizenship Preparation workshop and 15 people met with an immigration consultant.



WOMEN'S GROUP MEETING

Sixteen women participated in our women's group meetings through the year – meetings included conversation groups and a pottery and glazing class.

COBOURG CANADA DAY PARADE

We participated in our 4th Canada Day Parade with over 100 people who walked along during the parade and then met at Victoria Park for a light lunch and a Multicultural Show featuring dancing and a fashion show.

TRIP TO COBOURG BEACH

Another event that has become a tradition is our popular trip to Cobourg Beach in the month of July. Families have the opportunity to spend the day Cobourg Beach, play games, tour downtown Cobourg, visit the local Art Gallery or enjoy a Zumba Party.



SPANISH CONVERSATION GROUP IN COBOURG

A one-time Spanish Group meeting was organized to create connections among the Hispanic community. Eleven women participated, coming from countries such as Chile, Panama, Costa Rica, Colombia, Mexico and Venezuela.

HOLIDAY CELEBRATION WELCOMING EVENT

We celebrated our annual Welcoming Event at the end of November 2017 with a mix of newcomers, community members and volunteer. Twenty-nine members of the Royal Canadian Sea Cadets from Port Hope made a presentation in celebration of Canada's 150th Anniversary and 65 people attended.

TRIP TO SANDY FLAT SUGAR BUSH – WARKWORTH

We once again visited the Sugar Bush in March, a traditional Canadian experience enjoyed by 44 newcomers from 15 different countries.





This year, **480** active volunteers (including 134 for Multicultural Canada Day) contributed **41,981+** hours for events, administrative support, tutoring, group facilitation and more.

Refugee support volunteers contributed **37,440 hours** from 29 support teams, assisting with 12 different families.

Altogether that's **9,927 work days!** = **38 years of work!**

With full hearts, thank you!

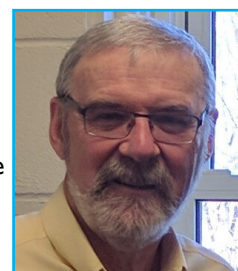
Art by Lora Ross & Iris Muir

VOLUNTEERS OF THE YEAR

DIANE CANCELLA AND DAVID WALSH facilitate our weekly English Conversation Groups helping newcomers with all levels of English to grow in confidence, improve their communication skills, make new friends and feel more settled in Canada. For many newcomers they are the caring and supportive face of the New Canadians Centre and they have made a huge contribution to the work we do.



Diane has been volunteering with the New Canadians Centre for 7 years since 2011. She has brought tremendous warmth and creativity to the group which has benefited from her passion for cooking and travel. She is thoughtful, caring and has a way of making each newcomer feel special. One newcomer said, "I would have been lost in Canada without Diane's group and the friends I made there." She is a very special person and we are very lucky that she chose to volunteer with the NCC.



David has been volunteering with the New Canadians Centre for 6 years since 2012. In addition to facilitating the English group, David also runs our weekly French Conversation Group and has supported several of our clients with one-to-one tutoring. We are very fortunate to benefit from David's expertise as a teacher and from his great love and knowledge of Canada. His enthusiasm for everything Canadian, (including snow!) has helped many newcomers to adapt to life in a new country. One said, "I try never to miss David's group. It is the best thing in my week."

YOUTH VOLUNTEER OF THE YEAR



ALVEA HURLINGTON has been an outstanding volunteer with the NCC for the past two years and we are very proud to recognize her as the first recipient of this award. A Grade 12 student attending Adam Scott, Alvea has a huge heart for others. She is a dedicated and reliable tutor at our weekly NCC Homework Club and the first to enthusiastically welcome new members. Her ability to make others feel valued and included is admirable.

Alvea's positive attitude lights up the room and she is always up for whatever is thrown her way - be it attempting to help with a tricky math problem (her least favourite subject) or flying down the basketball court with a group of highly competitive players. Alvea has given her time at many NCC events and groups - including Soup and Salsa, Potlucks and Soccer Group and is known by NCC staff as being someone we can count on. Big thanks to Alvea!!

VOLUNTEER OF THE YEAR



PAMELA JESSOP is a retired nurse from Kingston General Hospital. She has been working as a volunteer with the New Canadians Centre's Cobourg office for over two years now. Pam has shown a lot of enthusiasm and cooperation during her volunteer work with the organisation. She has a great sense of humor and takes care of every detail in preparation for our events. Her diligence and commitment has led to the success of our welcoming events. She shows a strong sense of appreciation and compassion towards the newcomer community. Pam is a very dedicated, resourceful, and energetic person. She has also helped us during our women's group meetings, as well as with administration duties in the Cobourg Office.

PETERBOROUGH

COBOURG

In 2017-2018, we were deeply saddened by the sudden loss of two members of the NCC family.



Becky Rogers was appointed the Library Manager/CEO and Manager of the City's Arts Culture & Heritage Division. Becky was a tireless advocate for immigrant integration, diversity and multiculturalism in our community. She was a dear friend and valued partner. It is because of her work that an immigration portfolio was created 10 years ago at City Hall and that Peterborough has an immigration portal. She served on the NCC Board, was a key partner in the Peterborough Immigration Partnership and was one of our strongest volunteers and supporters. Becky never liked any attention or recognition. She worked quietly -always behind the scenes - to create an inclusive community.

Dindin Villarino was a member of our Settlement Workers in Schools team years and became a strong ally in her role as the Immigration Portal Coordinator in Northumberland County. In his tribute to her, Dindin's colleague Dan Borowec, Director of Economic Development and Tourism at Northumberland County, says its best, "Dindin believed in the power of human connection and kindness to create a thriving and inclusive community. With her magnetic personality, her indefatigable determination, and her huge heart, she made it her mission – both professionally and personally – to ensure this was the welcome newcomers could expect here in Northumberland County. In her memory, let us all remember to be kind to one another; to do things for each other out of sheer goodwill and without thought of personal gain. This was the light Dindin put out into the world, and in so doing, she made this world a better place."



Dindin and Becky leave an enormous space behind them both professionally and personally. In honour of their contributions and as a inspiration for our work, we have dedicated our community awards in their name - the Becky Rogers Community Partner of the Year Award (Peterborough) and the Dindin Villarino Community Partner of the Year Award (Cobourg).

BECKY ROGERS COMMUNITY PARTNER OF THE YEAR (PETERBOROUGH)



L to R: Amanda Harrison and Jöelle Favreau from the Nourish Project

The goal of the **NOURISH PROJECT** is to cultivate strong healthy communities through innovative programming around eating, cooking and growing food.

The Nourish Project team has been instrumental in the advancement of the Newcomer Kitchen Peterborough. The project provides the space for newcomer women to come together as a collective and learn how to make an income by cooking and selling recipes that remind them of home. With the help of Nourish, they learned from women entrepreneurs from local food businesses such as BE Catering, Black Honey and the Seasoned Spoon. Trainer Amanda Harrison has worked closely with staff to help the group to develop recipes and work on product consistency; learn safe food handling and best kitchen practices; understand conflict resolution and group decision processes; establish commitment to the group; and build their English language skills.

The Nourish Project has also worked with our clients on other initiatives such as conversations about inclusion with the Growing Belonging project, the cultivation of community gardens, the Cooking Out of the Box series, and the Cooking with Nourish workshops for newcomer youth. We are proud to acknowledge the Nourish Project as the Becky Rogers Community Partner of the Year (Peterborough).

DINDIN VILLARINO COMMUNITY PARTNER OF THE YEAR (COBOURG)



CALVER & ASSOCIATES IMMIGRATION SERVICES specializes in Canadian immigration law and assists clients in the Durham and Northumberland regions with several immigration-related issues including Canadian immigration applications. For the last few years, through information workshops and preparation sessions for Canadian citizenship, Calver & Associates has been offering their professional services to clients of the New Canadians Centre in Cobourg. It is been a pleasure to work with Jade Calver, CEO of Calver & Associates. Her professionalism and diligence has been instrumental to providing our clients with the right answers to their questions.

OUTREACH

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

In addition, we facilitate several community wide events that #bringpeopletogether, promote our work, and highlight cultures.

On July 1, we celebrated Canada's 150th Birthday at our popular **MULTICULTURAL CANADA DAY FESTIVAL** at Del Crary Park. We welcomed over 12,000 people who enjoyed international cuisine, performances, sports, and crafts.



We participated in Peterborough Snofest with our popular **SOUP & SALSA** event on January 25 in the St. James United Church Gym. Over 130+ community members joined us for an evening of soup and salsa dancing.



Our 6th annual gala event "**ONE NIGHT IN ZIMBABWE**" was held on March 3 at Aria. Over 130 guests enjoyed a taste of Zimbabwean cuisine, music, and dance and helped us raise over \$35,000 to support our work.



OUR STAFF

Hajni Hos

Executive Director

Abeer Al-Salihi

Settlement Worker in Schools

Andrea Heilingbrunner

Language Assessor

Anne Elliott

Community Connections Worker

Bhisham Ramoutar

Outreach Worker

Carol Lawless

Fund Development Coordinator

Carolina Orduz

Settlement Counsellor

Champagne Thomson

Office Administrator (until July 2017)

Erinn Burke

Community and Volunteer Worker (until July 2017)

Faye Shien Tan

Settlement Worker in Schools

Jack Gillan

Refugee Resettlement Coordinator

Jason Stabler

Director of Community Development (until July 2017)

Jessica Devlin

Settlement Workers in Schools Coordinator

Kemi Akapo

Settlement Services Coordinator

Liana Honsinger

Volunteer & Event Administrator

Liliana Perez

Settlement Counsellor (until February 2018)

Luz Ofelia Maya

Cobourg Office Administrator/Settlement Counsellor

Mahdi Bubteina

Resettlement Assistance Program Worker

Maicel Neema

Resettlement Assistance Program Worker

Michael VanDerHerberg

Refugee Resettlement Coordinator (until June 2017)

Noora Kassab

Resettlement Assistance Program Worker (until July 2017)

Olga Stetsyuk

Employment Counsellor

Reem Ali

Community Development Worker

Rehab Khashif

Resettlement Assistance Program Worker (until July 2017)

Sabina Thiessen

Office Administrator

Safo Musta

Office/Digital Communications Administrator (until July 2017)

Salwa Mirgani

Transition Settlement Worker

Steve Ross

Settlement Worker in Schools

Tamara Hoogerdyk

Director of Front-Line Services

Violeta Roussinova

Director of Finance and Operations

Yvonne Lai

Director of Community Development

Zebiba Sultan

Bookkeeper



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**

**EMPLOYMENT AND SOCIAL DEVELOPMENT
CANADA**

CANADIAN HERITAGE

**MINISTRY OF TOURISM, CULTURE AND
SPORTS**

MINISTRY OF CITIZENSHIP AND IMMIGRATION

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**UNITED WAY OF PETERBOROUGH AND
DISTRICT**

**COMMUNITY FOUNDATION OF GREATER
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New Canadians Centre



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