



NEW CANADIANS CENTRE

PETERBOROUGH

EST  1979

Everyone
welcome.

ANNUAL GENERAL REPORT 2008-2009



30

SOURCE COUNTRIES OF NEW CLIENTS

This year, the New Canadians Centre welcomed clients from 75 different countries:

Afghanistan	Jordan
Albania	Kazakhstan
Angola	Kosovo
Argentina	Libya
Bahamas	Macedonia
Bangladesh	Malta
Barbados	Mexico
Botswana	Morocco
Brazil	Nepal
Cambodia	The Netherlands
Cameroon	New Zealand
Chile	Nigeria
China	Norway
Colombia	Pakistan
Cuba	Palestine
Democratic Republic of Congo	Peru
Denmark	Philippines
Dominican Republic	Poland
Ecuador	Portugal
El Salvador	Romania
England	Russia
Ethiopia	Scotland
France	Somalia
Germany	South Africa
Greece	South Korea
Haiti	Spain
Honduras	Sri Lanka
Hong Kong	Sudan
Hungary	Sweden
India	Switzerland
Iran	Thailand
Iraq	Turkey
Ireland	United States
Italy	Uruguay
Jamaica	Venezuela
Japan	Vietnam
	Zambia
	Zimbabwe

BOARD OF DIRECTORS



Peter Carroll	Chair
Supriya Chattopadhyay	Vice Chair
Sheila Nabigon-Howlett	Secretary
Coen Bruin	Treasurer
Cath D'Amico	Director
Cheryl Sutherland	Director
Elizabeth Aguilar	Director
Harbhajan (Sonia) Singh	Director
Jill Ritchie	Director
Linda Wong	Director
Raees Ahmed	Director
Terri Hayes	Director

Much gratitude and fond farewell to departing Board members **Elizabeth Aguilar**, Sonia Singh, Jill Ritchie, Supriya Chattopadhyay and Cheryl Sutherland.



PROGRAMS

LANGUAGE PROGRAMS

Peterborough Computer Assisted Language Lab (PCALL)

- Independent language programs and instruction in pronunciation and employment-related language skills
- 33 participants
- In partnership with the Peterborough Public Library, Community Opportunity and Innovation Network (COIN) and Northern Lights

Enhanced Language Training (ELT)

- Training in Business English and self-employment preparation
- 14 participants
- In partnership with Trent University (ESL department) and COIN

Language Assessment Centre

- Assessments completed for ELT and Language Instruction for Newcomers to Canada (LINC) Programs
- 53 new clients assessed
- 30 assessments completed for newly designed Business Language classes at GE Hitachi Nuclear (first workplace ESL in Central East Ontario)

EMPLOYMENT PROGRAMS

Employment Assistance Service (EAS) for Foreign-Trained Professionals

- Assistance in credential evaluation, accreditation and job search
- 57 new participants
- Professionals in numerous fields including accountants, engineers, nurses and nurses' aids, business professionals, arboriculturists, chefs, lawyers, tax consultants, graphic designers, doctors, librarians, hair stylists, veterinarians and veterinary assistants, computer programmers, museum curators, translators and mechanics

HOST PROGRAMS

Children's Fun Club

- Crafts, games and fun during school holidays for children aged 6 to 13
- Kids love it, parents love it, and it brings lots of new energy to the Centre!

Multicultural Potluck Dinners

- Monthly potlucks to bring together newcomers, volunteers and the community for good food and good conversation
- First ever **Dance Around Africa** potluck and dance with a fantastic response and turnout of over 100 people

Conversation Circles

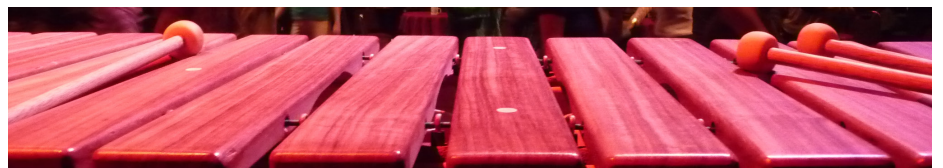
- Informal, drop-in English conversation class
- New in 2008-2009, Spanish and French conversation classes

Summer Trip

- Fun family trip to Marineland
- 50 participants (sold out early!)



Pasi Gunguwo, member of marimba band, Mujejeje, performs at Dance Around Africa.



GROUP SESSIONS

Speechcraft

- 8-week workshop to help new Canadians develop their public speaking skills
- In partnership with the Workforce Development Board and the Peterborough Toastmasters Club

You, Me, and the Media

- Workshop on news and media in Peterborough and around Canada
- Information about local media and getting involved in radio, blogging, and other new internet media

Homage to Peruvian Poet César Vallejo

World Music Day

Canadian Idioms and Slang Workshop

Canadian Citizenship Study

Income Tax Clinics

Business Information Workshop



ITINERANT SERVICES

Expanding Services in Cobourg!

- English Conversation Classes
- Cobourg Open House event with international food, music, presentations and words from the deputy mayor, MP and MPP
- Group trips and information sessions including BBQ & thrift store shopping, Maple Sugar Trip, and employment workshop

We continue to serve clients in Lindsay, Buckhorn, Lakefield, Bobcaygeon and Norwood.



NCC staff with Town Crier Tom Macmillan, MP Rick Norlock, and Deputy Mayor Gil Brocannier

OTHER PROGRAMS

Women Helping Women

- Facilitated peer support group for newcomer women. Many new activities as new facilitators brought renewed energy to the project and the group generated new ideas.
- In partnership with Kawartha Sexual Assault Centre, Nijkiwendidaa Anishnaabe-Kweewag Services Circle, Lovesick Lake Native Women's Association-Opportunity Centre, YWCA, Elizabeth Fry, and COIN.
- Activities included Reframe film festival, Person's Day breakfast, Knitting, Expressive Arts Workshop, gift wrapping, Feeding our bodies, Scrapbooking and Beading.

Mother Goose for New Canadians

- In collaboration with Peterborough Parent-Child Mother Goose Program and the Peterborough Public Library
- Rhymes, songs and stories for guardians and their preschool children
- 14 newcomer families participated

Computer Classes

- 47 individual training sessions for newcomers



Patricia Rebolledo, Executive Director of Horizons of Friendship

STAFF

Carmela Valles

EXECUTIVE DIRECTOR

Carolina Orduz

COMPUTER ADMINISTRATOR/SETTLEMENT COUNSELLOR

Grace Salalila

(ON MATERNITY LEAVE AS OF FEBRUARY, 2009)
BOOKKEEPER/SETTLEMENT COUNSELLOR

Forrest Li

BOOKKEEPER

Luisa Vega Baron

HOST PROGRAM & VOLUNTEER COORDINATOR
(RESIGNED)

Steve Ross

HOST PROGRAM & VOLUNTEER COORDINATOR

Hajni Hős

INTERIM EMPLOYMENT COUNSELLOR

Tamara Hoogerdyk

EMPLOYMENT COUNSELLOR

Ziysah D. Markson

SETTLEMENT SERVICES COORDINATOR

Luz Ofelia Maya

SETTLEMENT COUNSELLOR, COBOURG OFFICE

Andrea Heilingbrunner

LINC ASSESSOR

Sophia Ayala

SUMMER STUDENT AND CAP YOUTH WORKER

Christopher Chan-Yen Phillips

SUMMER STUDENT

PLACEMENT STUDENTS

Lori Sohm

FLEMING COLLEGE LAW CLERK

Karangwa Theogene

FLEMING COLLEGE ACCOUNTING

Blayne Scott

QUEEN'S TRENT CONCURRENT EDUCATION

Ashley Bonner, Amanda Caine

FLEMING COLLEGE SOCIAL SERVICE WORKER

Amanda Paiva, Cameron Fogo

TRENT UNIVERSITY TEACHER EDUCATION

Sebastian Cosgrove

TRENT UNIVERSITY FRENCH STUDIES

NCC Clients: A Snapshot

Immigration Category	#New Clients
Convention Refugee	18
Family Class	60
Independent	50
Intent to Land	5
Live-in Caregiver	7
Refugee Claimant	25
Canadian Citizen	52
Student	17
Worker	21
Visitor	34
Other	9
Total	298

New clients who came directly to
Peterborough: 224



Top Languages of all Clients:

- Spanish
- Korean
- Mandarin
- English
- Cantonese
- Arabic
- Tagalog
- Urdu



Our new space

- To accommodate increased activity, NCC expanded its offices in January, 2009.
- The upstairs space includes new offices for 5 staff, a small meeting room, a bathroom, kitchen, and additional storage space.



Debate on multiculturalism gets everyone talking

PUBLIC EDUCATION

Cross Cultural Communication

- Training for NCC staff and Host volunteers
- Diversity education for students at Fleming College
- Participation in the Diversity Day event for federal and provincial government employees

Community Events

- Participated in Coalition of Municipalities Against Racism and Diversity
- Partnered with the Community Legal Centre, the Social Justice Network, Housing Access, Community AIDS Resource Network, and others to plan a federal candidates debate on social issues
- Hosted the "What is Multiculturalism?" debate
- Hosted an ESL roundtable, bringing together all the players involved in ESL in the area (as a follow-up from the education section of the 2006 Building Common Visions conference)
- Participated in the Bridging Communities Conference panel discussion, "E(Race)ing Poverty"



COLLABORATIVE COMMUNITY EVENTS

We participated in following committees/events:

- ReFrame Film Festival – Peterborough
- International Human Rights Day vigil with Amnesty International
- Black History Month events with Community Race Relations Committee
- Multicultural Canada Day
- Peterborough Pride
- Global Youth Day with Kawartha World Issues Centre (KWIC)
- Global Education Week with KWIC
- One World Vegetarian Potluck with KWIC and Jamaican Self-Help
- Person's Day Breakfast
- Our Space Community Centre
- Literacy Focus Group
- Women Para Mujeres with YWCA of Cobourg



PROMOTIONAL ACTIVITIES

OUR NEW LOOK

- Produced first documents with the new NCC look including **agency brochures**, new business cards, bookmarks for our Cobourg office, re-useable bags and magnets
- New signage installed including parking signs, a hand-carved wooden lawn sign, a front door sign, and a reception desk sign
- Client Outreach Committee began consultations with web designers as a preliminary to updating and improving the NCC website



COMMUNITY OUTREACH

- **Information tables** at professional development and information fairs
- Promoted NCC services in communities in and around Cobourg,
- Distributed new promotional materials throughout the community
- Began promoting our services, events and programs through a new newsletter to our growing client email list



MEDIA COVERAGE

- Large article in the Peterborough Examiner covering the Multicultural Canada Day event
- **The Northumberland News featured an article on the NCC Cobourg office**
- Peterborough Examiner published article about new Canadian electors featuring our clients
- Peterborough Examiner published article on the "What is Multiculturalism?" debate



staff changes

Welcome to new staff appointments for 2009-2010:

Amanda Caine
Summer Student

Hajni Hős
Partnership Council Coordinator

Liliana Perez
Settlement Counsellor

Michael VanDerHerberg
Employment Counsellor

Tamara Hoogerdyk
Settlement Services Coordinator

Ziysah Markson
Outreach Coordinator

Fond farewell and best wishes to departing staff member Luisa Vega Baron.



PUBLICATIONS

Fleming FAQ

- In partnership with Sir Sandford Fleming College
- Detailed guide for internationally-educated newcomers interested in attending a full, part-time or continuing education program at Fleming College
- **Small Business Development Guide for New Canadians**
- In partnership with Community Opportunity & Innovation Network (COIN) and Trent University (Trent ESL Program)
- Information on all topics relevant to newcomer entrepreneurs, lists of local resources, a business plan template, and tips for success

Congratulations to new parents Grace & Mike Salalila and Hajni Hős & Steve Ross!



Adrianna and Lora

EVOLUTION OF THE NCC LOGO



1987



1998



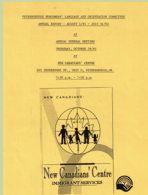
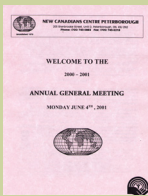
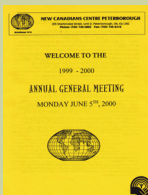
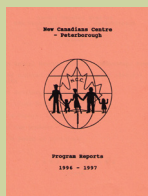
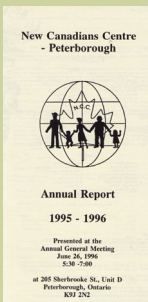
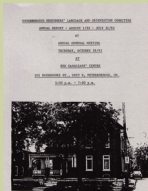
2000



2004



2008



30 YEA

A BIT OF HISTORY...

The predecessor of the NCCP, the Peterborough Newcomers Language Orientation Committee, was founded in 1979.

In 1987, the Committee became Incorporated as the New Canadians Centre Peterborough.

Soon after, the offices relocated to the current Sherbrooke St. location. The Centre has been growing consistently ever since, expanding in 2002 and 2008, and opening an itinerant office in Cobourg.

The budget has also grown significantly over the years, as has community awareness of the NCC. This growth and increased visibility helps the NCC to better meet the needs of newcomers.

The future looks promising as the Peterborough area is recognizing the importance of immigrant integration, and the NCC is sure to continue to strengthen its role in the years to come.

NCC IN THE NEWS

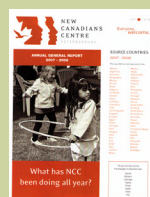
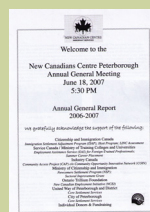
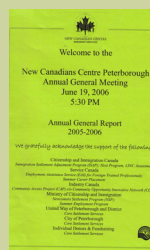
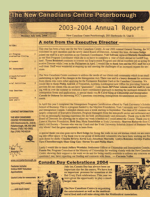
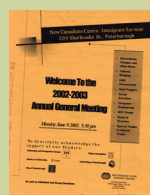
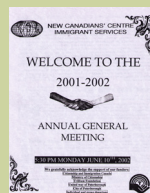


YEARS OF NCC



VOLUNTEERS OF THE YEARS

2000:	Bruce Taylor	2005:	Neil & Merda Wood
2001:	Sheila Nabigon-Howlett	2006:	Robert Laing
2002:	Peter Van Katwijk	2007:	Elgin Ho
2003:	Jovanna Soligo	2008:	Julia Goodwin
2004:	Victor O. Branch	2009:	Neil Hill



BOARD CHAIRS

John Corkery	1979-1989
Gwen Johnston	1989-1990
Zita Fitzgerald	1990-1991
Jaklin Zayat	1991-1993
Linda Hancox	1993-1997
Corry Wink	1997-1998
Alban Merepeza	1998-2001
Bruce Taylor	2001-2002
Antoinette van Veen	2002-2004
Meghan Royle	2004-2005
Julie Dotsch	2005-2007
Kristi Allain	2007-2008
Peter Carroll	2008-2009

EXECUTIVE DIRECTORS

Linda McKerr	1989-1997
Larry Tyldsley	1997-2000
Carmela Valles	2000-2009

PAST FUNDERS

City of Peterborough
 Employment and Immigration Canada,
 Human Resources and Social Development Canada
 Immigrant Settlement and Adaptation Program (ISAP)
 Membership and Donations
 Ministry of Citizenship and Immigration,
 Multiculturalism and Citizenship Canada
 Ontario Women's Directorate
 Saving Inc.
 Secretary of State Canada
 Secretary of State of Canada
 Trillium Foundation
 United Way



2008-2009 IN NUMBERS:

Host Program

- 64 new matches
- 51 volunteers recruited
- 32 volunteer training sessions
- 15 public information sessions
- 139 group activities

Volunteers

- 170 total volunteers
- 120 program volunteers
- 50 fundraising/Board/admin volunteers
- 3500 volunteer hours

Employment Services

- 106 new clients
- 50 returning clients
- 360 total visits
- 30 group activity participants

Settlement Services

- 298 new clients
- 500 returning clients
- 1800 total visits
- 465 group activity participants



PROFESSIONAL DEVELOPMENT

Staff participated in the following training:

- OCASI Professional Development Conference
- ISAP Conference
- National Host Conference
- LINC Assessor Training
- LINC Assessment Centre Coordinators Forum
- ONESTEP Conference
- Treating Complex Psychological Trauma Workshop
- United Way Training: Outcome Measurement
- Neighbours, Friends and Families Northumberland Domestic Abuse Monitoring Workshop
- Journey to Mental Health: A two-day Training Workshop for Community Workers Serving Immigrants and Refugees
- Ontario Council for International Cooperation's forum, "Inclusion & Participation for All: Building Diverse & Engaged Communities for Social Change"

RESEARCH

In 2008-2009, NCC supported and benefitted from the research of undergraduate students, graduate students and professors at Trent University, York University and the University of Windsor:

- Immigration and settlement experience of new Canadians in Peterborough, with a focus on gender (Jane Ku, PhD - Assistant Professor, Sociology & Anthropology/ Women's Studies, University of Windsor)
- Assessment of immigrant needs and accessibility of services in the city of Peterborough (Yvonne Lai, doctoral candidate - Department of Psychology, York University and the Trent Centre for Community Based Education)
- Development of Outcomes Measurement System for Host Program



Advocate Uzma Shakir addresses the OCIC forum

SERVICE BRIDGING

We met with the following agencies and groups to share information and coordinate services:

- Alternatives
- Canadian Mental Health Association
- Canadian Red Cross
- Community Employment Resource Partnership
- Community Futures Development Corporation
- Frontier College
- Greater Peterborough Area Economic Development Corporation
- Peterborough Collegiate Vocational School
- Peterborough Family Resource Centre
- Trent Valley Literacy Association
- Casa Maria Refugee Homes
- City of Peterborough
- Community Counselling & Resource Centre
- Employment Planning & Counselling Peterborough
- Family Legal Information Centre
- Family Services Board
- Good Neighbours Community Care Centre
- Kawartha-Haliburton Children's Aid Society
- Ministry of Community and Social Services
- Northern Lights Canada
- Peterborough Community Legal Centre
- Peterborough Regional Health Centre
- Peterborough Youth Services
- Service Canada
- Service Ontario
- Sir Sandford Fleming College
- Youth Emergency Shelter

VOLUNTEER OF THE YEAR

The New Canadians Centre's volunteer of the year is Neil Hill. Neil is involved in many aspects of the Centre. He is a volunteer in the Host program, a frequent participant at otluks and events, a regular student in French and Spanish conversation classes, a past Board member, and, of course, a constant presence at our reception desk on Thursday afternoons.

Thank you for your dedication and service to the New Canadians Centre community; for making everyone feel welcome, and serving new Canadians with respect and dignity. We celebrate your passion for helping others.



NEIL HILL

Neil is basically an ideal volunteer.

He is dedicated, punctual, friendly, and does his job professionally.

As a receptionist, we appreciate his welcoming personality because our front desk workers are the face of our Centre.

Thank you for all of your hard work and your on-going participation!

-Steve Ross, Volunteer Coordinator

REPORT FROM THE CHAIR OF THE BOARD

The New Canadians Centre experienced a year of substantial achievements in 2008-2009. The Board approved the expansion and reorganization of staff at the Centre to enhance the services to new Canadian clients and to increase the promotion of the Centre's vision of immigrant integration within the Peterborough community. The Board adopted a new four-tiered compensation grid system to reward better our skilled staff within the limits of the funding available to the organization. The Board also approved a substantial physical expansion of the offices of the New Canadians Centre at its Sherbrooke Street site in downtown Peterborough.

The Personnel/Nominating Committee is continuing to rewrite personnel/employment policies. This work will enable the Board to complete an employee manual within the next few years.

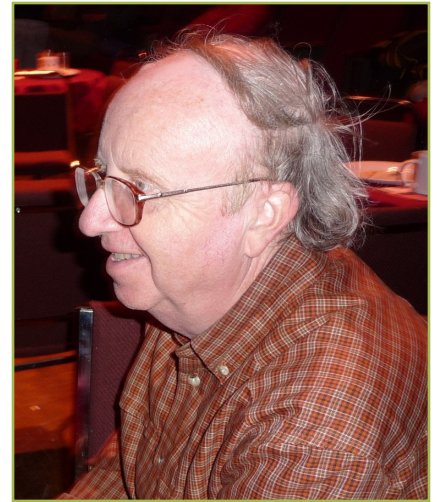
The Policy Committee reviewed the Board of Directors Manual to ensure consistency between the contents of the various documents and the By-laws of the Organization. This review will enable the Committee and the Board to review the By-laws within the coming year to initiate reforms and to increase clarity in the governance rules and procedures of the organization.

The Community Outreach Committee continued the work connected with the "re-branding" initiative. Signs displaying our new distinctive logo were created for the New Canadians Centre offices. The Community Outreach Committee also improved the popular monthly Pot-Luck dinners for new Canadians by adding international music and dance to two of the events held at Market Hall. Next year, the Committee will be continuing this innovation. The Committee is planning, through numerous projects, to highlight the achievements of new Canadians within the Peterborough community and to emphasize the attainments of the New Canadians Centre during its 30th Anniversary Year in 2009-2010.

The Client Outreach Committee has been planning the design of a new website which will better serve our new Canadian clients and better inform the Peterborough community of the importance of immigrants and of the significant work being done by the New Canadians Centre. The plan is in its final stages and an improved website shall be established during the 30th Anniversary Year.

The Board was particularly pleased to participate in the launch of the Peterborough Partnership on Immigrant Integration last December. As a leading partner, the Board intends to be a major contributor to the successful work of the new organization in the coming year. Next year, the Partnership shall be defining and pursuing its initial major projects.

As the Chair of the Board, I wish to thank the Directors for their hours of service through the past year. Their wise decision-making, their co-operation as a team and their dedicated work were critical factors producing the success achieved by the organization this year.



Peter Carroll, Chair of the Board



PETERBOROUGH PARTNERSHIP COUNCIL ON IMMIGRANT INTEGRATION

In an effort to create a cohesive regional response to the emerging needs of newcomers, the New Canadians Centre took the lead in a partnership with the City of Peterborough and about thirty local organizations to establish the Peterborough Partnership Council on Immigrant Integration.

After months of preparation with the founding members, the Council was officially launched on December 3, 2008 at Market Hall. John MacDonald of the Municipal Social Planning Steering Committee, City Councillor Dean Pappas, and Andy Mitchell of the GPAEDC made addresses and provided background on the Council.

The Council meets every two months to share information, make decisions, and respond to pressing issues. The Council has formed three active committees: the Integration Strategy Committee, the Resource Development and Marketing Committee, and the Executive Committee. Terms of Reference for the Council and for each committee have been developed, as well as an Action Plan for the creation of an integration strategy.

Over the next several months, the Council will be developing a community strategy that helps facilitate the meaningful and successful integration of immigrants in the Peterborough area. The mandate of the Council is to ensure that the City and County of Peterborough is better equipped to attract, retain and integrate new Canadians into an inclusive and welcoming environment.

All organizations, municipalities, businesses, community members, and new Canadians are invited to become members of the Council. There is no cost for membership.

PURPOSE

The Peterborough Partnership Council on Immigrant Integration exists for promoting, advancing and supporting coordinated immigrant integration (broadly-defined) in our community - regardless of immigrant status or any prohibited ground as outlined in the Ontario Human Rights Code and the Canadian Human Rights Act. We believe immigrant integration is essential for long-term social, economic and environmental community health and quality of life.

THE COUNCIL'S OBJECTIVES:

To Increase education and awareness for Council members and the general public

To focus on immigrant integration that goes beyond 'over-the-counter' services

To include established community members in immigrant integration

To generally work towards the availability and valuing of a diversified workforce, which contributes to the region's business competitiveness.

To ensure that the sustainability of our physical and built environments is considered in the development of the Immigrant Integration Strategy.

ORGANIZATIONAL COUNCIL MEMBERS

Casa Maria Refugee Homes
City of Peterborough
City of Peterborough Social Services
Community and Race Relations Committee
Community Opportunity & Innovation Network
Fleming College
GE-Hitachi
Greater Peterborough Area Economic Development Corporation
Greater Peterborough Chamber of Commerce
Kawartha Pine Ridge District School Board
Ministry of Citizenship and Immigration
Ministry of Training Colleges and Universities
New Canadians Centre Peterborough
Northern Lights Canada
Opportunity Centre
Peterborough Community Legal Clinic
Peterborough County Ontario Provincial Police
Peterborough County-City Health Unit
Peterborough Lakefield Community Police Service
Peterborough Public Library
Peterborough Social Planning Council
ReViVe Career Management Services
Siemens Milltronics
Trent Centre for Community-Based Education
Trent University
Trent Valley International Coffee House
Workplace Development Board



The recently formed Newcomer Advisory Group met for the first time in June, 2009 to support the work of the Partnership Council.



NEW
CANADIANS
CENTRE
IMMIGRANT SERVICES

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

To provide settlement services and direct assistance to new Canadians.

To promote cultural integration through social and community activities.

To inform and educate the public about immigration issues.

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.

New Canadians Centre
gratefully acknowledges our funders:

CITIZENSHIP AND IMMIGRATION CANADA

Immigration Settlement Adjustment Program (ISAP)

Host Program

Enhanced Language Training (ELT)

Language Instruction for New Canadians (LINC)

Local Immigration Partnership (LIP)

MINISTRY OF CITIZENSHIP AND IMMIGRATION

Newcomer Settlement Program (NSP)

EMPLOYMENT ONTARIO

Employment Assistance Service (EAS)

STATUS OF WOMEN CANADA

via Community Opportunities and Innovation Network (COIN)

Women's Program

UNITED WAY OF PETERBOROUGH & DISTRICT

CITY OF PETERBOROUGH

INDIVIDUAL DONORS & FUNDRAISING

Canada Day, Dance Events,
Nevada, and individual donors.

Thank you for your generosity!

NEW CANADIANS CENTRE PETERBOROUGH

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