

Naomi

Naomi enrolled in the Enterprising Women program at the Montcalm Community House after someone handed her a flyer in the neighbourhood.

IWC, is the way people are treated. "Everyone is treated equally here," she explained. "The women are friendly and welcoming. They help each other the best they can."

part of the knowledge she has gained.

"Since I am a single mother, I didn't think it was possible to get my final high school credits. Now I have a plan - I'm working toward becoming a Personal Support Worker. I'm already getting certification for CPR, Food Handling and enrolling in the Financial Literacy program."



"I now have hope for my future. I know how I can get to where I want to be."

She has already seen changes in her life. "I now have more hope for my future. I know how I can get to where I want to be."

What Naomi noticed first about the

The program has shown her how to use community resources to achieve her goals. Recognizing her skills, including communication and conflict resolution, has been a key

The Montcalm Community House

"In our two years of having a presence in the community we have seen the impact it has made," said Ines Rios, Executive Director of the IWC.

Master University for children to learn about higher education, mini markets where staple foods are resold at discounted prices, and a community kitchen where neighbours can

bourhood garbage clean-up group, as well as a tenants association and a women's support group. The house has become a collaborative project with residents, who work together to create opportunities to improve quality of life in the neighbourhood.

Recently, the IWC and the city of Hamilton have been granted a 'playground in a day' by KaBoom Inc. of Washington DC and Foresters as the funding partner. The playground will be built on June 11, 2011 and will serve not only the children but the entire neighbourhood.

Beaming with enthusiasm, Ines Rios said, "The playground will be a great catalyst for neighbors to build a material piece of this community and take pride on their participation."

"This place has become my second home, and the people here have become my family."

From the homework club to computer classes, senior's club to movie matinees, the Montcalm Community House has become the centre of neighbourhood development in the 45 Montcalm Drive, West Mountain community. The complex has been identified as low-income and underserved, whose tenants deal with the effects of poverty daily.

Providing settlement and immigration services has become just one of the many responsibilities the centre has undertaken. Community engagement, capacity-building and integration among residents, and resource accessibility for emerging community groups has become essential towards a welcoming community.

take the product of their cooking class home for their family.

During March Break the children of Montcalm had five days of swimming, movies and games. The youth were treated to a movie and a guided reflection-hike through the forest. "The kids are happy they have a place to come. We have kids knocking at the door just to say 'hi' and ask what's new. For us that's exciting," said Morena Zaldana, Community Developer at the Community House.

Some neighbours have approached the staff asking for assistance in starting a neigh-

"We have kids knocking at the door just to say 'hi' and ask what's new."

"This place has become my second home, and the people here have become my family," says Wafaa Hassan, a woman from the community who participated in the Enterprising Women program at the centre.

Other activities include bus trips to Mc-



Valbona

Valbona has lived at 45 Montcalm Dr. for ten years, after fleeing war in her home country of Kosovo. In the last two years, she has personally seen the difference the Montcalm Community House has made in her neighbourhood.

They can help me if I need something. They are good people."

Her ten children have benefited from the programming at the centre. Homework club, movie matinees, swimming, field trips, and march break programs have

Valbona herself has found the settlement counseling very helpful, and has been sure to attend community events that are offered. She can now proudly say "I'm happy Montcalm is my home."



"I'm happy Montcalm is my home."

"This neighbourhood is very good," said Valbona. "Lots of people come to the community house. I'm glad to come here because I can talk to people, and listen.

been their favourites. "They take us everywhere and it is fun," explained Lala, one of her daughters.

Learn, work, grow.

Annual Report 2009-2010



Keiko

"I think many immigrants are afraid to answer the phone," explained Keiko Kato, who has graduated from the Telephone Skills program at the IWC. "Before I didn't want to answer it, but

Since there were other immigrant women in her class from around the world, she found they had to learn to speak slowly and listen carefully to understand each other. "It helped me a

Keiko has been putting her skills to use at her new job as a travel agent, where she makes reservations and communicates directly with airlines. The things she learned in the program have directly prepared her for her career.

"Telephone skills increased my listening abilities on the phone. Taking the class has benefited me a lot. In this class I gained confidence for speaking, asking questions, and listening."



"Since I took the class, I feel much more confident."

now I have no problem. Since I took the class, I feel much more confident."

lot to understand better and speak more clearly," she said.

Nilanjana

"After completing some programs at the Immigrant Women's Centre, I have upgraded my skills and now feel very confident. I am now aware of what is happening in Canada's employment and financial structure. Now I feel very secure."

nancial Literacy, Communication for Employment, LINC, and Computer Courses. She continues to gain knowledge as she takes steps toward her goals.

On a path to become a professor in accounting, she hopes to eventually enter a PhD program at McMaster. She

as a professional in Dubai, and has enrolled in a bridging program at Mohawk College. To gain more experience in Canada, she has also started volunteering to help clients file their income tax at the IWC.

"At the Immigrant Women's Centre they helped me discover all the steps I need to take to achieve my goals," she said. "I used to feel very nervous, but now I feel very prepared."



"I used to feel very nervous, but now I feel very prepared."

At the IWC, Nilanjana has taken Fi-

has experience teaching and working



Citizenship and Immigration Canada

Citoyenneté et Immigration Canada



Status of Women Canada

Condition féminine Canada



Hamilton



HAMILTON COMMUNITY FOUNDATION
For Hamilton, For Ever

Message from the President of the Board

With another year passing and change all around us, I am happy to report that we are standing strong. In fact, we are thriving. The sjIWC will soon be going into its 25th year of serving the Hamilton community. I say

man society, without strong and healthy women, we simply won't have strong and healthy communities. As an organization we have strived, with many other partners, to provide services, education and leadership on the issues that impact women's health- physical, mental, emotional, and economic.

On behalf of the entire board, I extend our humble gratitude to our staff, whose commitment to the work of the Centre is reflected in the continuous improvement and quality of programming. And the true mettle of this work manifests itself in

the maturity, self confidence and positive attitudes of the women who have come through the doors...we may not have met, but your spirit has guided the decisions and work of both the staff and the board. YOU enrich our social and moral fabric, and we are blessed and honoured to work together in a way that enhances the dignity and capacity of us all.

Together, we will realize transformational change in our community, where each of us can express ourselves, unlock and realize our potentials and experience the fullness of life as Canadians. We can do this because we have the leaders, the helpers, the supporters and the trust of women in Hamilton that will guide us into the future.

To you all, thank you. Looking forward to a bright 2011. ■ Sylvia Brade

"...without strong and healthy women, we simply won't have strong and healthy communities."

'community' for a reason. While sjIWC exists to serve immigrant and refugee women and their families, by doing so, the Centre provides vital services to our entire community. Because women play such vital roles in hu-

Message from the Executive Director

This year, one day, we woke up to realize that things have changed for us. We went from great order and predictability to sud-

den expansion in response to the City's need. What has shaken us is not the challenge to our management skills but the challenge to rebuild the sense of unity in our mission and organizational culture. We thrived this year

Our strength continues to be our passion for social change. In this report you will see the statistics for the year and the stories of success that you can only really understand when you hear from the women themselves.

This year we have made solid community partners - collaboration has built a greater

sense of trust in working together than ever before. Our partners have made significant contributions to our work, and for that we are very grateful. We cannot build much alone.

The financial system of the organization is top-notch and the management team has shown a full commitment to the mission, participants, staff and the community. The threat continues being the life story of the not-for profit sector, as we depend on funding. I can assure this community that this organization, its staff, community partners, volunteer Board and the many volunteers, work very hard to earn and be accountable for the financial support that we receive. ■ Ines Rios

"Our strength continues to be our passion for social change."

Statement of Earnings and Net Assets

Year ended August 31, 2010, with comparative figures for 2009

	2010	2009
Revenue:		
Citizenship and Immigration Canada	\$ 2,597,599	\$ 2,445,735
Employment Ontario	\$ 402,334	\$ 436,287
Social Planning & Research Council	\$ 8,500	\$ 28,560
The Ontario Trillium Foundation	\$ 35,788	\$ 22,898
City of Hamilton	\$ 83,085	\$ 73,385
Hamilton Community Foundation Women's Cente	\$7,200	\$6,500
Status of Women Canada	\$ 46,842	\$ 18,805
Operating revenue from fundraising	\$ 5,820	\$ 5,135
English and computer classes	3,440	\$ 2,243
MCI Ontario	\$ 2,067	-
Other	\$ 57,201	\$ 45,103
	\$ 3,249,876	\$ 3,084,651
Expenses:		
Language Instruction For Newcomers to Canada	1,817,566	1,723,490
Core Administration/Front Line Service of Settlement	\$ 209,467	\$ 237,635
I-Work	\$ 400,078	\$ 440,747
Immigrant Settlement and Adaptation Program	\$ 780,125	\$ 714,415
Healthy Babies Healthy Children Program	\$-	\$ 30,152
Talent at Work	\$ 5,888	\$ 29,666
Wellness for Women	\$ 4,349	\$ 1,911
Women's Coalition	\$ 29,898	-
Ontario Community Builders	\$ 3,218	-
Enterprising Women	\$ 36,484	-
Other Programs	\$ 100,868	\$ 96,854
Elimination of interprogram charges	\$ (173,351)	\$ (191,170)
Total expenses	\$ 3,214,590	\$ 3,083,700
Excess of revenues over expenses	\$ 35,286	\$ 951
Net assets, beginning of year	\$ 58,830	\$ 57,879
Net assets, end of year	\$ 94,116	\$ 58,830

Balance Sheet

August 31, 2010, with comparative figures for 2009

	2010	2009
Assets		
Current Assets:		
Cash and cash equivalents (note 2)	\$ 154,109	\$ 214,505
Accounts receivable	\$ 113,567	\$ 22,545
Prepaid expenses and deposits	\$ 24,132	\$ 24,029
	\$ 291,808	\$ 261,079
Capital assets (note 3)	\$ 423,270	\$ 545,922
	\$ 715,078	\$ 807,001
Liabilities and Shareholders' Equity		
Current liabilities:		
Accounts payable and accrued liabilities	\$ 86,473	\$ 83,091
Deferred revenue	\$ 112,244	\$ 121,100
	\$ 198,717	\$ 204,191
Deferred capital contributions (note 4)	\$ 422,245	\$ 543,980
Net assets	\$ 94,116	\$ 58,830
Commitments (note 5)		
	\$ 715,078	\$ 807,001

Full financial statements including accompanying notes are available to the public upon request.

The Immigrant Women's Centre has 4 locations in Hamilton:

8 Main St. East, Suite 101 (P) 905-529-5209 (F) 905-521-0541

182 Rebecca St. (P) 905-525-9676 (F)905-521-1981

1119 Fennell Ave E., # 234 & 236 (P) 905-387-1100 (F) 905-387-1770

2255 Barton St., Unit 7 (P)905-573-7663 (F) 905-573-0929

Plus, we work out of the Montcalm Community House:

43 - 45 Montcalm Dr. (P) 905-388-5048

www.IWCHamilton.ca

Over 740 new clients were served through the **Immigrant Settlement and Adaptation Program.**

New families and existing clients visited the settlement counselors 4702 times at the IWC's 3 full sites, plus 5 itinerant locations. A total of 754 children accessing ISAP's Occasional Childminding Program, and 669 newcomers attended information sessions at the IWC – 82 in total in 2010 – to gain key settlement information.

The **Enterprising Women Program** hosted 73 women who explored their skills and assets, planned for their personal and professional goals, and learned about available resources and supports. All participants graduated with increased confidence and a concrete and practical action plan to support them in their journey to achieving their goals.

In 2010

The **Women's Press** went independent, and grew to 12 pages of content featuring women's voices and addressing women's issues in Hamilton. Four issues were published over the course of the year, with a total distribution of more than 38,000, and 25 community groups and agencies contributing.

The IWC's **Childminding** facilities hosted 232 children whose mother's accessed the LINC & IWORK! Programs. The Mom at Work extended childminding program supported 704 children over the year, whose mother's attended employment counselling and various sessions and workshops at the Centre.

In **Computer Classes** across the three sites, 237 women learned essential computer skills for work and life. Another 30 women with business and accounting backgrounds bridged their skills in the **QuickBooks** class at the Main Street Site.

The **Women's Coalition Feasibility Study** was completed, including a comprehensive report that included the voices of 20 key informants from a broad base of organizations working towards the improvement of women's status in Hamilton, and information gleaned from community meetings with 12 local women's groups.

The **G1 Driving Club** served 212 women across the IWC's three sites. Of the 153 who wrote the test, approximately 84% passed and are currently on their way to enhanced mobility, access and independence. Another 16 women participated in the G2 driving program, and of those who have taken the test to date, 75% have obtained their G2 license.

A total of 86 women enhanced their understanding of personal and family financial management in the **Financial Literacy Program.** They gained the knowledge to save for their futures and plan for financial independence of their families.

An average of 268 learners attended **LINC English Classes** daily across the Centre, representing an attendance rate of approximately 90%. The **English for Employment** class hosted 30 learners seeking to enhance their language skills for employability and learn about Hamilton's labour market. Of these 30 participants, 12 have found work, 12 are volunteering to build experience, and 6 continue in further training to enhance their skills.

The **LINC Telephone Skills Program** served 31 job-ready women who worked intensively on improving their English listening, speaking and pronunciation, plus gained practical skills and experience to enter the workforce in Canada. Of the 31 graduates, 20 are working and 6 have started post-secondary education.

Activities at the **Montcalm Community House** expanded, providing new opportunities for neighbors to get engaged and build capacity. Health & nutrition information sessions, healthy cooking sessions, subsidized food markets, PD Day activities for kids, and housing rights sessions were held at the house in 2010, along with other community-building activities. The IWC also continued to work with emerging community groups in the shared house, supporting their capacity-building and growth.

At the Centre's 6th Annual **International Marketplace**, 31 immigrant women vendors sold their wares and enhanced their entrepreneurial skills. This year, 3 women with emerging catering businesses provided planned and provided the international lunch – an opportunity to test their business and learn the trade.

The Centre's **Employment Services**, open until August 2010, served 194 new clients through front-line counseling and the I-WORK orientation to the labour market workshop, with 70% securing meaningful employment.

Across the Centre women engaged in hands-on practical skills development for work and life: 36 women completed basic to advanced sewing training, including basic alterations; 15 completed their Food Handling Certificate; 11 women gained their First Aid/CPR certification; 100 learned how to operate a cash register; 28 gained the knowledge to navigate social media, record video and post it online; and 30 women were oriented to the trades by learning key home repair skills including fixing a toilet, patching a hole in the wall, and changing a lock.

Volunteers

In 2010, 46 skilled and dedicated volunteers contributed a total of 4,270 hours to the IWC.

Amandeep Brar

Alexa Horncastle

Amel A. Al-galini

Betsy Pocop

Carolyn Smith

Daniela Giraldo Parra

Desha Bramble

Diana Arango

Dimah Khalid

Eman Hemdan

Emily Field

Faieza Fadhel Al-Obaidy

Fanny Toledo

Ikram Abdi

Isabela Bierrenbach

Jinan Arfan

Joaquin Molina

Julienne Umohoza

Jwan Kareem

Katherine Zarceno

Katie DiDonato

Leydy Osorio

Lynda Bentley

Mahsa Jafarian

Margy Sarmiento

Marta Silvia Jaramillo

Melissa Geudens

Nancy Ampiah

Navdeep Sandhu

Nazanen Ali

Olufunke Hazzan

Ruzanna Piroeva

Saida Louadi

Salma El-Gharabi

Samira Anwaya

Sara Sanchez

Sarah Shwaikh

Shannon Robertson

Shashi Gill

Shiba Malik

Sister Claudia Rossignoli

Sister Francis Rossignoli

Sister Gabriela Hince

Sister Rosanne Logel

Yeny Ariza

Yoon Joo Kim