



Centre for
Newcomers



**Better
Stronger
Creating Community**

TOGETHER

***Making a Difference
in the lives of all Calgarians***

- Welcoming and supporting newcomers to settle and integrate
- Through a culture founded on respect, co-operation and trust
- With collaborative partnerships and community participation

Annual Report 2014-15

A Highly Successful Year

Dale Taylor, Executive Director

Thank you for your trust and support through another year of advancing the Centre's vision of *a diverse and integrated community*. Services at the Centre are guided by the *Integration Model*, which outlines the journey of the newcomer and the receiving community towards an inclusive and diverse community.

The Centre for Newcomers is also on a journey of integration. One major step was completed in the past year, with the construction of consolidated space behind the same welcoming entrance. For the first time in more than 20 years, all staff and services are physically connected in the same location. Modest program increases in the past year ensure full use of our facility.

One key accomplishment of the past year was the implementation of a Fund Development program, based on a comprehensive assessment and plan. With this, we saw a threefold increase in general donations, and in the number of donors, over our previous average. As always, we are grateful for the professionalism, commitment and compassion of all the staff and volunteers.

Volunteers Make a Difference

Although he had a high level of English, and had held a position as Senior Vice-President in one of Asia's largest banks, Kabir (not his real name) was eager to improve his English even more after coming to Canada. Unfortunately, soon after arriving, he was diagnosed with two very serious, potentially fatal medical conditions that prevented him from working.

Kabir attended English classes through the Centre and through that program he learned about the importance of volunteering in Canada. Since he could not work, Syed decided he would contribute as a volunteer. Because of Kabir's excellent English language skills, he is now a regular volunteer, assisting the teachers and the students with day-to-day activities. The teachers report that he truly enjoys this responsibility and is a great support to the class.

What We Do

Helping People Build New Lives

The Centre supports newcomers to build a new life in Canada, as employees, citizens and neighbours. Integration in the community is the cornerstone of the Centre's work, bringing together newcomers with the receiving community for the benefit of both.

Professional services include English language instruction for adults, settlement services for individuals and families, career and employment-related services, and specific programs for children and youth.

Newcomers to Canada bring rich professional, personal and cultural experiences and are eager to make their contribution to Calgary. The Centre for Newcomers provides life-changing services for an increasing number of newcomer families each year.

"Finally, finally, I found a job! After attending your workshop and receiving your valuable guidance, I received many telephone calls for job interviews. I got 10 interviews and 3 offers!"

Settlement - the early years in Canada

WELCOMING

5,100+

Newcomers



Increase from 2014

THROUGH 34% MORE WORKSHOPS

CAREER DEVELOPMENT

Services

Supporting
25,280+

Job Seekers

To find new beginnings

EthniCity Catering

A Social Enterprise of the Centre

15% More

Clients

served with

3% Less

Staffing

The Secret To Getting Ahead, Is Getting Started

Mariam (not her real name), a refugee from Africa, was feeling defeated and hopeless during her first years in Canada. After her husband's violent and abusive behaviour in Africa, her stay at her married daughter's house in Canada proved equally abusive. She managed to find help at a local women's shelter, through which she connected with the Centre for Newcomers.

With encouragement from Centre staff, Mariam gained confidence. She attended the Centre's settlement and employment workshops and joined EthniCity Catering, a training program at the Centre that gave her transitional employment and commercial kitchen training. She applied for a job, and on her last day with EthniCity Catering, she accepted an offer for a full-time position at a local grocery.

She has now moved out of the shelter, and is renting her own place. She continues to work full-time while taking part-time English classes. Mariam recently applied to sponsor her remaining children in Africa to immigrate to Canada and has great hope that they will be able to join her soon.

"The help I received from the Centre for Newcomers changed my life. I learned how to deal with my problems, and felt worthy of being happy. I am grateful to God and the Centre for Newcomers' staff for the help. Thank you, Mariam"

A New Era

Don MacDiarmid, Chairperson

With a strong suite of core settlement, language, and employment services for newcomers, we are also experiencing significant changes, not only in executive leadership. There is significant change in both political and business environments. Immigration is becoming a domain of greater interest to more players, and we are looking to a future with a new government.

Services are still oversubscribed, reflecting the continuing increase in the flow of newcomers to Calgary and to our Centre. While supporting new immigrants to participate in various aspects of Canadian society, we continue to engage with government, business and the community-at-large to develop more inclusive processes that better support integration.

And for the Centre for Newcomers -- after a number of years of rapid growth, followed by consolidation of services, we now anticipate a future of increased community outreach and influence. With a clear focus and an ambitious strategic plan, we are excited to engage our community in increasing ways. Our work will continue to focus on the vision of integration as a two-way process engaging both newcomers and the communities that welcome them.

Strengthening and expanding connections with ethno-cultural communities, local employers, business and sponsors, as well as government, will all support the development of a welcoming community in which newcomers feel at home in Canada.

The Board of Directors is committed to sustaining and growing the Centre's ethic of professional, compassionate service to newcomers, and visionary leadership in the community.

English

CLASSES

16% More
Learners

TOTAL

2,560
Learners

Immigrant Professional

Mentorship

Newcomers supporting newcomers

697 Children & Youth

Participate
in learning activities



2014-15

Powerful Partnership - Real Me

In the past year we have engaged in a unique new partnership with the Faculty of Social Work of the University of Calgary, to offer the *Real Me* program as part of an Identity-Based Wrap-Around Intervention for immigrant youth at risk of gang involvement. With funding from the National Crime Prevention Program of Public Safety Canada, the University has engaged the Centre to support a major research initiative; through this, the Centre provides youth services that include academic, pro-social, employability, life skills and family supports. Researchers and practitioners work together to gather and analyze knowledge about effective approaches to support a young person and the family to make positive life choices. The wrap-around initiative engages a wide array of community partners – including school boards, police, family service agencies, health and mental health services, and many others – to ensure a comprehensive community approach to reducing the risk of gang involvement of youth from immigrant families.

"I was afraid for my son. He was in bad company, and at risk of drug or gang involvement. He was not doing well in school and keeps things to himself. Thanks to the Youth Team who is helping us through this ordeal. My son's grades have improved, and he has started to participate in social activities. I know it may take some time, but the therapy for me and my son has already opened doors for both of us."

Statement of Revenue and Expenses

	2015	2014
Revenue	\$7,858,646	\$7,749,142
Expenses	7,894,260	7,822,116
Net	(35,614)	(72,974)

The Centre gratefully acknowledges the following donors and funders:

- ◆ Alberta Human Services
- ◆ Alberta Jobs, Skills Training and Labour
- ◆ Alberta Ministry of Culture and Tourism
- ◆ Calgary Learns
- ◆ Citizenship and Immigration Canada
- ◆ City of Calgary, Community and Neighbourhood Services
- ◆ The Calgary Foundation
- ◆ University of Calgary , Faculty of Social Work
- ◆ United Way of Calgary and Area

How can you be part of the vision?

- Refer newcomers
- Make a charitable gift
- Connect us to donors
- Volunteer in a program
- Order from EthniCityCatering.ca

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