



IWC | IMMIGRANTS
WORKING CENTRE

ANNUAL REPORT 2015

BOARD OF DIRECTORS:

CURRENT:

Tim Rees (President)
Martha Tamayo (Vice President)
Patti McNaney (Secretary)
Yvette Beach
Maria Antelo
Michael Battrick
Uzma Qureshi
Gentiana Collaku
Christine Shaw
Gentiana Rezda

2015:

Sylvia Soto
Norman M. Kearney
Pauline Kajiura
Shelley R. Quatralle
Mir Nazmul Islam
Reba Shahid

ADVISORS:

Auditor: KPMG
Solicitor: Ross & McBride LLP
Banking: CIBC

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MESSAGE FROM THE BOARD OF DIRECTORS CHAIR AND EXECUTIVE DIRECTOR

On behalf of all the members of the Board of IWC and the staff and volunteers, we are very pleased and proud to present this Annual Report.

First may we, as the Chair of the Board and the Executive Director, acknowledge the management staff and front line staff of the IWC for their incredible commitment. The work they have undertaken over the last year in serving the needs of immigrants and refugees to Hamilton has been tremendous, and has most certainly for made an impact on so many people's lives and their ability to successfully settle into our community and call it "home".

Over the last 28 years the IWC has grown from a small voluntary agency serving the unique needs of immigrant and refugee women and their families to become the primary settlement services provider in Hamilton, now serving over 3,500 new individuals to the city each year at four different locations. This growth and longevity could not have been achieved without the knowledge, professionalism and dedication of the staff. The work requires multiple individuals with multiple talents, an immense dedication, great creativity and face to face, heart to heart interaction. Our gratitude goes out to each and every one of them for creating this humanity-rich organization.

Over the last number of months they have risen to

the call for extended services to meet the needs of Hamilton's nearly 1,000 Syrian refugees in addition to a steady flow of newcomers to Hamilton. With economic contribution and independence being one of the most gratifying human experiences, and fundamental to newcomers seeking a sense of belonging in Canada, Employment support for these Syrian refugees and other newcomers to Hamilton has become the primary focus of our work. Over the past year the staff has seized the opportunity to establish active cross-sectoral partnerships that lead to increased opportunities for employment.

While the quality of its services and the credibility and reputation of IWC continues to grow, and notwithstanding the tremendous accomplishments of the last year, the future is not without its challenges. Funding for the last 5 years has not increased despite an increases in service use; the nature of immigration to Hamilton and the needs of newcomers are constantly evolving; demands for web-based pre-arrival, information and training services is increasing; and economic barriers continue to hinder newcomers' ability to integrate quickly into our community. These conditions will continue to test the ingenuity of the IWC and its staff in the year ahead.

We fully trust in the staff and the board of directors, and in their ability to continue to create and channel resources and work with others effectively so that newcomers are welcomed with open arms and can rise proudly to the challenge of making a social and economic contribution in Hamilton.

Tim Rees, Chair and Ines Rios, Executive Director



I CAN

MAKE INFORMED DECISION ABOUT LIFE
IN CANADA, ENJOY RIGHTS AND ACT ON
THEIR RESPONSIBILITIES IN CANADIAN
SOCIETY

• **3,348**

INDIVIDUALS
RECEIVED
CIC-FUNDED

**SETTLEMENT
SERVICES**

• **2,441**

NEWCOMERS RECEIVED

**ONE-ON-ONE
INFORMATION
AND ORIENTATION
SERVICES TO SUPPORT THEIR
SETTLEMENT**

• **436**

INDIVIDUALS ATTENDED

69 ORIENTATION SESSIONS

WITH KEY SETTLEMENT INFORMATION

SHORT TERM **CNC**
PROVIDED CARE FOR

• **429**

CHILDREN WHILE THEIR
PARENTS ACCESSED SETTLEMENT
SUPPORT

*Statistics from 2015-2016 IRCC contract year

.133

LINC STUDENTS
**ACCESSED THE
PROGRAM** WITH
THE **SUPPORT
OF CARE FOR
NEWCOMER
CHILDREN**

.520

NEWCOMERS
**IMPROVED
THEIR
ENGLISH IN
IWC ENGLISH
CLASSES**

.63

INDIVIDUALS **EARNED A
HIGH SCHOOL ENGLISH
CREDIT** THROUGH THE
MINISTRY OF EDUCATION APPROVED
PRIVATE SCHOOL

I CAN

USE OFFICIAL LANGUAGES TO FUNCTION
AND PARTICIPATE IN CANADIAN SOCIETY



I CAN

PARTICIPATE IN LOCAL LABOUR
MARKETS, BROADER COMMUNITIES
AND SOCIAL NETWORKS

528

CLIENTS
BECAME
JOB-READY
THROUGH
EMPLOYMENT
SUPPORT
SERVICES.

IWC RAN A TOTAL OF

32

JOB SEARCH
WORKSHOPS
FOR 195
PARTICIPANTS

17.

NEWCOMER
WOMEN
EXPLORED
ENTREPRENEURSHIP

152

CLIENTS
PARTICIPATED
IN 22 TARGETED
SKILLS
DEVELOPMENT
“A LA CARTE”
SESSIONS TO REFINE SKILLS
AND KNOWLEDGE FOR
EMPLOYMENT





1,925

NEWCOMERS HAD
THEIR **NEEDS**
ASSESSED,
AND CREATED
ACTION
PLANS FOR
SETTLEMENT

3 ISSUES
OF UNPACK
MAGAZINE,
FEATURED 19
COMMUNITY
CONTRIBUTORS
AND HIGHLIGHTING
STORIES, ISSUES AND
SERVICES RELEVANT TO
HAMILTONIANS.

18.

LOCAL FAMILIES
WERE MATCHED
WITH COMMUNITY
SPONSORS AND
GROUPS OF 5
TO SPONSOR THEIR
RELATIVES IN
SYRIA.

21

INFORMATIONAL
VIDEOS PRODUCED
IN HOUSE, INCLUDING
9 “**SETTLEMENT**
CHECKLIST”
VIDEOS IN ENGLISH,
ARABIC AND FRENCH

VOLUNTEERS PROVIDED **SUPPORT**
WITH REFUGEE SPONSORSHIP
AND SETTLEMENT

78

MY SETTLEMENT

AND INTEGRATION IS SUPPORTED IN
CANADIAN SOCIETY



I CAN

CONTRIBUTE TO THE
ECONOMIC, SOCIAL AND
CULTURAL NEEDS OF CANADA

257

INDIVIDUAL
NEWCOMERS
PARTICIPATED
IN **COMMUNITY**
CONNECTIONS
ACTIVITIES

215

NEWCOMERS
TO HAMILTON
PARTICIPATED
IN 7 HAMILTON
NEWCOMERS
CLUB WELCOME
EVENTS, MAKING
CONNECTIONS
AND ENHANCING
NETWORKING SKILLS

7

SOLO-MOTHERS
WORKED TOWARDS
COMPLETING
THEIR GED AND
MAKING AN ECONOMIC
CONTRIBUTION IN
HAMILTON

60

PARTICIPANTS
DEVELOPED SKILLS
IN THE SUMMER INSTITUTE

28.

PARENTS
ENHANCED
COMPUTER
SKILLS NEEDED TO
INCREASE INVOLVEMENT
IN THEIR CHILDREN'S
EDUCATION

.54

WOMEN
EXPLORED
CAREER
PATHS AND
CONNECTED
WITH THEIR
COMMUNITY
THROUGH THE
RIVERDALE WOMEN'S
COLLECTIVE/IN-CIRCLE
PROGRAM

38.

INDIVIDUALS,
INCLUDING

14

SYRIAN REFUGEES,
STUDIED
TOGETHER TO
PREPARE
FOR THE G1
DRIVER'S
TEST AND
PASS

325

NEWCOMER
PARENTS

ATTENDED 56
CNC PARENTS
CONNECTIONS
SESSIONS TO

BUILD ACCESS TO LOCAL
SERVICES AND EXPAND
NETWORKS OF SUPPORT



ONLINE PRESENCE

WEB PRESENCE WWW.IWCHAMILTON.CA

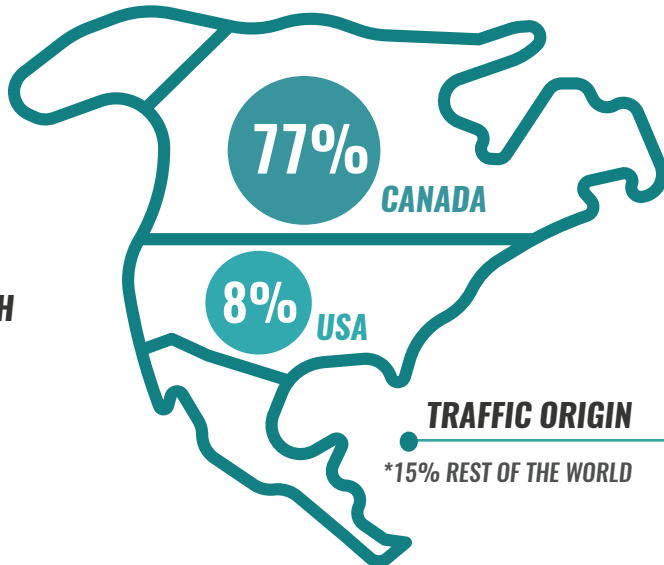
29,541

TOTAL VISITS IN 2015

2,685 PER MONTH

89 PER DAY

2.90 PER PAGE



SOCIAL MEDIA PRESENCE - IWCHAMILTON



1284

LIKES



1808

FOLLOWERS

7353 USERS REACHED
ON TOP POST

242 IMPRESSIONS
ON AVERAGE PER DAY

WHO WE ARE

74 STAFF

Agnes Kucharska	Elizabeth Steeves	Jennifer Weiler	Neveen Nageeb	Seema Sultani
Ahlam Mohammed	Elizabeth Webb	Lamyaa Alqadhi	Orass Ahmed	Silva Varta
Alinamaria Rodriguez	Eman Isamail-Elmasri	Leydy Osorio	Paola Jani	Sima Arif
Amanda Cheung	Gabriela Navarro	Lina El-Ali	Patricia Cirillo	Tara Al-Janabi
Anela Milicevic	Hana Albqaen	Madine Haydo	Phoebe Michael	Thary Phy
Asha Bogor	Hayam Mazen	Marem Toresho	Raghad Yaseen	Vicky Thind
Aseel Habboub	Helen Van Beilen	Maria Nunez	Rakhi Chowdhury	Vivyan Salih
Audrey Beaulne	Hoshnara Begum	Maria Trivino	Rezina Khan	Wael Ghali
Barbara Shoemaker	Huda Abotaleb	Mehria Azimzai	Rosa Arauz	Wasan Mohamad
Belqis Niaz	Ines Rios	Mikica Masic	Rosemary Aswani	Wendy Johnson
Bothaina Mohamed	Isabella Marchese	Monica VanOverbeeke	Sacha Archer	Wendy Tate
Bozena Woszczyk	Jane Sumwiza	Morena Zalana	Saffanah Alsoffe	Xue Zhang
David Norman	Janina Sobczuk	Morganne King-Wale	Saima Amjad	Yasmin Gorgis
Doris Carranza	Jaouad Mangal	Mulki Abdalla	Salma El-Haj	Yolanda Riano
Eileen Toma	Jeniffer Small	Nada Tuta	Sanaa Mohamed	

78 VOLUNTEERS

Abir Mounajed	Carolina Ortiz	Hana Elhchach	Lemreese	Muhammad Ashraf	Sister Francis
Agnieszka Pietka	Christine O'Brien	Hassan Ali Al Saleh	Chambers	Nabila El-Ahmed	Rossignoli
Alexandria -	Coleen Kurtz	Hayley Welham	Laura Tombolini	Neha Malhotra	Sister Rosanne -
Montague	Dana Swarbrick	Husam Bauka	Lina Assi	Nick Dika	Logel
Ali Khajehei	Dena Hong	Ishita Dahiya	Louise Trepanier	Nick Houston	Sister Teresita -
Allison Bermeu	Diana Castillo	Janani Senthuran	Mahmoud Elewa	Ninder Judge	Sexton
Ana Maria Londono	Didier Ayala	Javier Zambrano	Margaret	Nubia Muñoz	Sylvia Medinger
Anjum Chaucan	Donna Weldon	Joann MacLachuan	Mariam Khatar	Ofelia Ramirez	Talin Noranian
Anthony Marco	Ehima Osazuwa	Johana Coronado	Maritza Quintero	Petronella Van -	Toral Chhatrola
Ashleigh Montague	Elissa Press	John Duff	Mary Ann Boateng	Bruggen	Yan Wang
Banasfshe Rafeh	Elizabeth Elia	Karen Humphreys	Meagan Shantz	Rachael Baker	Yasmin Gorgis
Barbara	Ersilia DiNardo	Kavita Pujara	Mirela Grasarevic	Rados Panic	Yenni Vargas
Belgica Huezo	Fiona Veilleuex	Komal Raja	Mirna Huezo	Salvador Flores	
Bonnie Ramsey	George Tillman	Larry Kurtz	Mladen Dostanic	Sister Claudia-	
Carlos Vasquez	Gerri McManamy	Laura Tombolini	Mona Mohamed	Rossignoli	

STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS

Year ended August 31, 2015, with comparative figures for 2014

	2015	2014
REVENUE:		
Citizenship and Immigration Canada	\$ 3,158,750	\$ 3,276,001
City of Hamilton / Ontario Works	12,310	9,914
Social Planning & Research Council	10,625	8,375
Hamilton Community Foundation	10,080	20,521
The Catherine Donnelly Foundation	8,176	24,065
Operating revenue from fundraising	7,366	4,626
Ministry of Training, Colleges and Universities	5,271	8,348
Human Resource & Skills Development of Ontario	158	158
Social & Enterprise Development	-	10,834
The Ontario Trillium Foundation	-	1,499
Other	181,579	174,241
	3,394,315	3,538,582
EXPENSES:		
Salaries and benefits	2,587,366	2,658,446
Rent	471,216	460,497
Repairs and maintenance	44,700	45,338
Travel	42,501	54,649
Office and general	35,548	36,283
Property taxes	30,551	30,266
Other	28,928	27,900
Telephone	26,918	26,326
Utilities	21,179	19,897
Amortization of capital assets	19,380	62,737
Professional fees	19,086	26,702
Materials and supplies	17,678	19,853
Insurance	14,241	14,045
Advertising	6,701	3,993
Interest and bank charges	5,721	6,207
Child minding	5,008	6,433
Board	444	970
Donations	160	200
	3,377,326	3,500,742
Excess of revenues over expenses	16,989	37,840
Net assets, beginning of year	127,011	89,171
Net assets, end of year	\$ 144,000	\$ 127,011

STATEMENT OF FINANCIAL POSITION

August 31, 2015, with comparative figures for 2014

	2015	2014
ASSETS		
Current Assets:		
Cash and cash equivalents (note 2)	\$ 435,342	\$ 378,138
Accounts receivable (note 3)	35,916	39,960
Prepaid expenses	23,900	24,181
	495,158	442,279
Capital assets (note 4)	36,499	40,954
	\$ 531,657	\$ 483,233
Liabilities and Net Assets:		
Current Liabilities:		
Accounts payable and accrued liabilities (note 5)	\$86,174	\$ 82,819
Deferred revenue	270,140	235,991
	356,314	318,810
Deferred capital contributions (note 6)	31,343	37,412
Net assets	144,000	127,011
Commitments and contingencies (note 7)	\$ 531,657	\$ 483,233

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

WE
COULDN'T
DO IT
WITHOUT
YOU

THANK YOU!

FUNDERS:

Funded by:

Financé par :



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



HAMILTON
COMMUNITY
FOUNDATION



ZONTA
CLUB OF
HAMILTON II



PARTNERS:

Anglican Diocese of Niagara
Centre de santé communautaire
Hamilton/Niagara
City of Hamilton
Empowerment Squared
Hamilton Community Legal Clinic
Hamilton Wentworth Catholic
District School Board
Hamilton Wentworth District School
Board
IMDS International Medical Doctors
Interval House/Women's Centre of
Hamilton
International Language Training and
Testing Services Inc.
McMaster Students Union
McMaster University Gender Studies
and Feminist Research
McMaster University School of Social
Work
Sisters for Sisters
Social Planning and Research
Council of Hamilton
Workforce Planning Hamilton

COLLABORATORS:

Afghani Women Association
Ambitious Realty
Canadian Food Inspection Agency
College Boreal
Dominic Agostino Riverdale
Community Centre
Good Shepherd Centre
Hamilton Police Services
Hamilton Public Library
Hand Knit Yarns
HARRRP Association
Housing Help Centre

Immigrant Culture and Arts
Association
Iraqi Association
Legal Aid Clinic
Mohawk College
Neighbour 2 Neighbour
YMCA
YWCA

CONTRIBUTORS: **IWC sincerely thanks the following contributors for their donations this year:**

Khursheed Ahmed
Maria Antelo
Elizabeth Atkins
Matthew Aubie
Michael Battrick
Yvette Beach
A John Berlinsky / Catherine Kallin
Bluedrill Ventures Inc
Rob Brown
Tashfeen Butt
Church Of The Resurrection
Cice Program Mohawk College
Patricia Cirillo
Gentiana Collaku
Richard Dayman
Donation Networking
Mehjabeen Elahi
Lauren Fehlings
Ruth Frager/ Donald M Wells
Christine Gaddy
Bob Gong
Yuanbo Gong
Holy Trinity Anglican Church
Aaron Hutchins
Imds International Medical Doctors

ShadowBox Digital Stage
Ahmed Karadaghi
Lisa Kadonaga
Norman Kearney
Laura Konyndyk
Jason Lavoie
Luzi Li
Mcmaster Students Union Inc.
Susan Mccracken
Brian Mc Namara / Tesl Hamilton –
Wentworth
Patti Mcnane
Mustard Seed Cooperative
Teri Muszak
Mahmut Parlar
Jeffrey Ponsford
Pravada Private Label Skin Care
Uzma Qureshi
Tim Rees
Gentiana Rezda
James Roy
Christine Shaw
Jean Simpson
Chris Sinding
Sylvia Soto
St. Stephen- On The Mount Church
St. Michael's Anglican Church
The Hold Self Storage
The Toskan Casale Foundation
Martha Tamayo/Dario Tamayo
John A Vedell
Enrico Visentini
Linda Webb
Kathryn Webb
Laura Wiebe
Yanqiu Rachel Zhou

CONNECT WITH US

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Hamilton, ON L8N 1E8
Tel: 905-529-5209 Fax: 905-521-0541

Downtown - East

182 Rebecca St.
Hamilton, ON L8R 1C1
Tel: 905-525-9676 Fax: 905-521-1981

Hamilton Mountain

1119 Fennell Ave. E. Ste. 236
Hamilton, ON L8T 1S2
Tel: 905-387-1000 Fax: 905-387-1770

East Hamilton

160 Centennial Parkway North #6
Hamilton, ON L8E 1H9
Tel: 905-662-9160 Fax: 905-662-6472

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