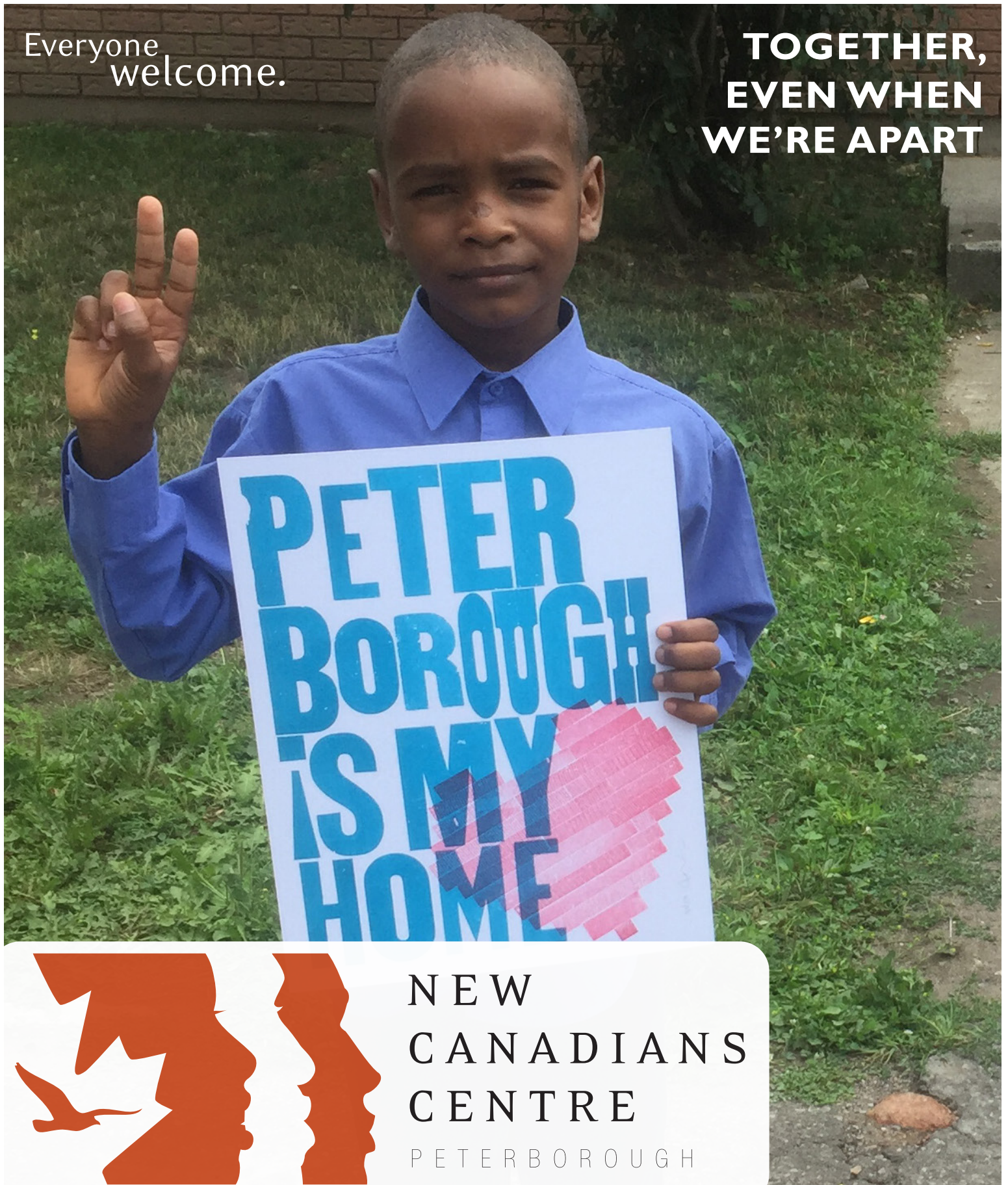


Everyone
welcome.

**TOGETHER,
EVEN WHEN
WE'RE APART**



NEW
CANADIANS
CENTRE
PETERBOROUGH

**ANNUAL GENERAL REPORT
2020-2021**

EST  1979

MESSAGES FROM THE CHAIR & EXECUTIVE DIRECTOR

As I write this in mid-April, thirteen months into this pandemic, with un-settling variants causing increasing infections, and further necessary restrictions inhibiting our society to function as we have so freely been able to, I pause to be thankful for the bright sunshine, the warming temperatures and the early blooming signs of life in the gardens and the trees.

This has been a very challenging year for all. And with challenges, come new ways of doing things and new ways of helping others.

At the New Canadians Centre, it has been a year of learning new ways to meet and communicate with each other, new ways to deliver programs and services, new challenges of working from home, and new practices and protocols.

It has also been a year for reflection, learning, and action towards confronting the systemic racism that is pervasive in our society – at the New Canadians Centre we are committed to making the pursuit of equity and inclusion our way of life.

The NCC Board of Directors extends our deep appreciation to our staff and volunteers, for their adaptation, for their ability to modify how they serve the needs of newcomers in our community, and for their initiation of new programs and projects. We recognize the generosity of our government funders, our community partners, and individuals and families who have stepped up with unceasing support for our aim of empowering refugees, immigrants and other newcomers and helping them find belonging in our community.

This year, NCC is embarking on a strategic planning process to chart the next steps for our organization. Input from our many community stakeholders is critical – we ask you to join us in this process and look forward to sharing the outcomes.

Please stay safe and we look forward to gathering again soon.

With gratitude,



Ed Kloosterman
Board Chair

Bringing people together has always been at the heart of the New Canadians Centre and this past year that focus has been more important than ever. Through all of the challenges presented during the last year, I am proud to say that NCC has continued to bring people together and to be there for those who needed us.

Responding to pressing needs related to social isolation, digital literacy, and digital access have been front and centre for NCC. Led by our incredibly dedicated staff team, and with the assistance and encouragement of our many volunteers and supporters, we have adapted our existing programs to respond to these needs, and developed new programs as well. Throughout the year, we have continued to deliver crucial services in-person, with all of the safety protocols required.

The impact of the pandemic on newcomers has been substantial. Making a home and finding belonging in a new country became extremely difficult - how do you make new friends, get to know the community, or engage in volunteerism when most activities are shut down?

Recent immigrants in particular were severely impacted by job losses during the initial economic downturn and have regained employment at a slower rate.

And we have also seen the shockingly disproportionate health impact of COVID-19 on racialised and immigrant communities across Ontario; according to Public Health Ontario, “the rate of COVID-19 infections in the most diverse neighbourhoods was three times higher than the rate in the least diverse neighbourhoods.”

Amidst all of this, newcomers have played an essential role in our economy and society, continuing to contribute in many ways, whether as public leaders and health experts or as front line workers.

There are more challenges ahead - but also reasons for hope and optimism. We look forward to moments of connection in the year ahead, online when necessary and in-person whenever possible!



Andy Cragg
Executive Director

BOARD OF DIRECTORS

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Liesel Ann Grijaldo Cancer
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Rebecca Tripp
Robert McDonald
Dr. Saji Mon Ravi Mannosseril
Elizabeth Lee Rahman

Director
Director
Director
Director
PIP Representative

1008

CLIENTS
SERVED

236

NEW CLIENTS

772

RETURNING
CLIENTS

6482

CLIENT
INTERACTIONS
(Not Inclusive of Activities)

96

SOURCE
COUNTRIES

58

LANGUAGES
SPOKEN

NEW CLIENT IMMIGRATION PROFILE

Immigration Category	2020-2021	2019-2020
Permanent Residents		
Family Class	61	85
Economic Class	22	58
Protected Class	19	95
Live-in Caregivers	3	4
Naturalized Canadian Citizens	43	50
Convention Refugees	6	37
Work Permit Holders	29	46
Temporary Residents	18	68
International Students	21	98
Refugee Claimants	4	8
Other / Non-status	2	2
Unknown	8	15
TOTAL	236	566

Top 10 Source
Countries

Syria, India, The
Philippines, Iraq,
Colombia, Afghanistan,
Canada, Vietnam,
China, Nigeria

Top 10 Languages
Spoken by Clients

Arabic, Spanish,
English, Tagalog, Farsi,
Vietnamese, Korean,
Bengali, Hindi, Russian

SNAPSHOT OF THE YEAR

NCC Transitioned to Remote Service Delivery on March 16, 2020. Within two weeks, all groups and activities were transitioned to virtual platforms. Over the next several months, new programs and activities were introduced to meet the growing demand. We embarked on a virtual Canada Day Celebration during the month of June, culminating on July 1.

April - June 2020

1507 Client Interactions
1004 Activity Sessions



NCC received funding through the Community Foundation of Greater Peterborough to pilot the Family Literacy in Peterborough Program helping families learn together and combat social isolation. During this time, newcomer women banded together to form the Newcomer Sewing Crew, supporting volunteer efforts to sew PPE and eventually selling masks and other items with guidance from Madderhouse Textile Studios.

July - September 2020

1430 Client Interactions
883 Activity Sessions



October - December 2020

1496 Client Interactions
920 Activity Sessions



NCC received COVID-19 Emergency Community Support Funding from the United Way to facilitate two 3-week Computer Literacy courses for Adult Learners at PACE in October 2020 and then again in the new year. Each learner was provided with a free laptop and learnt basic skills in digital literacy. The Newcomer Youth Council was established in October. We ended 2020 with a Virtual Winter Celebration attended by nearly 100 people.

January - March 2021

2049 Client Interactions
1637 Activity Sessions



The Newcomer Leadership Group was created to build the capacity of newcomers to engage in governance and decision-making. We launched the strategic planning process to guide the development of the next Strategic Plan for NCC and PIP and initiated the Peterborough Immigrant Needs Assessment.

Throughout this year, volunteers & donors have been the heartbeat of the NCC.

With their help, we continued being there for newcomers with language & social supports, new programming and services.



SETTLEMENT SERVICES

TOP 5 SERVICES PROVIDED

ACCESS TO EDUCATION

IMMIGRATION & CITIZENSHIP

EMPLOYMENT SUPPORTS

FINANCIAL SUPPORTS

HEALTH CARE



“THE NEW CANADIANS CENTRE SUPPORTED ME IN EVERY STEP THAT’S WHAT FAMILIES DO.” - ELENA BERNARDI

In 2015, Elena Bernardi and her Canadian-Italian partner moved to

Canada from Italy, settling in Northumberland County. The couple visited the New Canadians Centre’s satellite office in Cobourg for assistance in applying for spousal sponsorship, connecting to the community and, for Elena, support in learning the language. Since Elena was not yet a permanent resident and did not qualify for government-funded language learning programs, her Settlement Counsellor quickly matched her with an NCC volunteer who tutored her in English. She was encouraged to attend events and activities hosted by the NCC to help build her social connections. Elena continues to be involved in the virtual Women’s Group in Northumberland, created to help combat social isolation during the pandemic and lockdowns.

The New Canadians Centre provided Elena and her partner with information, reviewed their application for Spousal Sponsorship, and helped connect them to a registered Immigration Consultant. When her application was accepted and she became a permanent resident, we worked with Elena, referring her to the federally-funded Language Instruction for Newcomers to Canada (LINC) program at Fleming College where she continued to make great progress.

Armed with her improved English skills, Elena was ready to join the workforce this year, once again reaching out to the New Canadians Centre. We provided information and referrals, and helped connect her to the Durham College Employment Services Centre for more specialised employment counselling. Today, Elena is employed in Port Hope and continues to be an enthusiastic learner and engaged community member. She expresses her deep gratitude to the NCC and its supporters.

This past year, the focus for Settlement Services overwhelmingly shifted towards helping people survive and acquire adequate food, shelter, and medical attention. In particular, newcomers with temporary resident status faced considerable challenges. Many lost their jobs and income, could not return to their countries of origin, and did not qualify for government support or emergency benefits. Settlement Counsellors worked one-on-one with clients through virtual means, providing information and facilitating referrals to community supports. Our team assisted with applications for government supports and benefits for clients who qualified.

With ever-changing immigration regulations, application delays, and new pathways/programs opening up in 2020/21 due to COVID-19, our team provided immigration information and assisted with applications.

In addition to day-to-day client interactions, we continued to provide workshops, activities, and programs in response to client needs. These included:

- **Language Assessments** to facilitate referral to government-funded language learning programs. With assessments shifting to an online model, we supported clients with access to technology by setting up temporary workstations at the NCC to remove barriers like lack of technology.
- **Information Sessions** on Family Sponsorship, Work Permits, Permanent Residency, and Home Ownership were attended by 39 clients in addition to customised sessions for Fleming College.
- **Citizenship Test Study & Preparation Courses** were led by dedicated volunteers and attended by 18 clients awaiting their test dates.
- **Tax Clinics** were adapted to allow for a drop-off/pick-up system to help over 120 clients file their income tax.

Above photo: Husam Eshshadeh and his daughter Bayan shortly after taking the Oath of Citizenship during their virtual swearing-in ceremony. Their family was the first Government-Assisted Refugee family to arrive in Peterborough in 2016. This year, they become the first local GARs to become Canadian citizens.

Read more: www.nccpeterborough.ca/peterboroughs-newest-canadian

YOUTH SERVICES (SETTLEMENT WORKERS IN SCHOOLS)

109

NEW
CLIENTS

397

RETURNING
CLIENTS

162

PROGRAMS &
ACTIVITY SESSIONS

While the Settlement Workers in Schools (SWIS) team have not been physically present in the schools this year, the team continues to meet new and returning clients virtually.

Navigating virtual learning has been a considerable challenge for many newcomer families. SWIS staff have responded by working one-on-one with families to help develop their digital literacy skills, access technology through the schools, apply for family and education benefits, and maintain connections with students and teachers.

With services being virtual, we were able to attend many new client intakes that we may not have been able to in previous years due to scheduling and travel time. Clients across our catchment area have been able to join groups and receive support from SWIS from their own homes.

With limited opportunities for in-person engagement, we met youth where they are – social media – enhancing our community outreach and presence. Our social media following has grown, with many youth participating in our weekly Virtual Youth Group activities, Girls' Group, and sessions on education, employment and recreation.

This year also saw the piloting of several highly-successful initiatives including:

- **New Canadians Centre Young Leaders Council (NCCYL)**, established in fall 2020, provided six youth with leadership training and opportunities to discuss challenges and solutions in newcomer engagement.
- **Family Literacy in Peterborough (FLiP)** provided five families with weekly individualised support and connection to help improve their literacy and combat social isolation during the summer months.
- **Online Pre-School Program** was established in January 2021 to help develop literacy, numeracy, social skills, and community for children and their caregivers. Between four and six families participate weekly.

Above photo: The Newcomer Girls' Group, organised in partnership with Peterborough Youth Services, continued to meet monthly, virtually and in-person when possible. The group focuses on encouraging laughter, expression, identity, team-building, and confidence through personal narrative & experiential therapy.

Read more: www.nccpeterborough.ca/girlsgroup



FROM NEWCOMER YOUTH TO LOCAL FILMMAKER: SHAHED KHAITO BRINGS PEOPLE TOGETHER THROUGH FILM



When Shahed Khaito arrived in Canada in February 2019, she had already started High School three times in two different countries. Once again entering high school, she felt displaced and disoriented. But, the connections she made at school and the NCC, in the community, and her love of art and filmmaking kept her pushing towards graduation.

At the NCC, Shahed met with the Settlement Workers in Schools team, who introduced her to the Canadian school system and supported her in connecting with the community. She attended NCC programs and workshops like screen-printing and the Youth Group.

This past year, Shahed graduated from Thomas A. Stewart Secondary School and began post-secondary studies at George Brown College, pursuing her passion for filmmaking.

In addition to her studies, Shahed has immersed herself in the local film scene, producing several projects, including a short film documenting Peterborough's efforts to sew masks and other PPE for the hospital. In summer 2020, Shahed joined the Common Threads Collective, a group of local artists working in partnership with the NCC to activate and present a newcomer story through community art and performance. As part of the Collective, Shahed is documenting the journey through film.

Shahed is a representation of the tenacity of newcomer youth and the welcoming community of supporters in Peterborough. In a short space of time, Shahed has blossomed into an engaged community member where she is using her skills, talents, and passions to bring people together, even when we're apart.



CASE MANAGEMENT (REFUGEE RESETTLEMENT)

9

NEW
GOVERNMENT-
ASSISTED REFUGEES

4

NEW
FAMILIES

98

RETURNING
CLIENTS
SUPPORTED

WITH THE COMMUNITY BY HIS SIDE, EDRIS MAKES THE BEST OF EVERY OPPORTUNITY THAT COMES HIS WAY

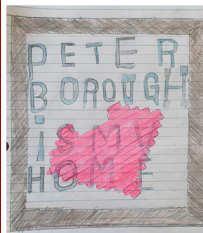
On a chilly winter evening in December, Edris Mohamad arrived in Peterborough. With the help of kind community members who left warm winter clothing and a beautiful welcome sign at his front door, he felt the warmth of Peterborough, regardless of the frigid temperatures.

Entering into a two-week quarantine at the NCC Reception House, Edris stayed strong and took advantage of every opportunity provided. He kept busy with Arabic books and spent the afternoons watching English videos on YouTube to learn the language. He even returned to his favourite elementary school subject – art – after decades. Using simple art supplies provided to him, Edris sketched objects he noticed around the house and drew beautiful designs in gratitude to Canada and those who have supported him. His art has been a source of light and inspiration.

His Caseworker provided orientations to life in Canada and registered him for essential services and documents, including a Social Insurance Number and Health Card. Learning the language was important to Edris, so the NCC conducted the necessary language assessments and helped enrol him into ESL classes at PACE. He attends classes each weekday, making improvements while building his community.

One of the challenges that emerged was finding suitable permanent housing for Edris. After a long three months of searching, the community came to the rescue. An NCC volunteer connected us with a community member who warmly welcomed Edris with a safe place to call home.

Five months into his life in Canada, Edris is already bringing people together, even when we're apart.



The Case Management Team was created in spring 2020 to help provide more guided and structured services to clients with complex settlement needs. The team works primarily with clients who arrive as Government-Assisted Refugees and collaborates with community service providers to coordinate more seamless services for clients.

While we received a lower number of Government-Assisted Refugee clients than usual due to closed borders, the families' needs were still complex and exacerbated by the pandemic.

Language and Digital Literacy were the most common challenges encountered this year. Two of the new families spoke languages for which we did not have existing interpreters. Through community connections, we quickly found individuals who spoke these languages and recruited them. The support of our pool of community interpreters has been invaluable in helping families get settled.

We continue to provide services to clients who arrived in previous years, helping them navigate systems and COVID-19 regulations. Many have a beginner level of English, coupled with a rudimentary knowledge of computers and technology. As a result, providing virtual services proved very challenging. Staff supported clients through email, phone, and Zoom platforms in multiple languages and facilitated physically distanced in-person appointments in exceptional circumstances.

We constantly checked in with clients to navigate evolving guidelines around COVID-19 protocols. As we head into 2021-22, we expect to receive several new families through the Resettlement Assistance Program and have embarked on projects to improve our Refugee Reception House, including making it more accessible.

Above photo: Edris Mohamad views the “Be Alive” Community Mural at St. James United Church following an Orientation to Canada session with his caseworker at the New Canadians Centre.

Bottom photo: Edris turned to art to help pass the time during his quarantine and stay in temporary housing. His drawings express his gratitude to Peterborough for welcoming him.

WORKPLACE INTEGRATION

226

CLIENTS
SERVED

67

CLIENTS FOUND
EMPLOYMENT

The goal of the Workplace Integration team is to help newcomers join the workforce by providing job search support and coaching and organising skills development and job preparedness training. We work with local employers to help fill their labour gaps and enhance their capacity to work with newcomers.

The pandemic has affected everyone and accentuated vulnerabilities. Research shows that racialised populations in Canada are more likely to be engaged in precarious work, be low-wage workers, and be over-represented in essential workplaces. As a result, they are at higher risk of becoming ill with COVID-19 or experiencing job loss.

This year, the team has worked with many clients who have experienced job loss and who were not aware of the provisions of the Canada Emergency Response Benefit (CERB) plan or Employment Insurance to help to tide them over financially. We continue to support them with job search and connecting them to training opportunities.

We focused on improving our clients' ability to navigate information and access training online by developing a pilot Computer Literacy training program in partnership with PACE-ESL and with support provided by the United Way Emergency Community Support Fund. Staff worked with adult learners to address topics including:

- Computer handling
- Email
- Use of job search platforms and tools
- Video conferencing

In the second phase of the training, we worked with Enactus at Fleming College to deliver financial literacy training to develop capacity on budgeting, planning and working with credit.

Above photo: Newcomer women who have previously taken Sewing and Entrepreneurship trainings at the New Canadians Centre form the Newcomer Sewing Crew in spring 2020, with support and direction provided by Madderhouse Textile Studios. The Crew have been producing masks and other items for sale including these specially designed masks for Fleming College.

Read more: www.nccpeterborough.ca/sewingcrew



Photo Credit: Fleming College

TRANSFORMING UNCERTAINTY INTO OPPORTUNITY

Samar Sallam, Adriana Alves and Mariam El Chiekh Khalil arrived in Peterborough in early 2020 as the pandemic gained its destructive momentum. Connecting with the Workplace Integration team was an important step towards grounding themselves in Peterborough.

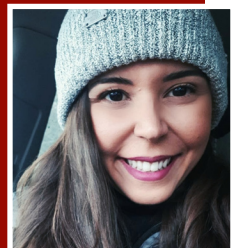
Mariam grew up in Denmark and moved to Canada from Jordan with her husband. Although they had to start from scratch, her experience co-founding the Canarinha Football Academy in Jordan and her Master's degree in International Business Communication stood her in good stead. Working closely with the NCC team, Mariam was able to access opportunities for skills development and is currently working at the Hon. MP Maryam Monsef's office assisting with outreach and immigration casework.

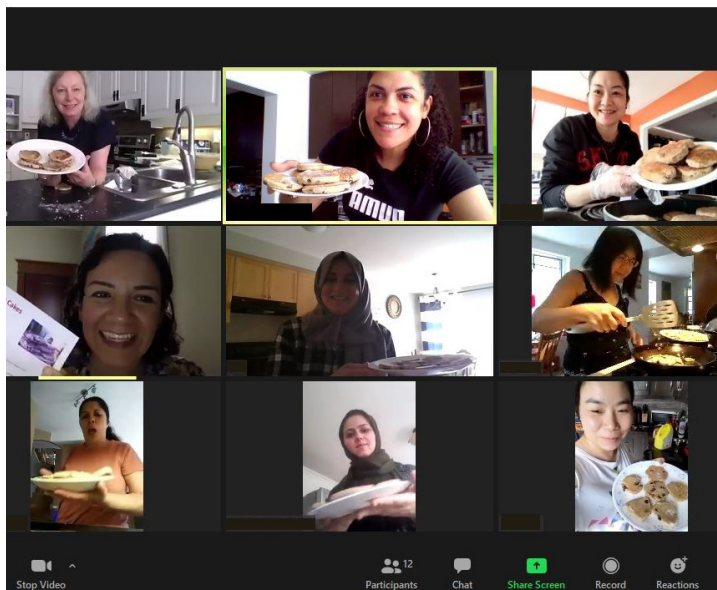


Samar came to Canada with her husband and two daughters from Egypt. She was a tenured physics teacher with a Bachelor's degree in Electrical Engineering and a major in Electronics and Communications. The Workplace Integration team recruited her to co-facilitate a computer literacy training at PACE with adult English language learners in Arabic and English. She is now working with NCC staff to support other newcomers and developing her credentials in adult learning.



Adriana is an internationally-trained lawyer from Brazil and is passionate about human rights and inclusion. The weekly NCC job leads notifications were essential for Adriana to find positions to build her Canadian work experience. Her skills have led her to a position at #TeamNCC where she is making a significant impact on the Corporate Services team.





COMMUNITY CONNECTIONS

238

NEWCOMERS
ATTENDED
ACTIVITIES

309

GROUP
ACTIVITIES
HOSTED

2088

TIMES NEWCOMERS
ATTENDED
ACTIVITIES

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, we successfully moved all our group activities online and introduced new groups to meet demands. Each of these groups have been facilitated by incredible volunteers who have been adaptable and dedicated, working with unfamiliar technology and embracing the new challenges of teaching and building connections online. With their support, we were able to offer **more group activities than ever this year: 309!** These have been crucial in maintaining a sense of purpose and belonging for many, especially during lockdowns.

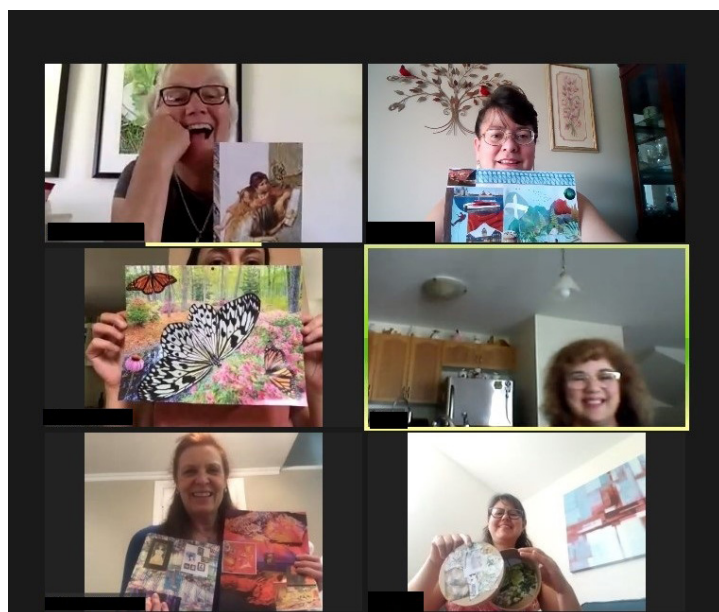
Our programs and activities included:

- **Weekly English Language Groups** on Zoom attended by **85 newcomers**
- **“Welcome Inside” Virtual Tours** of local attractions attended by **55 newcomers**
- **Virtual Social Groups** attended by **34 newcomers**
- **Virtual Events** attended by **152 newcomers**
- **Language Groups** (Spanish & French) attended by **54 individuals** (newcomers & community members)

OUR NORTHUMBERLAND OFFICE

Our Northumberland Office provides newcomers in the Northumberland region with settlement services and social connections.

Despite an almost entirely remote service delivery in Northumberland, our client numbers have remained steady, **serving 147 clients**. Common service areas included support with immigration, Canadian Citizenship applications, and other essential documents; access to language and education; health & finance; and establishing social connections. With activities from our main office in Peterborough running online, several newcomers based in Northumberland were able to join in for regular language and social groups as well as workshops and training. Owing to great interest and demand, we also formed a monthly Northumberland Women’s Group, providing a much-needed escape for several participants.



Photos: Newcomer women in Peterborough (top photo) and Northumberland (bottom photo) meet via Zoom for activities, conversation, and connection. These groups, facilitated by volunteers, have provided welcome spaces for more than 55 newcomer women during the pandemic. One participant says, “We needed this connection. This moment is for being together, more than ever.”

PETERBOROUGH IMMIGRATION PARTNERSHIP

Established in 2008, the Peterborough Immigration Partnership (PIP) is a community-based partnership of individuals and organisations. Our vision is 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. The New Canadians Centre is the lead member for the PIP and works with over 70 partners towards the goals in the Plan.

Educating for Change

- Growing the **Living Library Program** by supporting new speakers, organising online presentations and hosting podcasts on the NCC website
- Organised **Storytelling & Community Radio workshop** series for Newcomers in collaboration with Trent Radio
- Organising **public speaking training** for newcomers in collaboration with Peterborough Toastmasters
- Support for **Reframe Film Festival** "Reaching Across Generations" Shorts Program and panel discussion
- Development of **Common Thread Collective** to expand "Land(ing)" story with artistic approaches; support from local artists Kate Story, Brad Brackenridge, Peyton LeBarr, Leslie Menagh, Mithila Ballal and Shahed Khaito; Ontario Arts Council and Public Energy grants
- Support for two newcomer artist residencies for the **Precarious3 Festival**
- Organised **Multicultural Canada Day** online programming themed "Peterborough is My Home"
- Organised pilot **Newcomer Leadership Group** training focused on building capacity in newcomers to engage in governance and decision-making



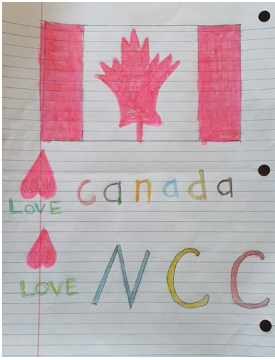
Building an Inclusive and Engaged Community

- Launch of the **Peterborough Immigrant Needs Assessment** in 2021
- Creation of full-time **Newcomer Youth Clinical Youth Outreach Worker** position at Peterborough Youth Services
- Upgraded **WelcomePeterborough.ca** Immigration portal to improve accessibility
- Distributed **care packages for migrant farm workers** in Peterborough county
- Organised annual **Professional Development for ESL Forum**: Sessions on Academic Integrity Online, Anti-Racism in the Classroom, Teaching ELL Students with Undiagnosed Learning Disabilities
- Co-hosted the "**Stories for Hope, Healing and Belonging**" series with CKL Community Living, Community and Race Relations Committee and Compass Early Learning Centre
- Supported the **TEACH Outside the Box** program facilitated by Kawartha World Issues Centre
- Supported the **Inclusiveness Education for Peterborough Police Committee** to develop materials

Enhancing Economic Well-Being

- Organised the "**Employment Readiness Training for Newcomers – Digital Literacy**" project funded through United Way Emergency Community Support Fund; approximately 40 newcomers trained in collaboration with PACE ESL
- Organised the **Financial Literacy Workshop Series** in collaboration with Enactus Fleming attended by 36 newcomers
- Release of **Local Labour Market Planning Report 2020-2021** by Workforce Development Board
- Launch of **Federal Start-Up Visa Program** in Peterborough hosted by the Innovation Cluster





Our **VOLUNTEER PROGRAM** provides meaningful opportunities for community members and newcomers to make a difference in someone's life while making connections.

In the past year, volunteers have stepped up and stood by newcomers. They facilitated language and social groups on Zoom every week; tutored newcomers in English; delivered care packages, dinners, and food boxes; helped newcomers navigate and adapt to our new virtual world; led housing searches and helped clients settle into new homes; and engaged in opportunities to learn about anti-racism, diversity, equity, and inclusion.

From the bottom of our hearts, thank you!

Artwork by Edris Mohamad

408

ACTIVE
VOLUNTEERS

35

ACTIVE REFUGEE
SUPPORT TEAM
VOLUNTEERS IN 6
TEAMS

13

NEW ONE-ON-
ONE TUTOR
MATCHES
CREATED

12

WORKSHOPS,
TRAININGS, AND
MEET-UPS FOR
VOLUNTEERS

41,600

VOLUNTEER
HOURS

VOLUNTEER OF THE YEAR

PETERBOROUGH



CASANDRA LEE is a newcomer to Canada, Montessori educator, and a multimedia artist based in Peterborough. In Spring 2020, she volunteered to help bring expression and creativity to newcomer children & youth by facilitating weekly virtual art groups. During the pandemic, these groups have been a welcoming space for children and youth to come together and express themselves. She has also led training sessions for NCC Volunteers on engaging newcomers online. In Fall 2020, we collaborated with Casandra on an exciting new project to develop a Children's Book filled with the stories of newcomer children. She worked with six children, guiding them through creative and expressive activities to reflect on and document their stories. After writing and illustrating the book, she is currently editing the book, where she is meticulous and committed to honouring the stories told. The book will be completed this summer and published by the NCC. Casandra's work enriches the lives of our youngest clients while helping NCC innovate and truly make a difference.

YOUTH VOLUNTEER OF THE YEAR



NEW CANADIANS CENTRE YOUNG LEADERS COUNCIL (NCCYL) is comprised of six teens with newcomer experience: Aya Darrouba, Preshtha Garg, Ian Nazario, Lujaina Kamar, Sami El Moussa, and Saoirse Aherne. The council was formed virtually amidst the pandemic in Fall 2020 and has met weekly to discuss the issues faced by newcomers and devise ways to help. They participated in leadership training, and volunteered as peer-tutors during weekly Homework Help sessions for newcomer youth. Recognising that youth were intimidated by attending virtual events, the NCCYL members banded together to create a guidebook for newcomer youth. The guidebook is filled with personal stories of settlement, advice, resources, and reassurances on settling in Canada. The guidebook will be distributed to newcomer youth in schools and at the NCC. They have shown themselves as committed leaders with a true passion for using their experiences to help others.

BECKY ROGERS COMMUNITY PARTNER OF THE YEAR

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

**THANK
YOU HAPPY
WANDERERS!**

HAPPY WANDERERS is a local group of volunteers who help file tax returns for low-income households. They have supported newcomers since 2018. Each year, they host several full-day clinics to help newcomers file their income tax and learn about the tax system and benefits. Amid the COVID-19 pandemic, they have adapted to ensure that they can still support our clients. This support has been essential and valuable for those who are new to the process. This year, they have supported 100+ newcomers over four clinics and continue to accept more clients on an ad hoc basis. Several cases have been complicated and they have faced them head on, doing their best to help our clients receive the most that they can from their returns. We thank the volunteers of the Happy Wanderers Group for their generosity, kindness and continued partnership.

VOLUNTEER OF THE YEAR

NORTHUMBERLAND



MARTA SOFIA REYES came to Canada several years ago, and has been connected to the New Canadians Centre in Northumberland in a number of volunteer roles since 2017. She knows what it feels like navigating a new country and has been committed to welcoming newcomers and supporting their integration. This year, she was paired with a newcomer where she tutors them in conversational English weekly via Zoom. In addition to working on their English, she has helped them study and prepare for the Canadian Citizenship test, upgrade their education and navigate life in Canada. Marta is also a much-loved performer at several of our events including our Canada Day Festival and Welcome Potlucks where she shares her culture and love of dance with the community. We are so lucky to have Marta, whose warmth and enthusiasm brings people together.

DINDIN VILLARINO COMMUNITY PARTNER OF THE YEAR

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.



DURHAM COLLEGE COMMUNITY EMPLOYMENT SERVICES (DCCES) provides job seekers in the Durham and Northumberland regions with employment support, job development, and training programs. They partner with several community organisations, working collaboratively towards innovative programs and services. Over the last several years, they have supported many newcomers in their job search, helping to familiarise them with the local labour market, prepare for the workforce, and connect with employers. Some newcomers have also benefited from their training programs. During the COVID-19 pandemic, they have been an invaluable support. Newcomers have described DCCES as respectful, enthusiastic, and welcoming. With their help, many newcomers are now integrated into our community and employed.

COMMUNITY ENGAGEMENT

This year, we transitioned several of our community engagement activities and programs to alternate platforms:

- Under the theme, #PtbolsMyHome, our popular **Multicultural Canada Day Festival**, celebrated the reasons we call Peterborough our home. 14 Multicultural performances were watched 6700+ times and accompanied by stories of immigrant entrepreneurs, a physically distanced parade, a community art project, and virtual challenges.
- The **Living Library**, a multi-modal storytelling platform of the NCC, facilitated five virtual speaking engagements to a combined audience of over 90 people. In fall 2020, we launched **Season 1 of the Living Library Radio-Podcast Series** with Trent Radio, featuring six newcomer stories.
- The **Stories for Hope, Healing and Belonging** series of children's book readings & discussions celebrated diversity with children and families. The partnership with Community and Race Relations Committee of Peterborough, CKL Community Living and Compass Early Learning & Care has led to 16 sessions occurring bi-monthly on Facebook.
- In Winter 2021, we launched Virtual Exhibits of the **SPARK-NCC Photography Project** - a multi-generational project inspiring newcomers to discover and engage with their community through photography. The exhibits have been viewed over 650 times.



Above Photo: Newcomers and their families have grown to be part of the rich cultural fabric that binds our community together. Inspired by this, the theme of our annual Multicultural Canada Day Festival 2020 was #PtbolsMyHome. The Mahamat family pose in this photo with posters from the celebrations.

Read more: www.nccpeterborough.ca/ptboismyhome



NEW
CANADIANS
CENTRE
PETERBOROUGH

WE ARE...

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

OUR MISSION

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

OUR VALUES

Respect, Diversity, Partnerships, Dedication

OUR GOALS

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

To provide trained staff and appropriate facilities

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

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

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

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

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



The New Canadians Centre gratefully acknowledges our funders:

**IMMIGRATION, REFUGEES AND CITIZENSHIP
CANADA**

**EMPLOYMENT AND SOCIAL DEVELOPMENT
CANADA**

DEPARTMENT OF CANADIAN HERITAGE

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

CITY OF PETERBOROUGH

**UNITED WAY OF PETERBOROUGH AND
DISTRICT**

**COMMUNITY FOUNDATION OF GREATER
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NEW CANADIANS CENTRE PETERBOROUGH

221 Romaine Street
Peterborough, ON K9J 2C3
Tel (705) 743.0882 Fax (705) 743.6219
info@nccpeterborough.ca
www.nccpeterborough.ca



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