

Everyone
welcome.

WITH YOU,
EVERY STEP
OF THE WAY...



NEW
CANADIANS
CENTRE
PETERBOROUGH

ANNUAL GENERAL REPORT
2021-2022

EST  1979



Our Vision

A vibrant and inclusive community where people who are new to Canada thrive and are valued.

Our Mission

We empower people who are new to Canada, so they can be recognised as equal and valued members of Canadian society, and we provide leadership to cultivate their meaningful economic, social, and cultural inclusion in our community.

Our Values

Respect, Equity & Inclusion, Collaboration,
Dedication, Celebration

MESSAGES FROM THE CHAIR & EXECUTIVE DIRECTOR

Over the past year, the New Canadians Centre carried out a comprehensive strategic planning process to refocus the direction and activities of our organization. I am very grateful for all of the feedback provided by our large community of supporters and I am proud to share our updated mission statement and our new vision statement.

Our Mission: We empower people who are new to Canada, so they can be recognized as equal and valued members of Canadian society, and we provide leadership to cultivate their meaningful economic, social, and cultural inclusion in our community.

Our Vision: A vibrant and inclusive community where people who are new to Canada thrive and are valued.

Reflecting on the past year, I am proud to say that the New Canadians Centre has had a strong year, continuing to be a pillar of support for newcomers to Canada and working diligently towards our mission and vision.

On behalf of the Board of Directors I extend our deep and heartfelt thanks to all of our incredible staff and volunteers who are the foundation of the positive impact NCC makes in our community.

We are also fortunate and grateful for the support of our funders and community partners. Federal, Provincial, and Municipal governments have been steadfast in their support for our work even amidst the many competing pressures presented by the pandemic. The generosity of the more than 430 individual donors is greatly appreciated – we could not do our work without your support. And, collaboration with a wide range of organizations in Peterborough and Northumberland is crucial to our work.

Lastly, I want to thank my colleagues serving on the Board and committees for their ongoing commitment to guiding this incredible organization, and in particular to Angela Connors who ably chaired the Board for most of the year.



Dr. Saji Mon Ravi Mannosseril
Board Chair

Last year Canada saw the highest ever number of new immigrants in our country's history. At the New Canadians Centre we felt the effect of this achievement at the local level, with strong demand for all of our programs and services, and a growing staff team.

2021-2022 was a year of remarkable challenges and achievements for NCC, and I am so proud of all that we have accomplished together towards empowering newcomers to Canada and cultivating an inclusive community.

Amidst the ongoing obstacles presented by the pandemic, we continued to deliver all of our programs and services, helping people reunite with family members, find jobs, make new friends, take on leadership roles, share their stories, and we even launched our "Building a Home" children's book!

Our work supporting refugees was a particular focus, as we eagerly took on the challenge of supporting people arriving from Afghanistan, Syria and other countries around the world. Support from volunteers, partner agencies, and local businesses was essential for meeting the needs of these individuals and families.

Over the past five years, NCC has had a strategic focus on working with youth, and it is exciting to see that last year we worked with more young people than ever, supporting their success in school, in community leadership, mental health, employment and social activities.

The persistent experiences of racism and discrimination faced by newcomers in our community came through clearly in our 2021 Immigrant Needs Assessment study – we are as committed as ever to countering hate, celebrating diversity and inclusion, and fostering positive relationships in people's lives.

As we closed the year, our thoughts and actions turned towards supporting those impacted by yet another crisis, this time in Ukraine; and all signs are that our community is as ready and willing as ever to walk with us in supporting a new group of refugees. **Thank you for walking with us every step of the way.**



Andy Cragg
Executive Director

BOARD OF DIRECTORS

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NEW CLIENT IMMIGRATION PROFILE

Immigration Category	2021-2022	2020-2021
Permanent Residents		
Family Class	61	61
Economic Class	27	22
Protected Class	232	19
Live-in Caregivers	3	3
Naturalized Canadian Citizens	41	43
Convention Refugees	-	6
Work Permit Holders	34	29
Temporary Residents	20	18
International Students	81	21
Refugee Claimants	9	4
Other / Non-status	3	2
Unknown	25	15
TOTAL	536	236

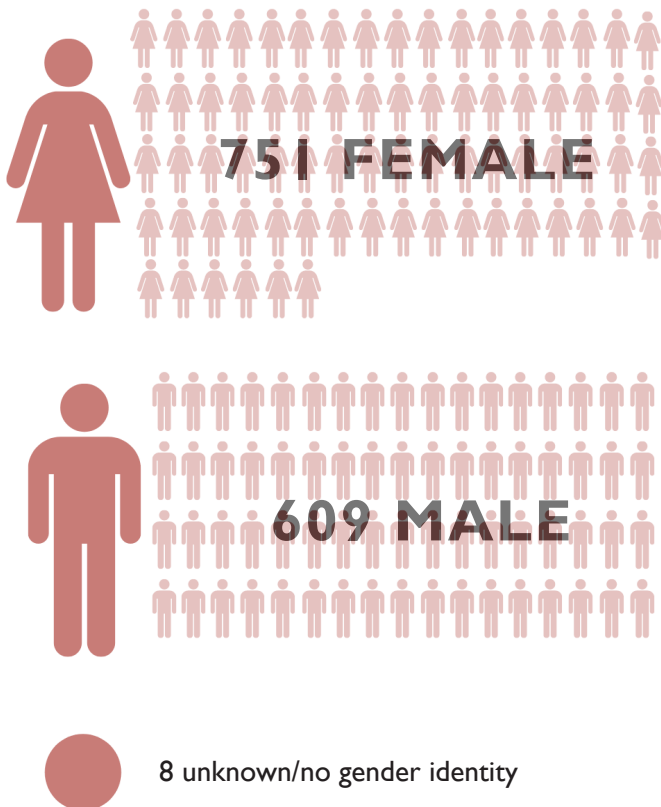
Top 10 Countries

Syria, Afghanistan,
India, Philippines,
Canada, Colombia,
Nigeria, Iraq, Mexico,
South Korea

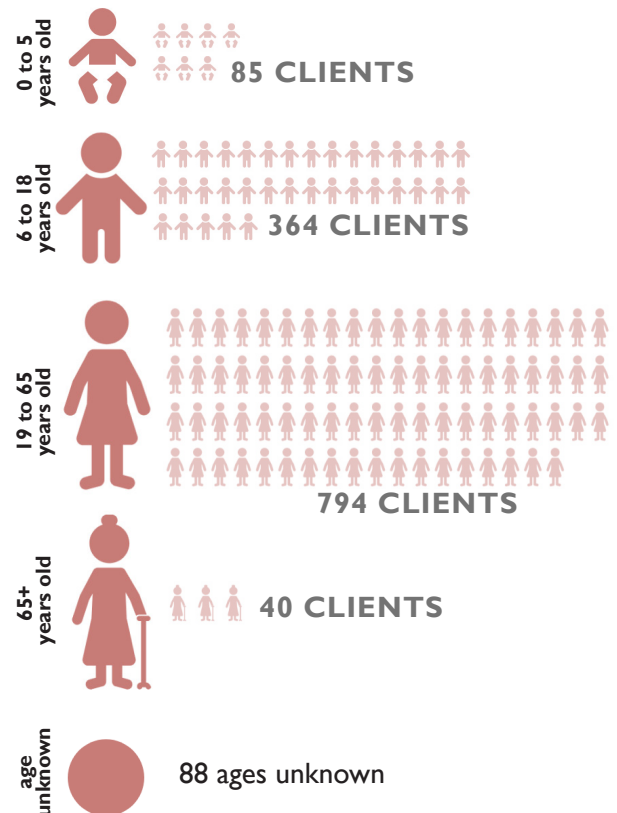
Top 10 Languages

Arabic, Spanish,
English, Farsi/Dari,
Tagalog, Pashto,
Hindi, Korean, Bengali
Mandarin

GENDER BREAKDOWN



AGE BREAKDOWN



SETTLEMENT SERVICES

TOP 5 SERVICES

ACCESS TO EDUCATION & ENGLISH

IMMIGRATION & CITIZENSHIP

EMPLOYMENT SUPPORTS

ACCESS TO HEALTH CARE

ACCESS TO FINANCIAL SUPPORTS

As a core service, we aim to support newcomers to Canada at various stages of their journey with services that meet their immediate and basic needs. As the pandemic rages on, we have noticed greater volumes of clients struggling to meet their needs, particularly as a result of not being eligible for financial assistance and job loss from pandemic layoffs. More emphasis was placed on helping clients navigate systems, apply for emergency supports, and referrals to other agencies.

As in the past two years, there remains a high need for support with citizenship. We continued to offer info-sessions on the process and eligibility, one-to-one support with application and test-taking, and Test Preparation courses. As needed, we have also provided clients with space and technology to take their test and their oaths at the NCC offices. It is a joy to celebrate a client receiving their citizenship.

With the crisis in Afghanistan in 2021 and the evolving crisis in Ukraine, our team played and continues to play a vital role in supporting families already in Canada who would like to sponsor their families as well as Ukrainians arriving in Canada and settling in Peterborough and Northumberland as Temporary Residents.

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

- **85 Language Assessments** to facilitate referral to government-funded language learning programs.
- **11 Information Sessions** on topics including Canadian Citizenship, Fake News & Misinformation, Levels of Government, PR Pathways, and Credit Scores.
- **Citizenship Test Study & Preparation Courses** attended by 26 clients.
- **Tax Clinics** helped 105 clients file their income taxes.

Above photo: The Kalisli family shortly after taking their oath of citizenship. They arrived in Canada in 2016 and are proud to now call themselves Syrian-Canadians. They are grateful to the NCC for the support through the application process and note, "Taking the Canadian Citizenship is a milestone in our lives. We are grateful that this day has finally come. Thank you, Canada, for this privilege."



"I AM SO GRATEFUL TO THE NCC FOR HELPING ME REACH MY GOALS AND FULFILL MY DREAMS." - ALI MUSTAFA



The Mustafa family arrived in Canada in November 2016 as Government-Assisted Refugees and have shown great resolve and determination to succeed in Canada. Keen to learn the language, work and continue schooling, the parents began English classes through LINC at Fleming College while their two sons went to Thomas A. Stewart Secondary School. Within their first few months, Ali, the father, was employed at Trans Canada Nissan. In 2019, Ali and his sons Mohammad and Omar started a successful construction and maintenance business serving the Peterborough and GTA regions.

Throughout their time in Canada, the New Canadians Centre has supported the Mustafa family through their transitions. In their initial months, we helped them find housing, secure employment, access healthcare, enroll in school, and provided referrals for important services.

Most recently, the team at Settlement Services have supported the family in applying for Travel Documents and their Canadian Citizenship. Ali and Omar took the oath of citizenship in April and are proud to call themselves Canadian citizens.

The Unitarian Fellowship of Peterborough prepared and cosponsored with Mohammad his fiancée's application for refugee status, and also helped Ali to apply to bring his daughter and family to Canada.

Now five and a half years in Canada, the Mustafa family has integrated quite well. They are independent and work hard to reach their goals and dreams each day. And we are there to cheer them on and support them each step of the way.



YOUTH SERVICES (SETTLEMENT WORKERS IN SCHOOLS)

93

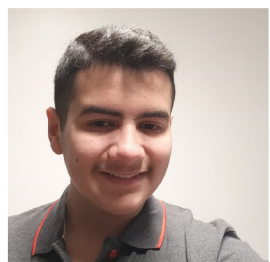
NEW
CLIENTS

216

RETURNING
CLIENTS

126

PROGRAMS &
ACTIVITY SESSIONS



16-YEAR OLD SAMI EMBRACES LIFE'S CHALLENGES

When Sami El Moussa first came to Canada at the age of 10, he had no idea what his future would hold. He did not know what to expect, and with no English skills, the first two

years were challenging. He remembers how difficult it was to keep up with everything happening around him at school and within the community.

When asked what advice he would give his 10-year-old self now as a 16-year-old, he says, "I would tell myself to accept all the challenges that come my way, that if I work hard, it will make me a better person later on even if it's hard and seems impossible now."

Sami indeed accepted all the challenges of being a newcomer to Canada. He began volunteering at St. James Church as a camp counsellor for kids and enjoyed being a leader. This motivated him to join the first cohort of the New Canadians Centre's Young Leaders Council (NCCYL) in 2020. Sami participated in meaningful discussions with other newcomer youth and worked on projects to help newcomer youth settle in Canada, such as the NCCYL guidebook.

"I really enjoyed my time on NCCYL. I wanted to challenge myself further, and I like to be a leader. It was great to gain leadership experience on the council, and I really learned that teamwork makes the dream work - I was able to learn from my teammates on the council and learn to have discussions with people with different perspectives."

Sami currently works at the YMCA, running programs for children, including creative arts, science, and sports. He is very grateful for the support he received from NCC to continue to accept and grow from the challenges that life throws at him. It has been a privilege to watch Sami grow into the outstanding community member he is today.

Spring 2021 brought many opportunities to meet in person again in outdoor spaces. This drew in many newcomer youth who attended our summer drop-ins at Millennium Park, where they were able to meet with staff, participate in activities, and enjoy treats. When public health guidelines allowed for in-person activities again, we transitioned our After-School Club to the Downtown Youth Space at PACE in the fall. The fall also saw the Settlement Workers in School (SWIS) team returning to schools to meet with students and teachers following over one and a half years of not being physically present in schools due to pandemic measures. This opened up many opportunities to connect with students, promote programming, and address their pressing needs.

This year, a strong focus was placed on career planning for newcomer youth, recognising the importance of making this information available early on. Youth met with our Skills Development Specialist for career coaching at the After-School Club and other times. Many youth utilised this service for help to reflect on their skills and interests and receive support in applying for jobs. In March, we facilitated the Youth Explore Camp, a five-day interactive career exploration program attended by 25 newcomer youth.

Several other programs also grew this year, including:

- Expanded partnership with Peterborough Youth Services and launching the **New Canadian Youth Outreach Worker** staff position hosted at PYS, which has increased capacity at both organisations leading to positive outcomes for clients
- Another cohort of the **New Canadians Centre Young Leaders (NCCYL) Leadership Council** comprising seven youth
- **Family Literacy in Peterborough (FLiP)** program supported five families comprising almost 30 individuals with literacy learning and social connections
- **Online Pre-School Program** led by Early Childhood Educators for newcomers with pre-school aged children

Above photo: Newcomer youth participate in the Youth Explore Program, a 5-day career exploration camp over March Break supporting youth with skills building for employment & career exploration through interactive activities.

Read more: www.nccpeterborough.ca/a-focus-on-building-skills

WORKPLACE INTEGRATION

215

CLIENTS
SERVED

84

CLIENTS FOUND
EMPLOYMENT

9

PROGRAMS &
ACTIVITIES

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

The team continued to support newcomers with diverse work and educational backgrounds by:

- Providing newcomers with important information on the Canadian Labour Market and supporting their employment planning through resume and cover letter critiques, job leads, and connections with employers
- Offering newcomers opportunities to obtain First Aid certification and to undergo WHMIS training in Arabic
- Partnering with PACE to deliver computer literacy training to English language learners
- Organising sewing skills training when we were able to gather in person in the fall
- Delivering workshops where newcomers learned their rights as employees and about Canadian workplace culture.

Staff also delivered the inaugural Home-Based Business Incubator (HOBBI) and Youth Explore Programs to support skills building and career exploration for newcomer women and youth.

Through outreach to committed business owners and employers, staff established the Workplace Integration Advisory Group. This provides a valuable exchange of information and feedback on labour force needs and resources for staff recruitment and retention.

Above photo: Abhi Soni came to Canada in 2017 as a student at Fleming College. Growing up, he always wanted to work in a bank. With the help of the Workplace Integration team, Abhi was able to make that dream a reality.

Read more: www.nccpeterborough.ca/abhi-soni-land-his-dream-job



“NOTHING IS TOO HARD TO START.”

These words shared by Bahar Akbari exemplify the optimism and motivation shared by the newcomer women who participated in the Home-Based Business Incubator (HOBBI) program. The 10-week skills training program, funded by the federal Gender Equality Fund through the Community Foundation of Greater Peterborough, aimed to provide aspiring newcomer women entrepreneurs with the tools, knowledge, skills, and confidence to launch their own home businesses.

The women participated in 20 dynamic workshops over 10 weeks on various topics and built connections with industry experts who visited the sessions as guest speakers and panellists.

“HOBBI opened my horizons. I learned a lot about how to effectively deal with stress, how to plan my day and keep up with everything, how to concentrate on the essentials and find like-minded people and business partners. It’s amazing how many interesting and successful people have gathered here to share their experiences of building their own businesses. Thank you so much from the bottom of my heart!” says Olena Oliinyk.

As the program progressed, inner strength was found as the women became more vocal, engaged with presenters, and ultimately expanded their professional network. So, what did the women learn through the course of this program?

In the words of HOBBI participant Grace Terfa, **“I am more equipped than I realise”.**



Read more on the HOBBI Program at:
www.nccpeterborough.ca/newcomer-women-incubate-their-business



REFUGEE RESETTLEMENT & CASE MANAGEMENT

160

NEW
GOVERNMENT-
ASSISTED REFUGEES,
(74 UNDER THE
AGE OF 18)

33

NEW GAR
FAMILIES

95

RETURNING
CLIENTS
SUPPORTED

THIS IS WHAT HOPE LOOKS LIKE

In 2016, nine-year-old Amani (far right in photo) and her family came to Peterborough from Syria. Her youngest sister was born in the refugee camp a month earlier. Waiting for their parents at our office, the girls visited with staff to pass the time, and they started to sing:

*"I am a child with something to say; please listen to me.
I am a child who wants to play; why don't you let me?"*

A young child sang this song "A'tuna Al Toufoule" (Give Us Childhood), during the Lebanese Civil War in the '80s.

There was a lot of uncertainty in those early days for the family. They were far from their loved ones and also navigating much that was unfamiliar: creating a new home, trying to find work, sorting out schooling for their children, learning English, and trying to heal from the instability that the war created.

The family accessed resources to meet their needs through the New Canadians Centre. Their caseworker supported them in accessing essential services and documents, and the youth services team ensured the children were enrolled in school and engaged in activities. The family was also assigned a volunteer support team who they continue to maintain friendships with.

Now in their fifth year of settlement in Canada, the family is thriving. Recently, Amani and her sisters were pleased to receive their Canadian citizenship. Amani is a happy and confident first-year student at high school. Her three sisters are well-settled at elementary school. Her father is proud to be part of the team at Chemong Home Hardware. And her mother is looking forward to opening her own hair salon one day.

Peterborough gave this family the hope they had been searching for five years ago. Now, they can call Canada home. Amani says, **"I want to be a doctor or a nurse. I want to help others, and I want to protect people."** This is the hope and potential that resettlement presents.

The year started as usual, with the team expecting to support up to 75 government-assisted refugees for the year based on our agreements with the federal government. As borders began to reopen, a steady flow of clients arrived as the government worked to clear the immigration and resettlement backlogs caused by the pandemic.

When news broke from Afghanistan, we stepped up and agreed to do our part to receive people fleeing an urgent situation, thereby increasing our expected client numbers. We brought in some former staff members to assist with the sudden influx of people and called on community volunteers to help. While the Afghan Resettlement Initiative was ongoing, we were still receiving our expected cohort of refugees from other countries. Due to the sudden increase of clients, we quickly worked to secure an additional temporary house to receive clients and increased our staffing complement. We also built new partnerships with local hotels and restaurants to provide accommodation and food. During these first few months, the Resettlement Assistance Program (RAP) Team worked with clients to secure permanent housing, apply for important services and documents, and address pressing needs like healthcare.

Once these immediate needs were met, the Case Management Team worked with clients to support their goal setting and navigating complex systems. We helped clients successfully apply for the Ontario Disability Support Program, find employment (with the support of the Workplace Integration Team), gain and develop various skills, apply for Canadian Citizenship, and facilitated connections with community partners for specialised needs and services as they emerged.

Since launching our Resettlement Program in 2016, the team has helped resettle 473 individuals from 113 families. We are pleased to play a part in the larger picture of refugee resettlement and support.

Above photo: Amani Al Ibrahim (right) and her family are thriving in Canada. They are well integrated at school, work, and in the community. Last November, Amani shared her family's story and told us what hope means to them in a video shared by the New Canadians Centre.

Watch: www.nccpeterborough.ca/hope-is

AFGHAN RESETTLEMENT

67

AFGHANS
ARRIVED &
SUPPORTED

12

AFGHAN
FAMILIES

31

AFGHAN
INDIVIDUALS UNDER
THE AGE OF 18

In early September, the NCC received a call from the federal government that approximately 75 Afghan refugees would be sent to Peterborough in four days. These families were part of the 2000 Afghan refugees who had arrived in Toronto in August and needed to move to other communities for resettlement services.

NCC was aware that we could be called upon to help with the Afghan Initiative but did not expect to have to leap into action so quickly. We immediately contacted Tamara Hoogerdyk and Jack Gillan, who were previously involved with NCC's resettlement program. They agreed to coordinate the Afghan initiative, and within 48 hours, a plan of action was created.

Hotel rooms were booked, and food, childcare and greeters were arranged. 33 Afghans were welcomed on September 17, with other families coming in the following days and weeks.

While most decided to relocate to other communities to be closer to family and friends, we assisted all families during their first few weeks. We provided orientation sessions on life in Canada, finance, education, and schooling. We helped them acquire essential documents, such as Social Insurance Numbers, registration for the Ontario Health Insurance Plan, and setting up of bank accounts. We also supported families in finding housing in Peterborough and assisted with out-of-town applications for housing.

The need to support Afghan families in their resettlement will continue in the coming months and years. With the support of our community, NCC will be able to offer these families what they need to have a safe future here in Canada.

Above photo: When we heard news that 75 Afghans would be coming to Peterborough, we quickly updated the community and asked for their support in welcoming our new friends. Hundreds of people brought in signs and cards with thoughtful and creative messages to help families feel welcome.

Read more: www.nccpeterborough.ca/afghan-resettlement



A CHANCE AT SAFETY AND SECURITY

Parwaiz Hamidy remembers the relief he felt when he landed in Toronto and knew that his family was safe for the first time in years. He recalls living each day watching over his shoulders as he tried to

protect his wife and two young sons. An interpreter for the Canadian and US armed forces in Afghanistan, Parwaiz had been waiting to relocate to Canada for over ten years. That process was sped up in August 2021 following the Taliban takeover. Parwaiz and his family arrived in Canada in late August and spent the first few weeks in a hotel in Toronto, awaiting their resettlement.

While in Afghanistan, they were introduced to a local volunteer in Peterborough who helped them get their paperwork and applications in order. Knowing that relocating to a new country would be challenging, the support of local volunteers would be instrumental for the family. Parwaiz is grateful to the volunteers who helped his family get to know the city and served as a vital source of connection, motivation, and comfort. The family's caseworkers at the New Canadians Centre helped them secure permanent housing, apply for essential documents and services, and ensure the children were enrolled in school. They were also able to secure a spot for Parwaiz's wife to attend English Language classes.

A trained and experienced lawyer in Afghanistan, Parwaiz faced a significant hurdle in Canada in securing employment as his education and experience are not recognised here. He looks forward to beginning studies in the trades in the fall with the hopes of securing gainful employment soon. He reflects that "life in Canada is different from life in Afghanistan and we have to start all over again. This will be very difficult for us, but we have to fight this problem and move on with our lives." For now, they are taking a moment to heal and get accustomed to life in Canada. And while it is devastating to be away from their home, they are grateful for the welcome Canadians have given them and the chance at safety and security.





COMMUNITY CONNECTIONS

232

NEWCOMERS
ATTENDED
ACTIVITIES

239

GROUP
ACTIVITIES
HOSTED

1534

TIMES NEWCOMERS
ATTENDED
ACTIVITIES

Never has there been a greater need to offer ways for newcomers to connect than during this pandemic. It is a huge testament to the skills and dedication of our volunteers and our partner organisations in the community that we were able to offer our clients over 200 group activities. Most were held on Zoom including weekly English classes and conversation groups, a program of Welcome Inside virtual tours of local places of interest and another amazing Winter Celebration Party.

But the highlights of the year were the occasions when we could bring people together to meet in-person again - our new Move with NCC summer program in King Edward Park gave individuals and families the chance to try Taekwondo, Bollywood dance, Yoga and Zumba; and through our partnership with Camp Kawartha we offered clients the opportunity to go snowshoeing for the first time and to share the experience of venturing into the snowy forest to learn how maple syrup is produced. They also made and ate maple taffy. You can't get more Canadian than that!

Our programs and activities included:

- **Weekly English Language Groups** on Zoom attended by **70 newcomers**
- **Social Groups** like the Women's Group & Summer Move With NCC Series attended by **63 newcomers**
- **Trips** (virtual and in-person) to discover and engage in Canadian traditions, activities, and places of interest attended by **101 newcomers**
- **Annual Winter Celebration** hosted virtually attended by **62 newcomers**
- **Language Groups** (Spanish & French) attended by **54 individuals** (newcomers & community members)



Snowshoeing at Camp Kawartha



Enjoying Maple Syrup at Camp Kawartha



Learning Taekwondo at Move With NCC



Decorating Cupcakes at the Women's Group



Painting at the Virtual Women's Group

OUR NORTHUMBERLAND OFFICE

159

NEWCOMERS
SUPPORTED

104

NEWCOMERS
ATTENDED
ACTIVITIES

15

PROGRAMS &
ACTIVITIES

In Northumberland County, we continue to support newcomers with immigration & settlement needs, referrals for language and employment support, and social activities to help build connections and minimise social isolation caused by the pandemic.

The most pressing needs from clients in Northumberland included support with their citizenship applications, permanent resident card renewals, language assessments, and sponsorship application information. There is also a growing interest among newcomers in the county to start businesses, and we have helped refer them to our partners in the region for more specialised support.

Recognising the challenges and effects of pandemic measures, a need for more social connections was identified, leading to hiring an additional staff member in the Northumberland Office to increase our Community Connections offerings. 104 newcomers attended at least one of 15 activities hosted, building connections between families and re-engaging previous clients. Events have been



well attended, with 20 to 50 people attending each. These family-friendly events included pumpkin carving, pottery painting, gingerbread house making, swimming, taekwondo, and virtual bingo.

We are grateful for the support of our partners in the Northumberland area, including Northumberland County Settlement Services and our eager volunteers. Volunteers are the backbone of our organisation, and they have helped facilitate sessions for our Women's Group, helped with social events, and tutored newcomers in English.

Above Photo: Newcomer families were introduced to a quintessential Canadian Fall activity - Pumpkin Carving. The children and families channelled their creativity with expert guidance from a master carver. This was one of 15 social activities facilitated in the Northumberland region to help ease the social isolation caused by the pandemic. These events have helped build community and re-engage newcomers in the area.

Read more: www.nccpeterborough.ca/bringing-people-together-in-northumberland

VOLUNTEER OF THE YEAR - NORTHUMBERLAND



ANNA ALBOUNI KALISLI came to Canada in 2016, settling with her family in the Northumberland region where she was quickly connected with the New Canadians Centre. In 2021 as her family gained Canadian Citizenship, she began volunteering with the NCC as an act of appreciation for the support her family received and as a way to give back. She uses her own experiences as a newcomer to support and engage fellow newcomers at various family events organised by the NCC. Anna helps to organise, set-up and facilitate events and is a welcoming presence for clients. In addition, she has helped with translation and interpretation as needed. Anna's support has been greatly valued over the past year as the NCC expanded our outreach and presence in the Northumberland region.



Pottery Painting Family Night

COMMUNITY ENGAGEMENT



Educating for Change



- Continued to offer the **Living Library Program** supporting newcomers in sharing their stories with the community
- Supported 13 newcomers in sharing their stories and perspectives through the **Newcomer Radio Group** in partnership with Trent Radio and the **Storytelling Circle** in partnership with Theatre for Good
- Published **"Building A Home"** a children's book inspired by the stories of six newcomer children and written & illustrated by newcomer Casandra Lee
- Supported the ReFrame Film Festival screening & panel discussion on **"The Cost of Freedom"** documentary
- Organised the **Canadian Multiculturalism Day Showcase** on June 27
- Committed to reconciliation and education with a Day of Reflection themed **"Lessons from the Land"** on July 1
- Organised two **Newcomer Leadership Groups** focused on building capacity in newcomers for civic engagement
- Collaborated with filmmaker Shahed Khaito on the short-documentary **"The Hands That Feed Us"** highlighting the experiences of migrant farm workers
- Revamped our **Diversity, Equity and Inclusion training** and piloted it with local employers

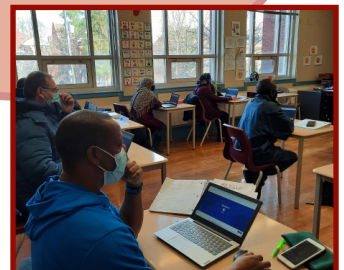


Building an Inclusive and Engaged Community

- Shared the report of the **Peterborough Immigrant Needs Assessment** and launched an assessment in Northumberland
- Continued support of the **New Canadian Youth Outreach Worker position** in partnership with Peterborough Youth Services
- Continued maintaining and updating the **WelcomePeterborough.ca Immigration Portal**
- Organised the **Supporting Language Learners Professional Development Day**
- Supported the delivery of the **TESL Basics for Language Volunteers Course** and the **Community Interpreter Training Program**
- Co-led the process to develop the **2022-2025 Strategic Plan for the Peterborough Immigration Partnership**

Enhancing Economic Well-Being

- Continued to support **Digital Literacy Training** for English Language Learners in collaboration with PACE
- Supported the **Federal Start-Up Visa Program** in Peterborough hosted by the Innovation Cluster through presentations to new participants
- Organised the **Close Your Workforce Gap with International Students** Infosession for managers and business owners



SPOTLIGHT ON NEWCOMER VOICES

Over the past year, a strong focus has been placed on amplifying the voices and perspectives of newcomers within the community through a variety of creative and innovative means. Several programs and projects were developed and expanded to provide opportunities for newcomers to tell their stories. A few of these are profiled below.



The **LIVING LIBRARY** is a multi-modal storytelling and public education program that aims to share human stories of immigration and integration by highlighting diverse and compelling stories of transition, settlement, and belonging. Newcomers are provided with training and coaching in storytelling and opportunities to share their stories through speaking engagements, podcasts, videos, and articles. This year, **7 newcomers shared their stories at 13 virtual and in-person speaking engagements to a total combined audience of 294 people.** They were also featured in season 2 of the Living Library Radio-Podcast Series in partnership with Trent Radio. The 5-episode season has been streamed over 200 times.

Learn more: www.nccpeterborough.ca/livinglibrary



BUILDING A HOME is a children's book commissioned by the New Canadians Centre and written and illustrated by Casandra Lee, a newcomer herself. "Building A Home" takes us on the journeys of six children from Syria, Kazakhstan, Mexico, and Pakistan who are now living, playing and going to school in Nogojiwanong-Peterborough. It is **available in seven languages**, and through a generous grant from the David Goyette & Victoria Pearce Arts Fund at the United Way of Peterborough and District, **490 free copies of the book have been distributed** to NCC clients, community members, local organisations, the library, and each school in Peterborough.

Learn more: www.nccpeterborough.ca/buildingahome



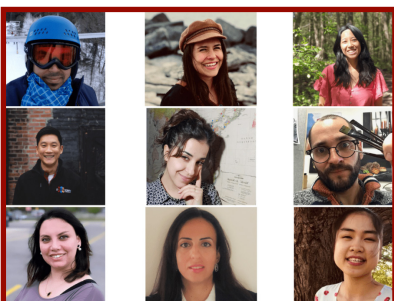
NEWCOMER STORYTELLING GROUPS have provided hands on training and experiential opportunities in creative storytelling. A partnership with Trent Radio provided an opportunity for **6 newcomers to learn the ins and outs of radio/ audio production and storytelling for radio.** Each participant produced a segment for airing on Trent Radio which was then made available across podcasting platforms. Their episodes have been streamed over 150 times. Another group of **5 newcomers were engaged in arts-based storytelling** using theatre approaches in a six-week program facilitated in partnership with Theatre for Good. Each participant produced a video story utilising the techniques taught to them.

Learn more: www.nccpeterborough.ca/newcomer-radio-group



The **NEW CANADIANS CENTRE YOUNG LEADERS (NCCYL)** is a youth leadership council that seeks to empower youth with newcomer experience. It is a platform where youth can discuss the issues that affect newcomer youth, explore their own stories, and build leadership skills. Each cohort runs activities and events to engage newcomer youth and build a collaborative project. **The 2021/22 cohort, comprising 7 youth created the NCCYL Show, a radio and podcast show.** Each episode covers different topics from a newcomer youth perspective and is recorded, produced, and promoted by the young leaders themselves. The episodes have been streamed on Trent Radio and are available on podcasting platforms.

Learn more: www.nccpeterborough.ca/nccyl



The **NEWCOMER LEADERSHIP GROUP** is a multi-week leadership training program that supports newcomers in developing their capacity and confidence to engage in the community. The group seeks to provide support to newcomers looking to engage as volunteers and participate in decision-making processes and to expand the capacity for community organisations to include and integrate diverse perspectives in their practice. **Two groups comprising 21 newcomers** were offered in partnership with Arising Collective, with participants being matched to local organisations for volunteer and speaking opportunities following the program.

Learn more: www.nccpeterborough.ca/newcomer-leadership-group

BRING
PEOPLE
TOGE
THER

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

Volunteers are the backbone of the NCC. They facilitate our weekly language and social groups; tutor newcomers in English; help newcomers navigate and adapt to their new surroundings, and so many other roles. Their efforts, understanding, and empathy let newcomers know that they are welcome here.

From the bottom of our hearts, thank you!

Artwork by Jeff Macklin of Jackson Creek Press/Prevail Design

168

VOLUNTEERS
SUPPORTED OUR
WORK THIS YEAR

74

NEW
VOLUNTEERS

77

INDIVIDUALS
JOINED ONE
OF 10 NEW
VOLUNTEER
SUPPORT TEAMS

10

NEW ONE-ON-
ONE TUTOR
MATCHES
CREATED

VOLUNTEER OF THE YEAR

PETERBOROUGH



TARKEIA ELNAIHOM has been volunteering as the facilitator of the NCC Women's Group since 2017. Every week, she sets up for the group, buys supplies, and prepares delicious food for the group. During the sessions, she keeps everyone involved and engaged, and draws on her own experiences as a newcomer to support other newcomer women who need help. Her smile makes everyone feel good and the women love her. When we moved the group online during the pandemic, she remained dedicated and committed to keeping the group going in order to provide contact and connection for the women. She went above and beyond in preparing treats and supplies to be delivered to the women's homes so they would continue to feel part of the group. She made everyone feel welcome and comfortable on Zoom and was instrumental as the group transitioned back to in-person delivery. Without her, the women's group would not be the great success it is today!

YOUTH VOLUNTEER OF THE YEAR



KHALIL TITO is a Grade 12 student at Holy Cross Secondary School and a newcomer to Canada. In the space of one year, Khalil has grown from a shy individual to a community member and peer who is a leader and motivator. In the fall of 2021, Khalil began volunteering at the NCC's After School Club with set-up, general tasks, and running activities for the youth. He helps to engage his peers and ensures everyone feels welcomed. This year, during March Break, Khalil participated in the Youth Explore Program for newcomer youth and volunteered as a peer leader helping to engage other participants and model leadership and communication skills. He is a great communicator and always brings a positive attitude to each event or meeting he attends. It is a pleasure working with Khalil and seeing him come out of his shell and blossom into an individual his peers look up to.

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.



CHEMONG HOME HARDWARE has been working with the New Canadians Centre since 2019 to support the skills development and employment of newcomers in Peterborough. The team at Chemong Home Hardware shows great empathy for newcomers and awareness and understanding of the challenges settlement can pose. They work with the team at the NCC to recruit, train and onboard candidates for full-time, part-time, and seasonal jobs. Workplace Orientations are conducted in English and Arabic, and employees have received mentorship from experienced staff. Through this partnership, our community is made stronger as newcomers are given opportunities to thrive. The store has full and stable staffing, the families have a steady income, and young students have opportunities to learn new skills and explore the labour market.

Thank You for walking with us,
every step of the way!





**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 VISION

A vibrant and inclusive community where people who are new to Canada thrive and are valued.

OUR MISSION

We empower people who are new to Canada, so they can be recognised as equal and valued members of Canadian society, and we provide leadership to cultivate their meaningful economic, social, and cultural inclusion in our community.

OUR VALUES

Respect, Equity and Inclusion, Collaboration,
Dedication, Celebration

Everyone
welcome.



The New Canadians Centre gratefully acknowledges our funders:

**IMMIGRATION, REFUGEES AND CITIZENSHIP
CANADA (IRCC)**

**EMPLOYMENT AND SOCIAL DEVELOPMENT
CANADA (ESDC)**

DEPARTMENT OF CANADIAN HERITAGE

**THE FUND FOR GENDER EQUALITY,
SUPPORTED BY A COLLABORATION
BETWEEN COMMUNITY FOUNDATIONS OF
CANADA AND THE EQUALITY FUND, WITH
SUPPORT FROM THE GOVERNMENT OF
CANADA**

**MINISTRY OF LABOUR, TRAINING AND SKILLS
DEVELOPMENT (MLTSD)**

MINISTRY OF COLLEGES AND UNIVERSITIES

CITY OF PETERBOROUGH

**UNITED WAY OF PETERBOROUGH AND
DISTRICT**

**COMMUNITY FOUNDATION OF GREATER
PETERBOROUGH**

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