



NEW CANADIAN CENTRE
IMMIGRANT SERVICES

Welcome to the

New Canadians Centre Peterborough
Annual General Meeting
June 18, 2007
5:30 PM

Annual General Report
2006-2007

We gratefully acknowledge the support of the following:

Citizenship and Immigration Canada

*Immigration Settlement Adjustment Program (ISAP); Host Program; LINC Assessment
Service Canada / Ministry of Training Colleges and Universities
Employment Assistance Service (EAS) for Foreign-Trained Professionals;
Summer Career Placement*

Industry Canada

Community Access Project (CAP) c/o Community Opportunity Innovative Network (COIN)

Ministry of Citizenship and Immigration

*Newcomers Settlement Program (NSP);
Sectoral Improvement Grant*

Ontario Trillium Foundation

New Canadian Employment Initiative (NCEI)

United Way of Peterborough and District

Core Settlement Services

City of Peterborough

Core Settlement Services

Individual Donors & Fundraising



YEAR-IN-REVIEW April 2006—March 2007

This year has been an incredibly busy one for the New Canadians Centre. We launched two new programs for clients (EAS *Employment Assistance Service* and NCEI *New Canadian Employment Initiative*); went through an open call for proposals for one of our major programs (ISAP *Immigrant Settlement Adaptation Program*); sponsored a community forum on Immigration and our community; painted and renovated our office; organized the Canada Day Multicultural Event; sponsored a series of professional development training for front line staff on the Prevention of Domestic Violence Against Immigrant and Refugee women; produced two guidebooks for clients on Post Secondary Education and Sponsorship Breakdown; organized summer trips for clients and volunteers to Black Creek Pioneer Village and the Toronto Harbour Front; participated in numerous community events; provided itinerant services to Cobourg, Port Hope and Lindsay communities and served over 700 clients from over 45 different countries.



CANADA DAY 2007

July 1st, 2006 marked NCCP's third year of organizing the Multicultural Canada Day event at Del Crary Park, featuring international food, crafts, and stage performances. Over 35 international food and crafts vendors made this the biggest Canada Day event yet.



New Programs

Employment Assistance Service (EAS) for foreign-trained individuals. With the support of Human Resources Development & Skills Canada / Ministry of Training Colleges and Universities, the NCCP is able to provide clients with information on how their credentials can be evaluated, assessed and accredited in Ontario. The program aims to help clients build a checklist of requirements by their professional regulatory bodies and create an action plan towards meeting those requirements, listing down costs, timelines and processes needed to meet the requirements. The Centre helps clients with making contacts with professional regulatory bodies, translation services, and training institutions, while at the same time supporting clients with their more immediate employment needs. From September 2005 to May 2007 there have been 73 clients in the program, 41 Clients with Portfolios, and clients from 31 different professions and trades.

New Canadian Employment Initiative (NCEI). In October, we launched the New Canadian Employment Initiative (NCEI), a pilot project funded by the Ontario Trillium Foundation that is designed to help address some of the major barriers facing New Canadians: unfamiliarity with the Canadian job search process, lack of community contacts and, most importantly, lack of Canadian work experience. In addition to job search assistance, participants receive 16 weeks of paid work placement through the Community Opportunity and Innovation Network (COIN) and NCCP. Three sets of placements were scheduled for 2006/2007, with two sessions completed and one scheduled to begin in June.

The program has seen considerable success so far. 17 people have taken part in the work placements, with 8 more scheduled to start in June. Participants have responded positively, explaining that the work placement gave them numerous benefits: practical experience, support, professional contacts, a better understanding of Canadian business culture and confidence in their abilities.

NCEI Numbers: 32 people applied for the program (October 2006 to May 2007)

17 participants have taken part in the program

16 participants have completed the program



NCC Fundraises for United Way. At the October potluck, everyone present contributed something for United Way. Raffle prizes were won, and of course one lucky winner took home the 50/50 draw.

In its third year, the World Travelling Community Film Festival was again a hit in our community.



The New Canadians Centre sponsored 3 films: *Continuous Journey*, a film about the Komagata Maru (1914), a ship carrying 376 immigrants from British India that was turned away by Canada; the film is, an eye opening investigation into the past and present ramifications of this incident; *Mohawk Wisdom Keepers: Native Americans Speak for Mother Earth and Peace*, a documentary depicting the traditional teachings and beliefs of the great law of peace and keeping our world sacred for the future generations to come; and *In the Shadow of Gold Mountain*, a film uncovering stories from the last living survivors of the Chinese Head Tax and Exclusion Act.



The 26th One World Dinner, the annual community vegetarian potluck organized and sponsored by the New Canadians Centre, Jamaican Self Help and Kawartha World Issues Centre, took place in early February. This is a tremendously popular community gathering of people committed to social justice issues. This year *Clifford Maynes* from *Green Communities* spoke on this year's theme: "Our Green World".

NCCP also provided itinerant services to the communities of Cobourg and Lindsay. NCCP staff go to these communities to meet with clients for language assessment and employment assistance. Immigration concerns and information on settlement programs and services are also provided by the Centre.

New Canadians Centre Immigrant Services since 1979

- Free Language Assessment
- English Conversation Classes
- HOST Program and Volunteer Opportunities
- Program for Foreign-Trained Professionals
- Work Placements for Newcomers



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HIGHLIGHTS FROM

ISAP (*Immigrant Settlement Adjustment Program*); **NSP** (*Newcomers Settlement Program*) and **Core Settlement Services**:

- 110 new eligible ISAP clients (Convention Refugees; Landed Immigrants and those approved in principle to become Permanent Residents)
- 143 new eligible NSP clients (Refugee Claimants; Convention Refugees; Landed Immigrants + approved in principle for Permanent Residence and new Canadian Citizens).
- 181 new Agency clients (anyone not born in Canada)
- Most requested ISAP and NSP services:
 - * Information /referral and assistance on issues relating to immigration; housing; family / children; education; legal; health; financial
 - * Employment Assistance
- 25 Interpretation Requests
- 40 Translation Requests
- Top languages are Spanish, Chinese, Arabic, English, Tagalog, Korean, Farsi, Pashto, Somali, Kurdish

HOST

- 50 total number of new matches
- 38 total number of volunteers recruited
- 15 total number of volunteer training
- 24 total number of public information sessions
- 83 total number of group activities.

As in previous years, the Host activities were well-attended by our clients and volunteers . We had a total of 83 group activities . This year we continued with our English Conversation Classes and the monthly Multicultural Potluck Dinners. They offered great opportunities for newcomers to get to know other people in the community while practicing their English . The Children's Fun Club was a success this past year. Julia Goodwin, our Club coordinator, spent several hours planning and conducting educational and recreational activities for children between the ages of 5 to 13 years old. Every PA Day, Spring Break, Summer Vacation and Christmas Break, Julia was at the centre ready to spend time with the kids, share and exchange ideas and teach them new things. Moreover, Julia was at the Peterborough Public Library every Saturday or Sunday afternoon to meet a group of students. Leading the Homework Support Group gave Julia the opportunity to assist kids in need of tutoring in the areas of math, English and other subjects. The Women's Group, run by Pranvera Kulla, made its comeback this year, bringing women together from different cultural backgrounds. The Summer Trip to the City of Toronto was an amazing encounter with the past and the present, a time to know about Canadian history and take a cruise ride on the waters of Lake Ontario.

LINC ASSESSMENT (*Language Instruction for New Canadians*)

- 47 total number of assessments
- 6 number of clients assessed with LINC level 1
- 5 number of clients assessed with LINC level 2
- 18 number of clients assessed with LINC level 3
- 9 number of clients assessed with LINC level 4
- 4 number of clients assessed with LINC level 5
- 5 number of clients assessed with LINC levels beyond 5



Our sincere thanks to **Julie Dotsch**, Chair of the NCCP Board of Directors, who is leaving the Board after 5 years of dedicated work and support on all projects and initiatives of the New Canadians Centre. With Julie's leadership, the Centre has seen the most growth in terms of number of staff, clients, board members, partnerships, increased visibility of our agency in the community and increased level of funding for our programs. Julie also participated when the Centre organized 3 major community events: the 25th NCCP Gala Anniversary Celebration, the Canada Day Multicultural Event and Building Common Visions: a Forum on Immigration and our Community. At the Board level, the organization has put in place new policies and updated current policies. Julie will be sure to say she is just one of the many who has helped things happen. However, the fact remains that for 5 years her presence and leadership on the Board has maintained and nurtured the conditions that have allowed such positive changes for the organization to take place. Kudos to Julie for a job very well done.

Prevention of Domestic Violence Against Immigrant and Refugee Women. The NCCP worked with OCASI (*Ontario Council of Agencies Serving Immigrants*) to provide training to front line workers on settlement issues. This past year 70 front line staff of 30 organizations in Peterborough, Lindsay, Rosemeath, Cobourg & Belleville received training on Preventing Domestic Violence Against Immigrant and Refugee Women. Three sets of training were held in Sadleir House (April 2006, March & April 2007) focusing on the legal issues around domestic violence as experienced by immigrant, refugee and non status women.

NCCP visits with federal, provincial and local politicians.

This past year NCCP Staff, Board and Volunteers met with **MP Dean Del Mastro** to keep him abreast of the activities, programs, clients and challenges of the New Canadians Centre and to explore the possibility of the two offices working together on newcomer issues in our community.

Joan Andrews, Deputy Minister of the Ministry of Citizenship and Immigration visited the NCCP to receive updates of the Centre's current offerings, challenges we face in providing services to new Canadians, the most requested services (employment and language training) expressed by clients and the outreach initiatives the NCCP has to serve New Canadians in communities outside of Peterborough. The Deputy Minister also gave an update on the COIA—Canada Ontario Immigration Agreement. At the meeting were MCI Staff, NCCP Board Members, Staff, Clients and Bjorn Nielsen, MCI Regional Consultant.



Howard Hampton, NDP Leader met with NCCP clients, staff and volunteers and discussed settlement / integration issues in Peterborough. Issues raised included access to bridging programs (all are in Toronto) for foreign-trained professionals, the high cost of accreditation, long wait times, and the long list of documents required by regulatory bodies to get non-Canadian educational training and work experience assessed, evaluated and credited.

Betsy McGregor, Liberal Party Candidate (Peterborough) met with staff, volunteers and clients to learn more about the Centre, its programs and the clients we serve.

MPP Jeff Leal attended the Building Common Visions: Forum on Immigration and our Community and was present at the launch of the First Generation's Project funded by the Ministry of Training Colleges and Universities. A guidebook for new Canadians on post secondary education in Canada and the resources available for them in Peterborough and area was produced by the NCCP in partnership with Sir Sandford Fleming College.

HOST GROUP ACTIVITIES

Children's Fun Club

Julia Goodwin, our tireless volunteer, had numerous fun activities for children ages 5 to 13. Over the summer holidays, PA Days, December holidays, and March break, the Children's Fun Club was busy with map quests, crafts, origami making for special days like Valentines, Mother's Day, etc., and also a short walkabout to a day at the park for a picnic exploring the trails of Jackson Park.



Mother's Day Cards made by the kids.

The children's fun club also gets support from local businesses who are happy to donate pizza, crafts materials, drawing supplies, compasses for the mapping activities and prizes to be won. A big thank you to this year's Children's Fun Club sponsors: *Caesars Pizza, Pizza Hut, The Night Kitchen, Pammett's Flower Shop, Peterborough Garden and Gift Gallery, Rambling Rose Flower, Gifts and Wedding Planning, The Flower Store, Needleworks, X-Stitch, Shopper Drug Mart at 225 Charlotte Street, Basket Express, and Always in Bloom.*



*A big thank you to Julia Goodwin for the many fun things she is teaching us.
-Children's Fun club Members*

Potlucks



Our monthly potlucks are going as strong as ever with at least 20 people attending every month. Our biggest groups (with up to 75 people attending), happen in December, February, May and of course the outdoor potlucks in the summer. This year at our potlucks, Jorge Ruiz (December) treated us to a power point presentation on Colombia. Also in December, families enjoyed making ginger bread houses (some of them doing this activity for the first time), and went home winning many door prizes. In February the group usually does valentine's related activities. In May, Luisa, our Host Program Coordinator, organized the Volunteer Recognition event as the main theme for the month's potluck. We thank the St. John's Anglican Community for generously providing us the space for the potlucks this year. During the summer months we are outdoors at Riverview Park and Zoo, Shelter #1.



NCCP Volunteer Recognition Event

Every year the New Canadians Centre gets the help of 150 volunteers. From Front Desk volunteers who run our office reception area Monday to Friday 9 am to 6pm; to events organizers, helpers (Canada Day, One World Dinner, BCV etc); to workshop, conversation leaders, tutors, Host volunteers; to Board and committee members; the Centre's operations very much rely on the contributions of our volunteers.



THANK YOU!

HOST GROUP ACTIVITIES

Sugar Bush Trip



Trip to Black Creek Pioneer Village and Toronto's Harbour Front



Women's Group



The Host Program led many group activities addressing the social needs of clients for friendship, emotional support, and social orientation in the community. Host clients' participation and involvement in the organizing of these group events along side Host volunteers have added not only in making these events successful but also in making integration into the community fun. The potlucks, trips, women's groups activities, children's fun club; the homework group; community gardening, and English conversation classes are group events that draw participation and engagement from New Canadians themselves.

The Women's Group has been doing cooking sessions with Summer, from the Peterborough Health Unit, learning about Healthy Food and Nutrition Programs.

**2007 CITY OF PETERBOROUGH YOUTH VOLUNTEER OF THE YEAR
2007 NEW CANADIANS CENTRE PETERBOROUGH VOLUNTEER OF THE YEAR**



Elgin Ho

I was born on August 9th, 1990 and was raised in Peterborough. I am happy and proud to be a Canadian citizen. In the family of four, I have a younger brother named Anthony. Currently, I am a grade 11 French Immersion Intermediate student studying at a well-known secondary school in Peterborough, Adam Scott Collegiate and Vocational Institute. The courses I am taking for this year, first and second semester listed, are French, Automotive Technology, Physical Education, Physics, English, Math, Anthropology/ Psychology/ Sociology and Computer Engineering Technology.

I am a very active, social and outgoing person. I'm fluent in English, French and Cantonese. I spend most of my time outside, riding my mountain bike through the forest trails of Jackson Park, playing soccer or basketball with my friends, socializing and spending time with my friends. I love music and I'm very active and talented in playing my musical instruments (Drum set, guitar or bass guitar) at home. I also have great interest in the arts of Japanese Animation and the popular Japanese Automotive Racing culture.

Recently, not too long ago during the beginning on the month of June, my fellow friend from P.C.V.S and I commenced our very own radio show at Peterborough's local Trent University Radio Studio, 92.7 f.m. Our show was called the Giga Gaming Revolution Guide.

At the beginning of Grade 11, I participated in the Adam Scott Electric Race Team. We had two race events: one was held in Ottawa and the second race was held in Orangeville. Overall, in both the events, we won second place with our newly built electric race car.

I became involved with the New Canadians Center, starting the month of May 2006, volunteering and participating in various activities. With the help of Luisa V., I was able to find a volunteer placement as an office assistant, every Thursday from 3:30p.m-6:00p.m, to complete my 40 hours of community service; which was a requirement in order to graduate. By the end of August and the beginning of September, I managed to obtain over 100 hours of community service.

The reason why I was so interested in volunteering for the New Canadians Center is because I wanted to help newcomers feel welcome to our great, wonderful nation, Canada. It is a great opportunity and it marks a new beginning. As an immigrant, it is sometimes difficult to communicate when this certain person or family has no knowledge of Canada's largest mother language, English. My parents once had the same problems when they first moved to Canada. With the help of the New Canadians Center, they were able to learn English with ease and move on with their lives with no difficulties.

I have learned a lot during my past months volunteering at NCC. I have learned to use a complex digital photo-copying machine. I have greatly enhanced my social skills with NCC clients and with the staff in a professional manner, participating and giving a helpful hand when necessary and experiencing what it is like being in an office environment.

Hopefully I will continue on with my volunteering and continue to help those in need.

BUILDING COMMON VISIONS

A Forum on Immigration and our Community

From October 27-28, 2006, the New Canadians Centre Peterborough, in collaboration with community partners, hosted Building Common Visions, a symposium about issues related to immigration.

Our Community Partners:

The forum was organized by a committee that met consistently over an eight-month period, and included members of the following organizations: Community Social Plan, Kawartha Pine Ridge District School Board, Northern Lights Vocational Services, Peterborough Social Planning Council, Sir Sandford Fleming College, Trent University, United Way of Peterborough and District, Workforce Development Board.

Main Findings

After the forum, organizers looked over the notes that came out of each workshop. The key priority areas from each category are identified below. The full list of issues and ideas generated at the forum can be obtained by contacting the New Canadians Centre.

Education

- Make services available to newcomer students within the public school system (ie a program akin to Settlement Workers in Schools).
- Increase communication amongst ESL providers and educators.
- Provide more support services for ESL students (daycare, transportation...)
- Develop funding for education for foreign-trained professionals.
- Provide anti-racism training throughout the community
- Involve all organizations in working to prevent racism.

Employment

- Training needed for employers regarding foreign credentials, the value of diversity in the workplace, and the barrier of "Canadian experience".
- Training needed for employment counsellors to equip them better in the areas of credential assessment, discrimination, and the barriers faced by newcomers.
- Support self-employment opportunities for new Canadians.
- Fund research on issues of immigrants and employment.
- Offer employment-ready ESL, co-op placements, and other bridges to the workplace
- Chamber of Commerce, business leaders, and City work together toward solutions.

Social Services

- Training for front-line workers and senior management of local social service organizations.
- Cross-cultural communication workshops would be useful for educators, service providers, students, and citizens.
- Increase access to multilingual services, translated documents, and interpretation.
- Increase access to health, social services, multilingual services, translation and interpretation.
- Lack of direct access to authority figures such as police, politicians and immigration officials.
- Meetings are needed between newcomers and authorities.
- Municipal policies to protect newcomers with less than full status.
- Increase opportunities for people from various cultures to meet one another
- Increase visibility in media of positive contributions of newcomers

**NCCP
NEW CLIENTS
2006-2007
Per Source Country**

Afghanistan	8
Bangladesh	3
Barbados	2
Brazil	2
Bulgaria	1
Cambodia	7
China	25
Colombia	15
Cuba	8
Egypt	1
France	1
Germany	1
Haiti	2
Holland	2
India	9
Ireland	1
Iran	8
Lebanon	1
Malaysia	1
Mexico	10
Morocco	1
Pakistan	1
Palestine	1
Panama	1
Philippines	16
Romania	2
Rwanda	1
Senegal	1
Sri Lanka	1
Syria	1
S. Korea	12
Poland	3
Taiwan	6
Trinidad & Tobago	1
UK	5
USA	20
TOTAL	181

**Thank you to our
Front desk
Volunteers!**

**New Canadians Centre Peterborough
Board of Directors 2006-2007**

Julie Dotsch	<i>Chair</i>
Kristi Allain	<i>Vice Chair</i>
Jacqueline Jolliffe	<i>Secretary</i>
Renee Castro Pozo	<i>Treasurer</i>
Kate Eales	
Supriya Chattopadhyay	
Ivonne Ksander	
Mary Ladky	
Julie Smith	

**New Canadians Centre Peterborough Staff
2006-2007**

Carmela Valles	<i>Executive Director</i>
Ziysah Danielle Markson	<i>Settlement Services Coordinator</i>
Luisa Fernanda Vega Baron	<i>Host Program Coordinator</i>
Brenda Roxburgh	<i>Employment Counsellor (resigned 06)</i>
Spencer Haines	<i>Employment Counsellor (resigned 07)</i>
Tamara Hoogerdyk	<i>Employment Counsellor</i>
Anny Carolina Ordaz	<i>Community Access Project (CAP) Site Administrator</i>
Samuel Juru	<i>LINC Assessor</i>
Alex MacNeil	<i>Summer Career Placement (SCP) Student, 2006</i>
Sophia Ayala	<i>CAP Site Staff</i>
Dorota Lech	<i>OTF Internship Program (Intern)</i>
Sevdije Fazliu	<i>First Generations Project Staff</i>

Monthly Average of clients accessing NCCP programs and services

2006		2007	
April	40	January	43
May	62	February	60
June	60	March	69
July	42		
August	56		
September	28		
October	23		
November	68		
December	42		

This does not include the number of visits per client per month, nor the number of services accessed each visit.

The average number of families who received at least one formal meeting *per month* during our funding year (April 1st 2006 to March 31st) was 49 families.