

Everyone  
welcome.

40 YEARS OF  
INSPIRING &  
ENCOURAGING  
NEWCOMERS



NEW  
CANADIANS  
CENTRE  
PETERBOROUGH

**ANNUAL GENERAL REPORT**  
**2019-2020**

EST  1979



# MESSAGES FROM THE CHAIR & EXECUTIVE DIRECTOR

It has been my pleasure and privilege to serve as the Chair of the Board of the New Canadians Centre for the past year. On behalf of my colleagues on the Board, a dedicated group of volunteers with diverse perspectives, I am pleased to provide some thoughts on the past year.

First and foremost, we said farewell to our much-loved and respected Executive Director Hajni Hös. Hajni led our organization through a period of significant challenges and growth and I'm sure I speak for many when I express NCC's thanks for her dedication, skills, experience, and of course her ever-present humour.

In October, we were pleased to welcome Andy Cragg as our new Executive Director. Andy has had a long-standing connection to NCC, including chairing the Peterborough Immigration Partnership and serving on our finance committee. He brings a collaborative leadership style and a passion for the well-being and empowerment of newcomers that is well aligned with the NCC's values and priorities.

The other major highlight for the year was securing renewed funding from Immigration, Refugees and Citizenship Canada for a 5 year period. This brings a level of security and some increased funding for the core of our operations, and includes a commitment to welcome 75 Government-Assisted Refugees per year - a challenge that I know we at the NCC and all of our supporters in the community are more than up for.

**Thinking about the breadth of programs and services offered by the NCC, it is clear that the organization is thriving: our conversation groups, youth programs, women's groups, sewing collective, trips and activities, and many other successful activities too numerous to mention.**

And in the centre of all of our successes is our talented and dedicated staff team, who always go the extra mile for our clients and our community, while making time for fun along the way.



**Stephen D. Kirton**  
Board Chair



**Andy Cragg**  
Executive Director

I grew up in Peterborough, and I've seen first hand how our city has grown and changed, with people coming to live here from more and more parts of the world. And I've seen how this has enriched our community economically, socially and culturally. **Over the last 40 years, the New Canadians Centre has supported thousands of new Canadians and has helped shape our community with love, gratitude, and an infectious joy that brings people together.** It is with great respect and appreciation for this work that I join the NCC as its new Executive Director.

Over the last six months since I started in my role, I have witnessed, on so many occasions, life-changing experiences playing out at NCC: refugee families arriving to their new home after years of uncertainty and insecurity; participants in our regular group activities finding friends and a community; volunteers finding profound purpose and forming deep friendships; and so much more.

And there are challenges as well. Research has shown us that immigrants and refugees find success in Canada and make a positive contribution. But we also know that at an individual level not everyone's story is the same and not everyone finds success quickly, or at all. Supporting our clients to improve their language skills and find employment are an ongoing focus at NCC, as is our work with youth and women to support their success and wellbeing. And, underpinning all of our activities is working with all of our supporters to ensure that newcomers experience a welcoming and inclusive community that embraces diversity.

The global health crisis that we are currently in has been a test of our resilience. It has kept us apart but also brought us together in new ways and highlighted our commitment to supporting each other. The depth of the NCC community gives me unshakeable confidence that we will get through this and I look forward to being on that journey with you all - together.

## BOARD OF DIRECTORS

Stephen D. Kirton

Dr. Shelina Manji

Liesel Ann Grijaldo Cancer

Dr. Saji Mon Ravi Mannosseril

Edward Kloosterman

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Gabriele Zeh-Abramsky

Elizabeth Lee Rahman

*Director*

*Director*

*Director*

*Director*

*PIP Representative*



## NEW CLIENT IMMIGRATION PROFILE

Immigration Category	2019-2020	2018-2019
Permanent Residents		
Family Class	85	82
Economic Class	58	48
Protected Class	95	145
Live-in Caregivers	4	4
Naturalized Canadian Citizens	50	54
Convention Refugees	37	2
Work Permit Holders	46	48
Temporary Residents	68	123
International Students	98	144
Refugee Claimants	8	15
Other / Non-status	2	31
Unknown	15	0
<b>TOTAL</b>	<b>566</b>	<b>696</b>

## THANK YOU FOR STANDING WITH US - WITHOUT YOU, THERE WOULDN'T BE A NEW CANADIANS CENTRE

*"I wouldn't have a life without the New Canadians Centre."*

That's what Miguel Hernandez says when asked how the New Canadians Centre has impacted his life.

An artist and former client of the New Canadians Centre, Miguel arrived in Peterborough in 2014 from his homeland of Venezuela with no money, no prospects for a job and very little English.

Weeks before our community was impacted by the COVID-19 pandemic in March 2020, Miguel started painting a beautiful mural at the front entrance of the New Canadians Centre. "It's a thank you to all of Peterborough for helping me and welcoming me. It's an expression of all things I love about this country. You could say, it's a love letter to Canada."

Your loyal support helps transform the lives of over 1000 newcomers from all over the world, like Miguel, every year. We are so grateful to you for supporting programs that help newcomers improve their language, build skills, secure employment and realize their full potential as equal members of our community.



With the onset of the COVID-19 pandemic, your continued generosity has helped us ensure newcomers can continue accessing the supports that are vital to their settlement, language development and social connections. These supports, offered remotely, are helping combat social isolation and allowing people to continue their learning. Staff are providing services by phone/email and actively checking in with more vulnerable clients. Volunteers continue to offer weekly language and social groups via video conferencing, providing spaces for connection.

We are doing everything we can to let our clients know, we are here for them.

**And, we couldn't do it without you.**

Thank You for standing with us!





## SETTLEMENT SERVICES

### TOP 5 SERVICES:

1. ACCESS TO EDUCATION
2. LANGUAGE ASSESSMENTS & IMPROVING ENGLISH
3. CULTURE & RECREATION
4. CANADIAN CITIZENSHIP
5. IMMIGRATION SUPPORT

Settlement Services at the NCC covers a broad range of service areas. In addition to the top services outlined above, we also support clients in their access to Healthcare, Housing, and Other Basic Needs, Family Support, Skills Upgrading, Financial Literacy and Orientation to Life in Canada.

This year, several newcomers, particularly the first cohort of Government Assisted Refugees to arrive in Peterborough met the eligibility requirements to become Canadian Citizens. As such, we embarked on expanding services available to our clients to support their applications for citizenship. Over the course of this year, we offered 11 info-sessions and workshops attended by nearly 90 individuals. Many went on to meet with Settlement Counsellors for case-specific support in filling out and submitting applications.

Our other priorities this year were:

1. Working towards systems and practices that would provide more intentional and guided support to our more vulnerable clients
2. Increasing our interpretation capacity by training and working with a pool of volunteer interpreters and utilising online and phone translation services more regularly
3. Enhancing our community partnerships in order to meet the unique needs of our clients and provide more referrals, workshops, and connections

### THERE FOR PEGGY, EVERY STEP OF THE WAY



When Peggy Ortiz Lavado arrived in Canada five years ago from her native Lima, Peru, she was quickly connected to the NCC for initial support in getting settled in Peterborough. Meeting with a Settlement Counsellor, Peggy learnt about community supports available to her and began attending NCC activities. "At the NCC, I got to make new friends. Together we celebrated and enjoyed Canadian traditions, shared our culture and food, and participated in events. I am thankful for these opportunities which helped me settle and feel at home in Peterborough."

When the time came for Peggy to apply for Permanent Residence in 2016, she once again found support from NCC Settlement Counsellors who reviewed the process with her. Her application was successful, and now she is eligible for Canadian Citizenship. Peggy was one of nearly 90 newcomers who attended info-sessions at NCC on the Canadian Citizenship application process this year. "These sessions and the support from my Settlement Counsellor helped make the process easy to understand and to create a plan to meet the requirements and submit my application."

Three years ago, Peggy began volunteering as the NCC's Spanish Group Facilitator. "I love doing this. I can give back a little of what I received gratefully from the NCC since arriving in Canada."

The Settlement Experience is an ongoing process and the team at the NCC is there for our clients, like Peggy, every step of the way.

## SETTLEMENT WORKERS IN SCHOOLS (SWIS)

SWIS is a school-based outreach program that enhances schools' capacities to welcome newcomer families through a partnership with the Kawartha Pine Ridge District School Board and Peterborough Victoria Northumberland Clarington District School Board. Our team of five works with close to 500 youth and their families, providing school orientations, support with school registrations, and ongoing follow-ups throughout the year to ensure the family is adjusting to school life.



In addition to one-to-one and family supports, our other key areas of focus this year were:

1. Providing more intentional youth mental health supports, leading to the expansion of our Girls Group in partnership with Peterborough Youth Services and working with local professionals to enhance programming for newcomer boys
2. Supporting social inclusion and community building through offering new and diverse social activities and groups. Among the popular offerings this year were bowling, screen-printing, taekwondo, and learning to skate with the Peterborough Petes
3. Working with partners to support skills-building activities and programs for newcomer youth, supporting their future employability and access to education



### CREATING A SAFE SPACE FOR NEWCOMER YOUTH

Reflections from Lubna Sadek, Youth Group Facilitator

When I began my position as the Youth Group Facilitator at the New Canadians Centre in October 2019, I didn't know what to expect. During the first Youth Group session, I found myself surrounded by 50 newcomer youth. I thought to myself: "How am I going to facilitate all these youth, from so many backgrounds, a wide age range, and varying levels of English proficiency?"

Over the next few weeks, it became evident that facilitating such a diverse group of youth would be possible because they all need the same thing: **a safe space.**

Working with the Settlement Workers in Schools (SWIS) team, our goal was to provide a space for newcomer youth to come together and connect with each other. Each week, 30–50 youth attended (an almost triple increase from last year) where they could receive help with homework from their peers, gain leadership skills by volunteering, and engage in social activities. One of the most memorable activities was seeing our youth try Taekwondo for the first time, with amazing volunteers from Blue Wave Taekwondo. There were also endless laughs at dodge ball games in the gym and jenga tournaments.

But, one of the most heartwarming parts of this experience was seeing the youth flourish, and socially integrate with their peers. I fondly remember on one occasion a new participant teaching her peers her spoken dialect without using a translator - by the end of the session they were able to say 10 words in a new language! Then week after week, they continued to hang out and participate in activities together.

When the COVID-19 pandemic hit in March 2020, many of the youth told us how much they missed attending the Youth Group. I am grateful we are able to move the group to a virtual platform, and look forward to hosting the group in person again soon.

224

NEW  
CLIENTS

231

RETURNING  
CLIENTS

193

PROGRAMS &  
ACTIVITIES

- 73 Group Sessions at High Schools
- 27 Youth After School Group Sessions at the NCC
- 39 NCC Kids After School Program Sessions (in partnership with the YMCA)
- 8 Client Workshops & Outings
- 29 NCC Youth Group Outings
- 6 Youth Employment Workshops and drop-in sessions at Employment Planning & Counselling
- 11 Youth Mental Health & Wellness Workshops



### NEW CHILDCARE PROJECT

This year, we were fortunate to receive a grant from Immigration, Refugees & Citizenship Canada (IRCC) to make updates to our childcare room and hire licensed Early Childhood Educators to facilitate childminding during social and language programs at the NCC. The project launched in September 2019 and since then has provided care to:

- 34 children (4 infants, 6 toddlers, 12 pre-school and 12 school-aged)
- 151 visits total





## RESETTLEMENT ASSISTANCE PROGRAM

71

NEW  
GOVERNMENT-  
ASSISTED  
REFUGEES

15

NEW  
FAMILIES

63

VOLUNTEERS  
CREATED 8 TEAMS  
TO SUPPORT  
NEW FAMILIES

This year, the New Canadians Centre received approval from Immigration, Refugees and Citizenship Canada (IRCC) for a five year continuation of the Resettlement Assistance Program (RAP). This illustrates recognition given by the government for the level of support offered through the NCC networks to folks who have had to abandon their homeland due to instability and in too many cases, horrific and life threatening situations.

The Resettlement Assistance Program in Peterborough was created in 2016 when the local community rallied together to answer a call for urgent humanitarian measures in response to people fleeing the war in Syria. With funding support from the Federal Government, Province of Ontario, City of Peterborough, and generous donors, the program began in Peterborough.

This year, 15 families comprising 71 individuals arrived in Peterborough. They join 64 other families who have started their settlement in Canada through the New Canadians Centre since 2016, bringing the total number of new GAR individuals to 374.

Although resettlement is a challenge for every new Canadian, this past year, finding a decent permanent home has been the most challenging. Within the Peterborough community however, there are many generous landlords who have opened the doors of their rental units to our new neighbours during one of the most difficult times of their lives. The response of these landlords matches the tremendous support that our new neighbours have received from other community service providers and volunteer refugee support teams.

### THE KHIROUS CAME TO CANADA WITH A DREAM - SUPPORT THROUGH NCC IS HELPING THAT DREAM COME TRUE

The Khirou family was one of the first Government-Assisted Refugee (GAR) families to arrive in Peterborough when the Resettlement Assistance Program (RAP) began in Peterborough in 2016.

Originally from Aleppo, Syria, the family of seven fled to Turkey on September 26, 2012 where they lived and operated a small convenience store in a refugee camp for four years, dreaming of an opportunity to live in Canada. In 2016, their application for resettlement was accepted; and exactly 4 years after they fled Syria, they arrived in Canada, destined for Peterborough, Ontario.

The New Canadians Centre provided transitional supports through the Resettlement Assistance Program during the family's first year in Canada. These supports included getting oriented to life in Canada, obtaining essential Canadian identity documents, finding stable permanent housing, and completing language assessments for enrollment into English programs and school. These supports along with the community connections established through the family's volunteer support team were vital to helping them settle in a new city and country.

Determined to begin working, the father Ali Khirou spent his first year in Canada learning English through language courses at the LINC Program at Fleming College and the ESL Program at PACE. Within one year, Ali's English had improved so tremendously that he was hired full-time at Crayola Canada; a job he continues to maintain two years later. The children continue to be regulars at NCC Youth Programs.

The Khirous represent the transformation that can happen when people are given opportunities to succeed, especially when coming from unstable and life-threatening situations. They are one of 79 families now living their dream in Peterborough.

# EMPLOYMENT SERVICES



## EMPLOYMENT SUPPORTS AT THE NCC ARE HELPING ABDULRAHAN GAIN CANADIAN WORK EXPERIENCE

22 year-old Abdulrahan came to Canada from Syria as a protected person in September 2018. As the oldest in a family of seven, with both parents learning English, Abdulrahan wanted to help support his family. He made the decision to move from High School studies to the LINC program at Fleming College in order to further his English Language skills in preparation for future employment opportunities, and began volunteering at the NCC to broaden his community connections.

In the fall of 2019, Abdulrahan learned that the Chemong Home Hardware was hiring full-time yard workers and believed his skills would suit the job. He contacted the NCC seeking assistance in connecting with the employer. Olga Stetsyuk, NCC's Employment Counsellor introduced Abdulrahan to the Hardware Manager and supported him in developing a job-specific resume and cover letter, and with interview preparation. Abdulrahan was offered one of the positions, becoming permanent three months later. Now, this work opportunity is helping him receive a steady income so he can help support his family and build his experience.

Since beginning his new job, he has been trained in forklift operation and construction terminology, and is referred to by his manager as one of the best and most reliable team members.



Finding gainful and meaningful employment is often a number one priority for newcomers, many of whom are coming to Canada with diverse work and educational backgrounds.

Our Employment Services seek to introduce newcomers to the Canadian job market through one-to-one employment counselling and job search support, information and referrals, a range of programs and activities including training and certification courses, and direct connections to the local labour market.

Our team works with a range of clients including refugees, permanent residents, international students, work permit holders, and newcomer youth.

This year, several trainings were delivered at the New Canadians Centre and to students in ESL programs at Fleming College and PACE. These trainings, attended by over 150 newcomers, covered topics including:

- Employment Standards Act
- Employment Soft Skills
- WHMIS training & certification
- Overview of the Correctional Officer Career Path
- Employment Insurance and Pension

We also work with local employers to help fill their labour gaps with skilled newcomers. As a result, 20 local employers have hired at least one newcomer client this year.



## COMMUNITY CONNECTIONS



The Community Connections Program supports the social integration of newcomers by introducing them to local opportunities that increase their social connections and networks as they gain a greater awareness of Canadian heritage and culture. This year, over 400 newcomers attended at least one of our 229 programs or activities. The success of these activities would not be possible without the generous support of our volunteers who facilitate all of the groups and assist at events.

Among our programs and activities are:

- **Weekly English Language Groups** attended by **111 newcomers**
- **Weekly Social Groups** attended by **52 newcomers**
- **Trips** to Canadian heritage, culture and recreational places attended by **170 newcomers**
- **Social Events** that bring people together over food, music, and connection attended by **269 newcomers**
- **Foreign Language Groups** (Spanish, French & Russian) attended by **141 individuals** (newcomers and community members)

434

NEWCOMERS  
ATTENDED  
ACTIVITIES

229

GROUP  
ACTIVITIES

499

TIMES  
VOLUNTEERS  
ASSISTED WITH  
ACTIVITIES

## OUTREACH

In September 2019, we embarked on a campaign to celebrate the 40th Anniversary of the New Canadians Centre. Through the **#WeBelong Campaign**, we are sharing 40 Stories of Belonging, Home, Hope and Community from our 40 Years, and providing opportunities for supporters and clients across those 40 years to connect, reminisce, and reaffirm the power of welcome. Follow the stories and engagements online at: [www.nccpeterborough.ca/WeBelong](http://www.nccpeterborough.ca/WeBelong)



*Years of Inspiring & Encouraging Newcomers*

**#WeBelong**

Hosted community-wide events that **#bringpeopletogether**, like the annual **Multicultural Canada Day Festival**, attended by 10,000+ people.

Delivered **48 Outreach Initiatives** in the community, including:

- 26 presentations/trainings by staff on the NCC, immigration, and diversity & inclusion
- 22 Living Library speaking engagements sharing diverse stories of immigration & integration





Established in 2008, the Peterborough Immigration Partnership (PIP) is a community-based partnership of individuals and organisations (including the New Canadians Centre) which envisions a community where the meaningful economic, social and cultural integration of newcomers ensures a prosperous and inclusive community for all.

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



#### Activities that PIP working groups organised or supported this year include:

- Facilitated the **Living Library** program where newcomers receive public speaking training, then share their stories of immigration and settlement with the community. Through a partnership with Trent Radio, participants recorded podcasts of their individual stories.
- Relaunched the **WelcomePeterborough.ca immigration portal** and moving the server from the City of Peterborough to the NCC
- Continued delivery of the **Peterborough Welcome Pass**, designed to increase access to local cultural and recreational activities and **launching the Welcome Pass mobile app** with the support of Fleming College students
- Organised the **Newcomer Adult Photography Project**, funded by the Community Foundation of Greater Peterborough, in collaboration with the SPARK Photo Festival
- Supported the implementation of the **“Care, Hope, Vote”** campaign convened by Peterborough Public Health to encourage community engagement in the federal election process
- Increased collaboration with the **Francophone Immigration Network of Eastern Ontario**
- Participating in the **TEACH Outside the Box** committee facilitated by Kawartha World Issues Centre to provide perspectives outside of the scope of traditional classroom education to teacher candidates
- Delivered customised **Diversity & Inclusion Training** to organisations looking to improve their cultural competency and service delivery to newcomers
- Organised **Sewing Collective training** for newcomers, funded by the Lloyd Carr-Harris Foundation, with the goal of increasing skills for employability. New partnerships were formed with the Embroiderers’ Guild of Peterborough and with Watson & Lou and Madderhouse Textile Studios for the **EmPOWERing Newcomer Women through Creative Entrepreneurship program** funded by the Gender Equality Fund
- Continued support of **Newcomer Kitchen Peterborough** in collaboration with the Nourish Project, with the goal of sharing food, entrepreneurship and workplace English skills with a group of Syrian newcomer women learning to establish a food business
- Participated in **community advisory committees** including: Local Employment Planning Council of the Workforce Development Board, Diversity & Inclusion Committee of the Early Years Planning Table, and the 905+ LIPs roundtable
- Organised a **Professional Development Day** for ESL Tutors and Instructors from Trent, Fleming, PACE and NCC
- Participated in the organising committee for **Family Literacy Day**
- Sponsorship of **ReFrame Film Festival panel discussions**
- Facilitation of the **Resettlement Task Force** with the aim of improving service coordination for government-assisted refugees
- Provided **Professional Development opportunities** for volunteer support teams supporting government-assisted refugees
- Facilitated a **Newcomer Retention and Attraction Roundtable** comprised of economic development stakeholders and partners engaged in supporting international students

238

HOURS OF  
ECONOMIC  
INTEGRATION  
TRAINING OFFERED  
OVER 14 COURSES

94

INDIVIDUALS  
BENEFITED FROM  
ECONOMIC  
INTEGRATION  
TRAINING

257

NEWCOMERS  
BENEFITED FROM  
A PETERBOROUGH  
WELCOME PASS

89

VOLUNTEERS  
ATTENDED  
PROFESSIONAL  
DEVELOPMENT  
TRAININGS

571

COMMUNITY  
MEMBERS ATTENDED  
1 OF 22 **LIVING  
LIBRARY SPEAKING  
ENGAGEMENTS**

Our **VOLUNTEER PROGRAM** provides meaningful opportunities for community members and newcomers to make a difference in someone's life while making connections. Volunteers have supported us in roles ranging from Refugee Support Team Members, to tutoring English, leading language and social groups for newcomers, providing administrative support, and helping facilitate the annual Multicultural Canada Day Festival.

456

ACTIVE  
VOLUNTEERS

94

CANADA  
DAY FESTIVAL  
VOLUNTEERS

63

VOLUNTEERS  
FORMED 8  
NEW REFUGEE  
SUPPORT TEAMS

57

ACTIVE  
ONE-ON-  
ONE TUTOR  
MATCHES

*From the bottom of our hearts, thank you!*



## VOLUNTEER OF THE YEAR

## PETERBOROUGH



**FABIOLA CONTRERAS CARRASCO** is a wonderful and dedicated ambassador for the NCC who is committed to supporting other newcomers. She applied to volunteer at the NCC just two months after arriving in Canada from her native Mexico! Since 2015, she has been facilitating our weekly Women's Group, encouraging and inspiring newcomer women as they settle into life here. Through the NCC's Living Library program, she has spoken to groups across the community, courageously sharing her story to help others understand what it is like to leave everything behind to build a better future. Over the years, Fabiola has also held several other volunteer roles including as a reception and administrative volunteer, Spanish Group facilitator, special events, and Canada Day volunteer. In 2020, she once again showed herself to be a powerful ally and mentor for newcomer women representing them and the NCC on the organizing committee for International Women's Day in Peterborough.

## BECKY ROGERS COMMUNITY PARTNER OF THE YEAR AWARD

*This award is dedicated to the memory of Becky Rogers (1955-2017), a tireless advocate for immigrant integration, diversity and multiculturalism in our community.*



**COMMUNITY DENTAL HEALTH CLINIC** at Peterborough Public Health was one of the Resettlement Assistance Program's first partners when the program began in 2016. Many of our new Government-Assisted Refugee clients arrived in Canada with a high need for dental care after years of living in camps. The clinic often provided their first checkups, where staff were pleasant and understanding, leading many clients to continue their care at the clinic. Staff made every effort to provide NCC clients with appointments and were very patient and resourceful in dealing with matters like insurance, language barriers, cultural differences, and accommodating physically challenged patients. The care and understanding shown to our clients came not only from the dental team, but also the administrative team who took the time to get to know clients and support them in feeling comfortable and at ease.





## OUR NORTHUMBERLAND OFFICE

Our Northumberland Office provides a range of Settlement Services and Community Connections activities for newcomers in the Northumberland region. It has been just over one year since we relocated our office to the Northumberland County Building on William St. This relocation has allowed us to grow our partnerships with the County in order to provide expanded services to newcomers in the Northumberland region. This year, we provided services to **149 individuals**, an increase from previous years. We also saw an increase in attendance at workshops and events.

In addition to one-to-one settlement counselling, we offered a range of workshops and info-sessions, providing information on **immigration & settlement** topics including:

- Canadian Citizenship Info-Sessions and Test Preparation Workshops
- Money Management Workshop
- How to Start a Business Info-Session

The **Community Connections** Program in Northumberland provided newcomers with social and cultural connections in the region through activities like:

- Women's Group meetings connecting over art, cooking, and conversation
- Welcome Potluck and Cultural Show
- Trips to Cobourg Beach, Sandy Flats Sugar Bush, and the National Air Force Museum in Trenton
- Connections between volunteers and newcomers for tutoring in English Language and other topics

## VOLUNTEER OF THE YEAR



**JANE AND ALASDAIR GILLESPIE** have a gift for welcoming newcomers. The couple have been tutoring clients as well as supporting NCC at events for just over one year. Jane was paired with a newcomer and helped her improve her English, as well as filling out her Canadian Citizenship application and study prep for the citizenship test. Alasdair worked with another newcomer to help him improve his vocabulary for his workplace. Alasdair has also been mentoring the client, providing support in connecting with potential employers and exploring certification and training opportunities. Outside of tutoring clients, Jane and Alasdair have also become familiar faces at NCC events where they volunteer, including the Annual Newcomer Welcome Potluck and the Cobourg Beach trip. They are a friendly and welcoming couple, who naturally make newcomers feel like they belong in Northumberland.

## DINDIN VILLARINO COMMUNITY PARTNER OF THE YEAR AWARD

*This award is dedicated to the memory of Dindin Villarino (1970-2017) who believed in the power of human connection and kindness to create a thriving and inclusive community in Northumberland.*



**REBOUND CHILD & YOUTH SERVICES NORTHUMBERLAND** is a not-for-profit, charitable organization which has been providing community-based programs and services to the children, youth, and families in Northumberland County since 1997. Their programming empowers children, youth, and their families to work towards positive change. This year, Rebound has made the time and space in their programming to welcome 15 newcomer children from grade 2 to grade 7 to their facility. Seven children had the opportunity to do weekly group sessions. During these sessions, they were improving their English and learning new vocabulary by playing games and reading stories. The volunteers were very patient and outstanding, teaching through hands-on work and interacting with the students. The students felt like they were just having fun, not realizing they were improving their language skills. By the end of their sessions, no one wanted to go home.



NEW  
CANADIANS  
CENTRE  
PETERBOROUGH

## WE ARE...

The New Canadians Centre Peterborough is a non-profit charitable organization dedicated to supporting immigrants, refugees, and other newcomers in Peterborough and surrounding areas. We are governed by a volunteer Board of Directors.

## OUR MISSION

The New Canadians Centre Peterborough strives to empower immigrants and refugees to become full and equal members of Canadian society, and to provide community leadership to ensure cultural integration in a welcoming community.

## OUR VALUES

Respect, Diversity, Partnerships, Dedication

## OUR GOALS

To ease and promote the adjustment of immigrants and refugees to Canadian culture

To provide trained staff and appropriate facilities

To advocate on behalf of new Canadians, and to provide information and referrals

To continually review and adjust our services to address the needs of new Canadians

To increase the active participation of new Canadians in determining the direction and programs of the agency

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

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



The New Canadians Centre gratefully acknowledges our funders:

**IMMIGRATION, REFUGEES AND CITIZENSHIP  
CANADA**

**MINISTRY OF CHILDREN, COMMUNITY AND  
SOCIAL SERVICES**

**CITY OF PETERBOROUGH**

**UNITED WAY OF PETERBOROUGH AND  
DISTRICT**

**LLOYD CARR-HARRIS FOUNDATION**

**COMMUNITY FOUNDATION OF GREATER  
PETERBOROUGH**

**CANADIAN COUNCIL FOR REFUGEES**

**EMPLOYMENT AND SOCIAL DEVELOPMENT  
CANADA**

**DEPARTMENT OF CANADIAN HERITAGE**

**RBC FOUNDATION**

**SPONSORS**

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