



# NEW CANADIANS CENTRE

PETERBOROUGH

Everyone  
welcome.

## ANNUAL GENERAL REPORT 2010-2011



### SOURCE COUNTRIES OF NEW CLIENTS

This year, the New Canadians Centre welcomed clients from 67 different countries:

Afghanistan	Morocco
Albania	Nepal
Algeria	Netherlands
Argentina	New Zealand
Australia	Nigeria
Bangladesh	Pakistan
Brazil	Palestine
Cambodia	Peru
China	Philippines
Colombia	Poland
Cuba	Portugal
Democratic Republic of Congo	Republic of Belarus
Denmark	Republic of Djibouti
Dominican Republic	Russia
Ecuador	Rwanda
Eritrea	Saudi Arabia
Fiji	Singapore
Finland	Somalia
France	South Korea
Germany	Spain
Hong Kong	Sri Lanka
Hungary	Sweden
India	Switzerland
Iran	Thailand
Iraq	Tunisia
Italy	Turkey
Jamaica	U.S.A
Japan	Uganda
Jordan	UK
Kazakhstan	Ukraine
Kenya	Venezuela
Malaysia	Vietnam
Mexico	Yugoslavia
	Zimbabwe

## PROGRAMS

### BOARD OF DIRECTORS



Mary Ladky



Sheila Nabigon-Howlett



Cath D'Amico

Gabriele Zeh-Abramsky

Coen Bruin

Linda Wong

Javier Bravo

Janet Hunter

John Ganley

Tammy Pan

Kayla Andreoli

Lisa Evans

Teresa Cosentino

Dina Abdelhakim

Lynn Zimmer

Chair

Vice Chair

Secretary

Treasurer

Director

Director

Director

Director

Finance Committee

Finance Committee

Finance Committee

Outreach Committee

Outreach Committee

Strategic Planning Committee

Strategic Planning Committee

A thankful farewell to departing board and committee members Coen Bruin and John Ganley.

### OUR STRATEGIC PLAN

This year, board and staff members worked to develop a comprehensive strategic plan for the NCC. One of the priorities of the plan is increase our direct outreach to clients in Peterborough City and Peterborough, Haliburton, Kawartha Lakes and Northumberland County.



Marvin is in good hands with NCC Board members Cath and Coen, and Outreach Committee member Lisa

### SETTLEMENT PROGRAMS

With the aim to help immigrants and refugees adjust to their new lives in Canada, information and assistance is provided through one-on-one and group information sessions.

- 18 clients participated in the Citizenship Course, in preparation for their Canadian citizenship exam.
- Nearly 100 clients benefited from Pronunciation and Language Courses that help newcomers develop greater confidence in their English skills.
- Monthly information sessions allowed newcomers to learn, share and ask community experts questions on important topics.

#### Language Assessment Centre

- 48 new clients were assessed for referral to Sir Sandford Fleming College's Language Instruction for Newcomers to Canada (LINC) Programs.

#### Translations and Interpretation

- 24 translation requests were facilitated this fiscal year.

### EMPLOYMENT PROGRAMS

A much-requested service, these programs help newcomers find meaningful employment by providing information on credential evaluation, creating networking opportunities, and connecting them with community resources and employers.

- Resumé and job search workshops, in collaboration with Employment Ontario agencies, allowed newcomers learn more about looking for work in Canada.
- Translator Training Workshop taught clients skill in multiple languages how to make money as translators.
- In partnership with Fleming College, Colleges Integrating Immigrants to Employment (CIITE) provided advice regarding credential evaluation, future careers and Canadian post-secondary training to 190 clients with education outside of Canada.

### HOST PROGRAMS

#### Trips and Events

- Evening cruise up the Peterborough Lift locks and around Little Lake
- Bus trip to downtown Ottawa to see the parliament buildings and the Tulip festival
- Christmas by Candlelight at historic Lang Pioneer Village

#### Social Groups

- The Women's Group provides newcomer women opportunities to make new friends, offer each other support, learn new skills, and have fun together.
- In collaboration with the Club Connexion Française, the French Conversation Circle offers an opportunity for newcomers and community members to learn one of Canada's official languages.
- The Los Amigos Group is a popular way for clients and community members to interact in the celebration of Spanish and Latin American culture and language.
- The English Conversation Circle lets newcomers practice their English and learn about Canadian culture in a fun and welcoming environment.

- The Peterborough Parent-Child Mother Goose Program served 18 newcomer families. This lucrative partnership between the Peterborough Public Library and NCC allows newcomer and community caregivers and their preschool children to meet for mutual support and bonding through rhymes, songs and stories.

- The NCC Garden Club is beginning to flourish- and always welcoming new members!



Members of the NCC Women's Group beautifying the NCC with LINC Instructor Antoinette van Veen





*Paola and her daughter*



*Student volunteers from PCVS*



## SWIS PROGRAM

The Settlement Workers in Schools (SWIS) program officially started in 2011. It is a partnership with Kawartha Pine Ridge District School Board and Peterborough Victoria Northumberland and Clarington Catholic District School Board. The program covers 128 schools from Courtice to Brighton, from Lindsay to Havelock, and from Apsley to the Lakeshore.

SWIS is a school-based outreach program that enhances the schools' capacities to welcome newcomers by organizing information sessions and providing school orientation sessions. SWIS workers meet with individual families and mature youth to connect them to resources in the school and community. SWIS also runs social events for families and youth, all with an aim to assist them with establishing their new lives in Canada.

- Co-facilitated by Kinark Child and Family Services, the Cross Cultural Parenting Workshop brought parents together to discuss issues such as 'What is my role as a parent?' 'Am I doing it right?' 'How do my values and beliefs fit in with the Canadian culture?'
- School Orientation Session helped parents to ask questions and learn about the Canadian school system
- The Children's Fun Club had fun activities for parents and children during school holidays; this year's fun club included a guided tour of Fire Hall 210, conveniently located across the street from the New Canadians Centre.
- The Homework/ESL Youth Group has weekly meetings for High School students who need extra help with their homework, or who would simply like to chat to practice their English (and play the occasional game of Wii!). The smell of popcorn and the sound of laughter always lets NCC staff know when the youth group is meeting.
- A partnership with Peterborough Public Library, the Library Family Program allowed newcomer parents to improve their general computer skills, while their kids explored the resources at the library.



*NCC Receptionist and NCC Community Coordinator, Jenny and Anne*

## CLIENT FEEDBACK

"I have had good experiences with this place [NCC]. Really, really I like this place. Always I was very comfortable with the staff in this place, they are very kind and patient with clients ... because the first time I came here it was exactly 2 or 3 days after we arrived in Canada. [The people here] told us everything we needed to know, they gave us information and helped us to fill the forms ... I love this place and the people in this place. I think these places, like the New Canadians Centre, they are in every city and they are useful for immigrants ... they are useful because in no time we feel we are not alone. There are some people who know us and know how we feel, and they understand us and they are very helpful." Z.B.

## 2010-2011 IN NUMBERS:

### Host Program

- 54 new matches
- 24 new volunteers trained
- 21 public information sessions
- 176 group sessions

### Volunteers

- 111 volunteers
- 4758 volunteer hours

### Employment Services

- 213 clients
- 427 total visits

### Settlement Services

- 357 new clients
- 443 returning clients
- 1990 total visits



*LINC Language Assessor, Andrea Heilingbrunner loves teaching English... and kittens!*



*SWIS Coordinator Dawn and her daughter*

### NCC CLIENTS: A SNAPSHOT

Immigration Category	#New Clients
Permanent Residents	
Family Class	88
Economic Class	84
Convention Refugees	25
Naturalized Canadian Citizens	44
Temporary Workers	37
Visitors	35
International Students	20
Live-in Caregivers	7
Refugee Claimants	5
Other	12
<b>TOTAL</b>	<b>357*</b>

**\* A record for new clients!**

### WORDS FROM NCC STAFF

What is great about the New Canadians Centre is the long-term relationships we get to develop with clients. We see them frequently when they first arrive in Peterborough, when they are busy with the thousand things they need to do to start a new life here: a place to live, school for the kids, jobs, health insurance, all the rest. As time goes by, we see them less frequently, sometimes when something bad happens but often because they are starting a new part of their life: buying a house, looking for a better job, applying for Canadian citizenship. Then there are the celebrations: the new job, the successful application, the long-awaited arrival of family members from abroad, Canadian citizenship... These are the things that make the New Canadians Centre a special place to work, a special place to be – the people who share their lives with us. ~NCC Staff Member



Settlement Coordinator Tamara and her partner Bill

### TOP LANGUAGES OF CLIENTS 2010-11

One indicator of our diverse community is the many languages we speak. This year, clients with 47 different languages were served by NCC! The top ten languages spoken were English, Spanish, Mandarin, Tagalog, Somali, Arabic, German, Korean, Farsi, and Russian.

## CULTURAL COMMUNITY EVENTS

NCC believes in participating in and supporting community events that raise awareness, help individuals in need, and promote Peterborough as a welcoming community. As well as participating in well-established events such as Black History Month with Community Race Relations and the One World Vegetarian Potluck with Kawartha World Issues Centre and Jamaican Self Help, we were involved in some new cultural activities this year.

The NCC participated in the nation-wide Culture Days event. We began with the weekend with “Wrap It Up!”, cooking demonstrations from clients and staff on making wrapped foods including sushi, rice paper rolls, and crêpes.

Later in the weekend, staff member Hajni Hös led community members in traditional Hungarian dancing. Special thanks to Peterborough Museum and Archives for lending space for this event.



NCC clients shared their talent at “Wrap It Up!”



Hajni and her daughter Lora preparing to lead Hungarian folk dancing

Thanks to the Canadian Canoe Museum and Showplace Performance Centre for offering free admission and tickets to NCC clients. The Art Gallery of Peterborough held free art workshops for NCC families and the works done by the children were featured in the gallery exhibit ‘Travelling Roots’.

## MULTICULTURAL CANADA DAY EVENT

The 2010 Annual Canada Day event was the biggest in NCC’s history, attended by an estimated 10,000 people, covered by CHEX TV and the local papers. This event would not be possible if it were not for the support of our partner organizations, committee members, and the 88 volunteers who generously donated their time. Canada Day activities included stage performances, children’s face painting, citizenship quiz, and the very popular national and international food vendors.



A beautiful sight: NCC’s first float at the 2010 Canada Day Parade



Back stage at Del Crary Park on Canada Day



# PROMOTIONAL ACTIVITIES

## SPEAKERS BUREAU

In partnership with Peterborough Toastmasters, the Speakers Bureau trained 9 new clients in public speaking and presentation skills to allow them to share their personal experiences and insights. Speakers Bureau members help NCC by responding to community requests for speakers on issues such as multiculturalism, immigration and diversity. These speaking engagements also provide newcomers with a platform to share their successes and concerns, gain confidence in their abilities, and connect with different members of the community. Client presentations this year included:

- Diversity Training for Peterborough Lakefield Community Police
- Foreign-trained teacher speaking at KPR Elementary Teachers Federation of Ontario retreat
- NCC Clients sharing their immigration stories to hundreds of students at St. Thomas Aquinas Secondary School, Holy Cross Secondary School, St. Peter's Secondary School, and Armour Heights public school

## MEDIA COVERAGE



*A sample of the several thousand who took in the multicultural performances at Del Cray Park*



*The demand for a taste of the 2010 international food tents was unprecedented!*

The Multicultural Canada Day celebration was well covered by local media. The diversity of the stage performances and the delicious international cuisine seem to draw bigger crowds each year. We thank our media partners for recognizing the important role immigration has and will continue to play in Canada's history. Other headlines NCC made include:

- "My Peterborough" immigrant profiles featured on KRUIZ FM, with Khadija Warsame sharing her experiences as a government assisted refugee from Somalia
- Video "Fundraiser held for Pakistan Flood Relief" on Peterborough Examiner website
- Peterborough Examiner and Peterborough This Week coverage on the launch of the Workplace Integration Centre and the PPCII
- Voice of Business Magazine article "Immigration matters: Workplace Integration" by Employment Counsellor Michael VanDerHerberg
- Northumberland News article "From Food to Table" on migrant workers



*Volunteer photographer Julio Campos capturing Multicultural Canada Day*



*One of many media interviews for Michael about the Workplace Integration Centre*

## UPDATE ON NCC BABIES



*Adrianna and Lora (and their new friend Molly) hugging on the dance floor*



*Expressive Marvin with Mama Ziysah*



*Welcome Iris Grace Muir and Congratulations to new parents, Yvonne and John!*



*Best wishes to parents-to-be, Andrea and Michael!*



*We are very happy for Melissa and her partner Chris who are also expecting their first child!*

## PURPOSE

The Peterborough Partnership Council on Immigrant Integration (PPCII) exists for promoting, advancing and supporting coordinated immigrant integration in the Peterborough community. We believe immigrant integration is essential for long-term social, cultural, economic and environmental prosperity in the Peterborough region.

Over the past year, the PPCII expanded from 51 to 61 organizational members, and the total membership of the Council grew from 120 members at the beginning of the year to 148 members at the year's end.

Through the PPCII council and its committees (who met a total of 29 times over the year) and through the activities of staff, the PPCII continued to further its goal of improving immigrant integration in Peterborough. Highlights of this year include:

- July 8 2010- Launch of the PPCII Website
- September 22 2010- Launch of the PPCII Integration Strategy
- November 2010- Sector Working Group Meetings
- March 16 2011- Georges Laraque Presentation at Showplace (Over 200 in attendance)



PPCII members at the Spring 2011 Meeting

## PROFESSIONAL DEVELOPMENT SERIES

From November 2010 to March 2011, the PPCII co-sponsored (with the New Canadians Centre, the Workplace Integration Centre and the Community Race Relations Committee) a series of Professional Development Workshops.

The workshop themes were drawn from the PPCII's Newcomer Integration Toolkit which provides resources to social service agencies to improve their ability to serve diverse clients and to make their workplaces friendlier to newcomer staff.

In total, over 200 people attended these workshops, representing over 50 agencies, schools and businesses - including the entire Peterborough Lakefield Peterborough Community Police Force.



The Council gratefully acknowledges funding provided by Citizenship and Immigration Canada through the Local Immigration Partnership Initiative.



## INTEGRATION STRATEGY

Developed through extensive research and consultation with the Peterborough community, the Integration Strategy provides the blueprint for making Peterborough a welcoming community for newcomers to live. The implementation of these objectives will be one of the primary goals of the PPCII.

PPCII Integration Strategy Objectives				
THEME	SECTOR			
	Economic Development	Health, Social Services and Voluntary	Housing and Community Development	Other
	Capacity Building	Develop resources, initiatives and partnerships that support employers in attracting, retaining and integrating immigrants in the workplace	Build the capacity and scope of settlement and social services	Develop a city reflecting changing demographic and culturally competent delivery
	Access to Services	Assist immigrants in locating and accessing employment and entrepreneurial resources.	Connect immigrants to appropriate services	Increase the accessibility of partnerships, training
	Opportunities for Participation	Strategically promote opportunities for immigrants to participate fully in the local economy	Involve immigrants in the social, cultural, and political life of the Peterborough community	Involve immigrants regarding availability and access to transportation
Attraction and Retention	Advocate for prioritization of immigrant attraction in regional growth plans	Improve the immigrant 'friendliness' of government and social service programs and workplace policies	Identify the barriers to housing and determine how to address them	Identify the barriers to housing and determine how to address them
	Strategically promote Peterborough to new immigrants as a place to live, study and work			
Research and Development	Engage in ongoing research on trends and opportunities in the region to support local market planning and economic development	Research barriers to immigrant integration, including discrimination and public policy and determine how to address them	Conduct research and housing the availability of accessible housing	

**WE NEED YOU!** Meeting the objectives of the Integration Strategy will require the full participation of the community. For further information on the list of proposed actions to be taken to achieve the objectives of the strategy, contact the Peterborough Partnership Council on Immigrant Integration at [info@ppcii.ca](mailto:info@ppcii.ca) or visit our website at [ppcii.ca](http://ppcii.ca).

The PPCII Integration Strategy was facilitated by Jeanmarie Herlihy.



Georges Laraque at Showplace Peterborough  
\*Photo courtesy of the Peterborough Examiner\*



PPCII



## ERSHIP T INTEGRATION

## RATEGY

and consultation  
Integration Strategy  
through a more  
work study and  
es will continue  
II in 2010-2011.

## egy

and Transportation	Education
vic diversity strategy ing community s to provide more mpetent service	Develop partnerships to expand the range of local English as a Second Language (ESL) services and resources
availability and of housing through education and	Improve access to local ESL services for all ages and abilities
grants in discussions liability of housing and n.	Create more training opportunities for immigrants
barriers faced s in accessing transportation and ow to address them	Provide opportunities for the Peterborough community to learn how to become more welcoming and inclusive
search on income o identify gaps in of affordable and using	Collect information necessary to improve community educational initiatives

Peterborough community to take action,  
and to become involved in implementing them contact the  
at <http://ppcicl.ca/about-us/integration-strategy>.  
and Dr. Alan Law.

Version 1 (Sept 2010)



II Sector Working Group

## COUNCIL MEMBERS

Association of Managers of Volunteer Services  
Canadian Mental Health Association  
Carmela Valles Immigration Consulting  
Casa Maria Refugee Homes  
Council of Agencies Serving South Asians  
Charterfield Consulting  
CINICORP  
Citizenship and Immigration Canada  
City of Peterborough  
City of Peterborough Councillor  
City of Peterborough--Immigration Portal  
City Of Peterborough - Social Services  
City of Peterborough – Sports and Recreation  
Community and Race Relations Committee  
Community Opportunity & Innovation Network (COIN)  
Connexion Française at Peterborough  
County of Peterborough  
Employment Planning & Counselling Peterborough  
Fleming College - Dean Apprenticeship and Training  
Fleming College - Diversity Office  
Fleming College -Employment Ontario  
Fleming College - LINC Program  
Francophone Immigration Support Network in Kingston  
GE-Hitachi  
Greater Peterborough Area Economic Development  
Corporation Greater Peterborough Chamber of Commerce  
Habitat for Humanity Peterborough & District  
Industry Canada, FedNor  
Investors Group  
Islamic Education & Information Exchange  
Kawartha Pine Ridge District School Board  
Kawartha World Issues Centre  
Ministry of Citizenship and Immigration  
Ministry of Training, Colleges, and Universities  
New Canadians Centre Peterborough  
Northern Lights Canada  
One World ESL School  
Ontario Provincial Police (Peterborough County)  
Opportunity Centre  
Peterborough and the Kawarthas Association of Realtors, Alison  
Realty GMAC Real Estate  
Peterborough Community Futures Development Corporation  
Peterborough Community Legal Clinic  
Peterborough County-City Health Unit  
Peterborough Family Resource Centre  
Peterborough Lakefield Community Police Service  
Peterborough Public Library  
Peterborough Regional Health Centre  
Peterborough Social Planning Council (PSPC)  
Peterborough Victoria Northumberland Clarington Catholic  
District Schoolboard (Equity & Inclusive Education Advisory  
Committee)  
Peterborough Victoria Northumberland Clarington Catholic  
District Schoolboard  
ReViVe Career  
Siemens Milltronics  
The Art School of Peterborough  
Trent Centre for Community-Based Education  
Trent University  
Trent University (Psychology Department)  
Trent International Program  
Trent Valley (ITCH) International Coffee House  
Trent Valley Literacy Associatio  
Welcoming Communities Initiative (Trent University)  
Women's Health Care Centre  
Workforce Development Board  
Individual Members

There is no fee required to become a member, and  
new members are always welcome.



The Workplace Integration Centre (WIC) began its  
work in April of 2010 through a funding initiative of  
the Ontario Chamber of Commerce in their Global  
Experience @ Work program, through the Greater  
Peterborough Chamber of Commerce (funded by  
Government of Canada and Ontario).

Located inside the New Canadians Centre, and staffed  
by the employment counsellor, Michael VanDerHerberg,  
the mandate of WIC is to help employers attract, hire,  
and retain foreign-trained professionals.

- 110 internationally trained professionals were assisted  
through participation in the mentorship program,  
employment and volunteer placements, interviews or  
other contact with employers
- 29 internationally trained individuals started  
employment directly as a result of the efforts of  
the Workplace Integration Centre
- 114 employers directly benefitted through the  
mentorship program, workshops and one-on-  
one consulting and indirectly through Chamber  
membership
- 4 courses/assessment tools were developed  
including updated HR guides, online web resources  
and other materials related to the process of  
hiring foreign trained workers
- 39 organizations benefitted from training  
opportunities and resource materials, with 276  
people attending speaking engagements discussing  
the services of the Workplace Integration Centre
- In partnership with the Workforce Development  
Board, the Mentorship Program connects foreign-  
trained professionals with volunteer mentors in  
their field to help them gain networks, confidence,  
and knowledge of the Canadian workplace



Cath, Jenn, and Hajni at the launch of  
the Integration Strategy and WIC

## STAFF

### Ziysah Markson

EXECUTIVE DIRECTOR

### Hajni Hős

INTERIM EXECUTIVE DIRECTOR/PPCII COORDINATOR

### Andrea Heilingbrunner

LINC ASSESSOR

### Anne Elliott

COMMUNITY COORDINATOR

### Carolina Orduz

SETTLEMENT WORKER

### Dawn Franklin

SWIS COORDINATOR

### Faye Shien Tan

SWIS WORKER/RECEPTIONIST

### Grace Salalila

OFFICE ADMINISTRATOR/BOOKKEEPER

### Jason Stabler

INTERIM PPCII COORDINATOR/RESEARCH AND IMPLEMENTATION SPECIALIST

### Jenny Santos

RECEPTIONIST

### Liliana Perez

SETTLEMENT WORKER

### Lou Marles

IT SUPPORT

### Luz Ofelia Maya

COBourg OFFICE ADMINISTRATOR/SETTLEMENT WORKER

### Maryam Monsef

IMMIGRATION PORTAL RESEARCHER/INTERIM OUTREACH COORDINATOR

### Melissa Sharpe-Harrigan

INTERIM RESEARCH AND IMPLEMENTATION SPECIALIST

### Michael VanDerHerberg

EMPLOYMENT COUNSELLOR/WIC PROGRAM COORDINATOR

### Rachael Currie

MIGRANT WORKER PROJECT FACILITATOR

### Steve Ross

SWIS WORKER/HOST PROGRAM COORDINATOR

### Tamara Hoogerdyk

SETTLEMENT SERVICES COORDINATOR

### Yvonne Lai

OUTREACH COORDINATOR

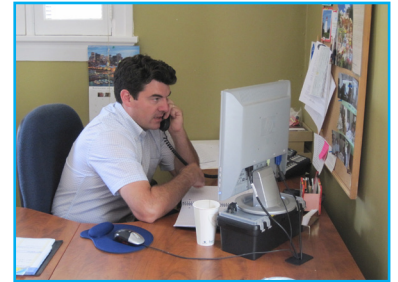


205 Sherbrooke Street

The NCC grew this year – a lot! We went from 12 full-time staff to 15 full-time and 2 contract positions. Welcome to our new staff - Anne Elliott, Faye Shien Tan, Jason Stabler, Jenny Santos, Lou Marles, Maryam Monsef, Melissa Sharpe-Harrigan and Rachael Currie. With Ziysah Markson and Yvonne Lai on parental leave, Hajni Hős took over as interim executive director, Jason Stabler as Interim Partnership Council Coordinator, Melissa Sharpe-Harrigan as Interim Research and Implementation Specialist and Maryam Monsef as Interim Outreach Coordinator. We also saw some changes, with Steve Ross and Faye Shien Tan switching to the SWIS program and their positions filled by Anne Elliott and Jenny Santos.



NCC Staff, volunteers, and Canada World Youth participants



The famous Steve Ross, now a SWIS Worker

## PROFESSIONAL DEVELOPMENT

NCC staff work hard to improve their skills and knowledge to better help clients, volunteers, community members and community organizations. Here are some of the trainings NCC Staff participated in this year:

- Professional Development Conferences for Settlement, Host, and SWIS workers
- Information & Referral Training for frontline settlement workers
- United Way Building a Great Volunteer Program
- Outcome Mapping Training from TCCBE and City of Peterborough
- FCJ Refugee Centre Workshop on changes to refugee law
- Financial Workshop for Non-Profit Organizations
- Welcoming Communities Conference – Discussion of Local Immigration Partnerships and Research Priorities in Ottawa
- CPR Training offered by new Canadian Jesus Gomez – NCC staff participated as the first clients of his new company, Canada CPR
- Anti-Oppression training for NCC staff by facilitators from The Opening Doors Project

## PLACEMENT AND SUMMER STUDENTS

### Adrienne Sanders

CANADA WORLD YOUTH

### Arbera Dobi

TRENT UNIVERSITY EDUCATION PROGRAM

### Caitlin Barratt

NCC SUMMER STUDENT

### Jasmeet Sikand

QUEEN'S UNIVERSITY EDUCATION PROGRAM

### Katrina Kilby

FLEMING COLLEGE SOCIAL SERVICE WORKER PROGRAM

### Kheayali Mehta

TRENT UNIVERSITY BUSINESS ADMINISTRATION DEPARTMENT

### Kyle Mockford

CANADA WORLD YOUTH

### Lucy Bitesigirwe

Canada World Youth

### Mary Katherine Dirmeitis

TRENT CENTRE FOR COMMUNITY-BASED EDUCATION

### Melissa Deal

TRENT FLEMING SCHOOL OF NURSING

### Sarah Salisbury

TRENT-FLEMING SCHOOL OF NURSING

### Stephanie Mejia

TRENT UNIVERSITY BUSINESS ADMINISTRATION DEPARTMENT



## NCC SUCCESS STORIES

**Sandra Aroyo** arrived in Canada in June of 2008 and spent a year looking for employment in Peterborough. Being a foreign-trained professional from Ecuador, she had two business diplomas, a Bachelors Degree in Business Administration, and another Bachelors Degree in Finance. From managing an import-export company to working as an intermediary between store owners and suppliers as a Purchasing and Inventory Manager, Sandra had a wealth of knowledge to offer the Peterborough business community.

With limited English proficiency and no Canadian work experience, finding an employer to consider her credentials did not happen quickly. Sandra came for help to the New Canadians Centre. The employment counsellor, who facilitates the Workplace Integration Centre at the NCCP approached Eric Monkman of Monkman Gracie & Johnston Insurance Brokers and suggested a mentoring program opportunity that brings foreign-trained professionals and established professionals together in occupation-specific mentoring relationships.

Within two months of a short-term voluntary work placement, MG&J requested to hire Sandra on a full-time basis. Two months was enough time to showcase Sandra's rich organizational skills, her attention to detail, and her wealth of knowledge from her education and work experience in Ecuador. Sandra also volunteered on the Strategic Planning Committee of the New Canadians Centre's Board of Directors.



*Michael VanDerHerberg and Sandra on the cover of Voice of Business Magazine*



*Jésus Gomez at the 2011 Polar Bear Plunge*

Congratulations to **Jésus Gomez** on the grand opening of his business Canada CPR. Jésus is a tirelessly enthusiastic individual who has worked amazingly hard over the last few years to realize his vision. NCC Staff were the first clients of Canada CPR, and received a crazily informative and fun CPR training session in March of 2011. Jésus is also an enthusiastic Polar Bear Plunger, and does so on behalf of new Canadians everywhere.



*Shish Kabob Hut's food tent on Canada Day*

**Don Vassiliadis**, of the Shish Kabob Hut phones us when he is looking for staff. English proficiency and former experience in a kitchen? Not that important to Don. He is willing to train, both for the kitchen and for the English.

Having employers like Don who are willing to hire newcomers, who give them a chance to make some money while looking into their future careers, is an essential step for many newcomers.

**John Paul Nyereka** is a convention refugee, originally from Rwanda, having lived and gone to school in Malawi for years before coming to Canada. Michael VanDer Herberg had known John Paul for a couple of years- both through Trent University and his work at the NCC. John Paul even joined Michael and cycled around Lake Ontario, and made it the whole way around- that's 1000 kilometers in 10 days on a bicycle!

Taking business administration and economics, and finishing his third year at Trent, John Paul was very motivated to find a summer job related to his field of study. The idea of having information interviews with branch managers was introduced to him and he was eager to get involved.

Cathy Svetec, from the Royal Bank at George and Hunter, was the only one John Paul met for this purpose. Cathy had been an ally of the Workplace Integration Centre for over a year. WIC had been connecting clients with her to have information interviews- an opportunity that allowed them to get pointed advice from a branch manager in the field of finance and banking. She had already hired Fabio Checchi after a successful information interview and was willing to meet with more NCC clients.

The Vice President for this RBC region happened to be there on the same day as John Paul's interview. Both Cathy and the VP were impressed by John Paul's skills, level of knowledge, and attitude. Today, John Paul has a full-time summer job at the bank, part-time if he chooses over the next year, and another full-time summer position after his 4th year at Trent. He intends to move into a full-time position with RBC in the future.

And that is the work of the Workplace Integration Centre: helping employers attract, hire, and retain the talented immigrants who come to our Peterborough community.



*Speakers Bureau members John Paul and Jean Claude at the World Refugee Day event*

## VOLUNTEER OF THE YEAR PETERBOROUGH

Khadija Warsame is our Volunteer of the Year. When describing Khadija, we like to say that she is a one-woman non-profit organization. Khadija is tireless in her efforts to help others. She takes newcomers in the Somali community under her wing, and it is not unusual to see her bustling into the centre with a family in tow, explaining exactly what they need. Khadija's warm heart goes out to everyone in need, and Peterborough is a better place because of her presence here.



## PARTNER OF THE YEAR PETERBOROUGH

The Peterborough Public Library is always looking for ways to make their services accessible and relevant to new Canadians. Many exciting activities took place at the library in 2010-11: three sessions of the popular Mother Goose Program for parents and preschool children; the introduction of free, online ESL software (Before You Know It) for clients to use, and the free use of the library computer lab for parents to learn new skills while their children explore the library. We thank Becky Rogers and her staff for their continued support and commitment.



*Becky Rogers, manager of the Peterborough Public Library & the Arts, Culture, and Heritage Division, City of Peterborough*

## REPORT FROM THE CHAIR OF THE BOARD

This has been a particularly busy time at the Centre and all of us on the board are delighted to witness the growth that's occurred over the past 12 months. This year, we built on the excellent work done by last year's board and continued to develop policies and procedures, particularly policies affecting personnel and the Centre's financial stability.

Of particular importance was the development of the Centre's first, comprehensive strategic plan. We are benefiting from strong support from our community partners and funders which has resulted in a significant expansion in staff and services, including (happily), our two new Settlement Workers in Schools positions which began in March 2011. A successful grant application has also allowed for the hiring of a Canada Day Worker who will help to take some of the enormous burden of organizing the event off the shoulders of staff and volunteers.

There continues to be a growing number of ways to get involved in the Centre's work, as a client or a volunteer. I encourage everyone to check out our informative and attractive website for more information about ways you can participate ([www.nccpeterborough.ca](http://www.nccpeterborough.ca)). There you can learn about the efforts of the PPCII, programs at our Cobourg office, and language classes, to name just a few of the many services and activities the Centre offers.

As we look ahead, the board of the Centre are more hopeful than ever that Peterborough is becoming a more welcoming place for New Canadians.

*NCC Board Chair, Mary Ladky*



*Dozens of volunteers distributed and washed thousands of reusable dishes for Multicultural Canada Day's 'greening' initiative*



*NCC volunteers work hard- and Square Dance even harder! This photo was taken at the December Volunteer Appreciation Dinner.*

## EXCITING NEWS FROM A FORMER NCC DIRECTOR

The New Canadians Centre is proud to announce that one of its former Executive Directors is a published author. Larry Tyldsley was the NCC's Executive Director from 1997 to 2000. The book called "Momentos" includes his personal reflections of the people, places and events he met and experienced during his twenty years of travels. Larry has also directed and produced a critically acclaimed documentary called "Search for Buddha" for OMNI Television. Larry's legacy of strong leadership is honoured and continues to this day at the New Canadians Centre.

Volunteers are at the heart of what we do. Our sincere gratitude to all of you for your dedication, energy, and compassion. This year, 111 volunteers assisted us with various events, programs, workshops and here at the office. 88 volunteers assisted with Canada Day alone!

**From the bottom of our hearts, we thank you.**

## THANKS TO OUR PARTNERS

NCC believes strongly in the benefit of community partnerships to offer workshops and programs, to share information, and to coordinate services. Some exciting new partnerships this year included closer ties with Trent Valley Literacy Association to offer more ESL options for clients. We are thankful to have the support of more than 50 community partners: we couldn't do it without you!



## NCC COBOURG

### COBOURG PROGRAMS

Our office in Cobourg provides support to immigrants in Northumberland County, from settlement and employment services to Host programs and events. They include:

- Trip to Sugar Bush Sandy Flat for a first taste of fresh maple syrup
- Cobourg Employment Workshops in partnership with Watton Employment
- Cobourg Women's Group with activities around gardening, Tai-Chi, finances, health and nutrition
- Cobourg Citizenship Course
- Cobourg English Conversation Circle



*Tasting fresh maple syrup at Sugar Bush Sandy Flat*

### Migrant Worker Project

The NCC Migrant Farm Worker project in Northumberland is the first formalized program that has been offered for migrant workers in the area. So far, it has been successful in working directly with 8 farms and 168 migrant workers from Mexico, Trinidad and Tobago, Barbados, and Jamaica. The aim of the project is to work in partnership with farmers and migrant workers in Northumberland County to increase access to health and social support services in order to help build a welcoming community.

Migrant workers in Canada, and the farms that employ them play a vital role in the food economy. We thank them for their hard work in providing fresh foods to our Northumberland communities. However due to the seasonal nature of their employment, lack of full legal status in Canada, and isolation on rural farms, migrant workers face many barriers in the community. This NCC program intends to address issues of language, transportation, isolation, and support.

Coordinated by Rachael Currie, the NCC Migrant Worker Project helped migrant workers and farm owners by offering the following services:

- 4 annual potlucks, including the Welcome Potluck (July) and Harvest Time Farewell for Migrant Workers (October). The Farewell Potluck saw 170 gather to eat, sing, dance, and celebrate. (In partnership with YMCA, Horizons of Friendship and Global Kingdom Ministries Toronto)
- Transportation of workers to access community and health services
- Support services offered to 4 farmers and 25 migrant workers
- 20 interpretation sessions provided to migrant workers to receive health, occupational and social support
- Developed and published "The Welcome Book For Migrant Workers". Translated in both Spanish and English, this guide informs migrant workers about resources and support services available to them in Canada. It contains basic information like how to open a bank account, using phone cards, health and self care, transportation, phone numbers, workers' rights, coupons, and much more.



*Rachael and Luz at NCC Cobourg*

### STUDENT RESEARCH - APRIL 2010

"Ultimately, it became clear to us that the NCC does more than provide a discrete set of services. Accordingly, the NCC should not be conceptualized as a "service provider" in the strictest sense of the word. Interviews with clients along with the staff-generated client data suggest that the NCC is a social hub, providing critical personal and professional networking opportunities, informal counselling, and respite from the isolation that many immigrants face upon arrival to a new place." ~ Evaluation of Settlement Services by TCCBE Students

### VOLUNTEER OF THE YEAR COBOURG

Mrs. Nancy Nelson started volunteering at the New Canadians Centre two years ago. Every Wednesday, she has been meeting with a mother and daughter from Korea to help them practice English and learn more about Cobourg. Their relationship has evolved from a client-volunteer one to a truly beautiful friendship. Mrs. Nelson is dedicated and has played a key role in helping her friends settle in their new community.



### PARTNER OF THE YEAR COBOURG

Horizons of Friendship has been there for NCC Cobourg from the beginning. We share office space, resources and laughter. They help us with our events and give us support. We especially want to thank Patricia Rebolledo and her staff for their assistance with our summertime Welcoming and Farewell events for the migrant workers in the area. Horizons of Friendship promotes social justice and people-centred development in Central America and Mexico (Mesoamerica).



*Patricia Rebolledo Executive Director of Horizons of Friendship in Cobourg*



## 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 promote involvement of new Canadians in determining the direction and programs of the agency.

To promote cross-cultural understanding and acceptance through education and awareness projects.

To promote fundraising projects to improve the quality of community services for new Canadians.



The New Canadians Centre gratefully acknowledges our funders:

**CITIZENSHIP AND IMMIGRATION CANADA**

**MINISTRY OF CITIZENSHIP AND IMMIGRATION**

**MINISTRY OF TOURISM AND CULTURE**

**GREATER PETERBOROUGH CHAMBER OF COMMERCE**

**ONTARIO CHAMBER OF COMMERCE**

**EMPLOYMENT ONTARIO**

**COMMUNITY OPPORTUNITY AND INNOVATION NETWORK (COIN)**

**COMMUNITY FUTURES DEVELOPMENT CORPORATION**

**FLEMING COLLEGE**

**GREEN SHIELD CANADA**

**CANADIAN HERITAGE**

**CANADA COUNCIL FOR THE ARTS**

**UNITED WAY OF PETERBOROUGH AND DISTRICT**

**CITY OF PETERBOROUGH**

**INDIVIDUAL DONORS**

*Thank you for your generosity!*

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