

Embracing Change, Empowering Lives



WHO WE ARE

At the Immigrants Working Centre, we are dedicated to partnering with newcomers to Canada, recognizing them as essential partners in the growth and prosperity of our country. For over three decades, our organization has collaborated with newcomers to facilitate and encourage their full social, civic and economic participation in Canada.

As one of Hamilton's only dedicated settlement service organizations, we are proud to deliver a full range of programs and services that respond to the emerging and diverse needs of the communities we serve.

OUR MISSION

To deliver innovative models of integrated employment-focused settlement and language programming to support immigrants' success in a just and supportive Hamilton.

OUR VISION

Immigrants achieve social and economic success as essential partners in Hamilton's prosperity.

MESSAGE FROM THE CHAIR OF THE BOARD

It is with great pleasure that I'm sharing with you today as the Chair of our board the highlights from the year 2022-23. This has been a fantastic experience for all of us. The Annual General Assembly is a moment of reckoning and gratefulness for all we have achieved together. It is a moment that allows us to come together as community and reflect on our achievements and to address any challenges we may have faced and pave the way forward for another successful year ahead.

I would like to extend my heartfelt appreciation to each and every one of you for your unwavering commitment, dedication, and invaluable contributions to IWC's mission, vision and strategic objectives. The past year has been filled with unprecedented trials, demanding adaptability and resilience from us all. Nonetheless, we have prevailed, demonstrating our collective strength and unity.

During this Annual General Assembly, allow me to highlight our main accomplishments as follows:

- IWC undertook a review process of its By-Laws and Letters of Incorporation to ensure that the organization remains in compliance with the new Ontario Not-For-Profit Corporations Act. Organizations have until October 2024 to comply with the new legislation.
- As IWC continues to experience growth, there is an increasing need to have an HR professional who will be responsible for this very important aspect of the organization. Therefore, IWC created a new position of HR Manager to respond to the growing needs of the organization.
- IWC expanded the delivery of our LINC courses by offering students the option to take classes using a variety of modalities such as in-person, virtual or HyFlex.
- IWC obtained two grants from the Ontario Trillium Foundation to increase the capacity of the organization regarding program delivery/monitoring and fundraising.

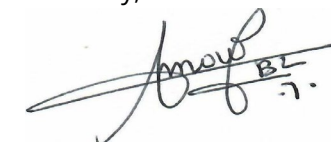
As we gather today, let us also recognize the challenges that lie ahead. Our world continues to evolve rapidly, presenting us with new hurdles and opportunities alike. We must remain agile and proactive, embracing change as a catalyst for growth and innovation. It is through our combined efforts, shared vision, and steadfast commitment that we can navigate the uncertain terrain and emerge stronger as an organization.

I encourage each one of you to actively participate in the discussions and deliberations that will take place during this assembly. Your valuable insights and perspectives will shape our strategic direction and chart the course for our future endeavors. Together, we can harness the power of collaboration to achieve even greater heights.

On behalf of the whole board, I would like to express my gratitude to the organizing committee for their meticulous planning and coordination in making this Annual General Assembly possible. Their tireless efforts behind the scenes deserve our utmost appreciation.

In closing, let us approach this Annual General Assembly with enthusiasm and a shared sense of purpose. May our deliberations be fruitful, our decisions be wise, and our collective resolve be unwavering. I am confident that, together, we will continue to make a lasting impact in the lives of those we serve and create a brighter future for our organization. Thank you for your unwavering support and dedication. I look forward to an inspiring and productive Annual General Assembly.

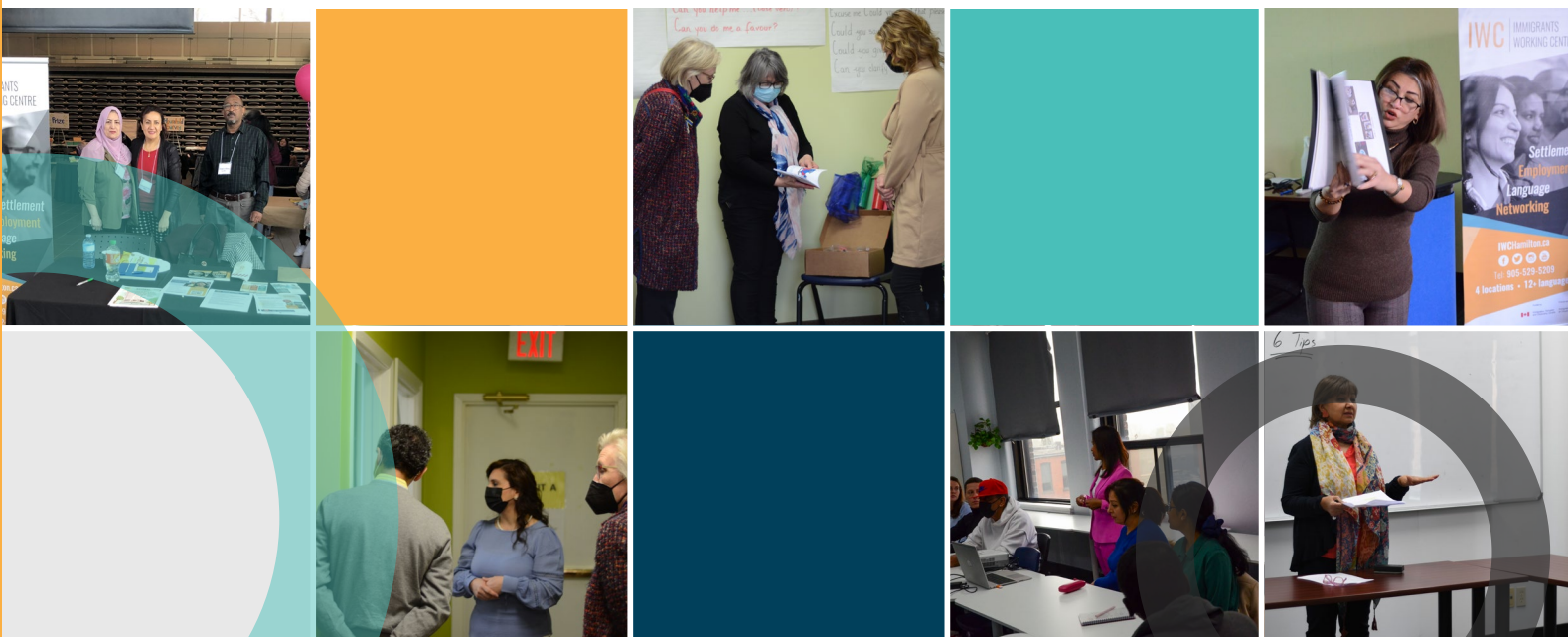
Sincerely,



Luc Bonaventure Amoussou, PhD.
Chair of the Board



Luc Bonaventure Amoussou, Board Chair



OUR YEAR AT A GLANCE

4428
NEWCOMERS SERVED



85.1%

of clients found IWC's service helpful in resolving their challenges since adopting a hybrid service model



83%

of clients were satisfied or very satisfied with the quality of information received through IWC's programs and services

93%

of clients surveyed reported improvements in their English-speaking skills since participating in IWC's programs and services

84%

of clients surveyed noted improvements in their ability to connect with new people since using IWC's programs and services

91%

of clients surveyed reported feeling satisfied or very satisfied with the level of understanding IWC staff had for their unique needs



EMPLOYMENT SERVICES



62



events, sessions and trainings were facilitated by IWC's employment team



1039
unique clients accessed IWC's employment services



100%
of clients surveyed were **satisfied or very satisfied** with the service they received

TRADES GATEWAY

PROGRAM HIGHLIGHT

The **Trades Gateway** program was created to provide an instructional platform for newcomers with international experience in a skilled trade. Participants receive information about skilled trades professions in Canada, identify their trade, relevant career and training opportunities, and the Trade Equivalency Assessment licensure procedure. By offering participants access to an online platform, clients are in control of their process. The delivery of synchronous and asynchronous virtual sessions, provides clients with a suitable alternative to accommodate work or personal commitments.

One of the primary successes of the program is that it provides experienced skilled trades newcomers with an expedited route to licensing and practicing their trades. The guidance and support received by members of the program, support clients in understanding the certification process and reduce the time it would take them to navigate the process independently.

"Online classes made me feel connected with others during the pandemic, they created a sense of community."

-Trades Gateway program participant



JOB SEARCH



87.5%

of clients reported increased confidence when applying for employment



100%

of clients strongly agreed or agreed that their counsellor was prepared and communicated well



94%

of clients were very satisfied or satisfied with the resume writing support they received

SETTLEMENT SERVICES



7695

total settlement services delivered



3540

unique clients accessed IWC's settlement services



1613

unique settlement plans created

BUILDING COMMUNITY

Newcomer Women's Circle

The Women's Circle support group provided a safe space for **75 newcomer women** to connect and access resources related to immigration, settlement, and the COVID-19 pandemic.

Through peer support, educational workshops, and self-care activities, participants reduced isolation, increased social connections, and gained knowledge of community supports and services.

The program successfully improved clients' digital literacy skills and awareness of resources related to abuse, mental health, addiction, and cross-cultural parenting.



44

group activities with



471

total participants



LANGUAGE INSTRUCTION FOR NEWCOMERS TO CANADA



434

unique clients accessed language classes in the 2021-2022 academic year



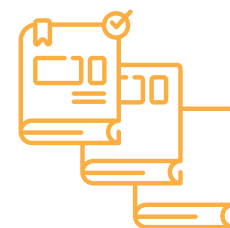
106

high school credits granted by the IWC Academy in the 2021-2022 academic year



91%

of learners stated that their teacher **supported their learning**



92%

of learners said they would **recommend their LINC course**



85%

of LINC learners stated that they **liked the topic of their course**



82%

of learners said they **learned more English** in their LINC course

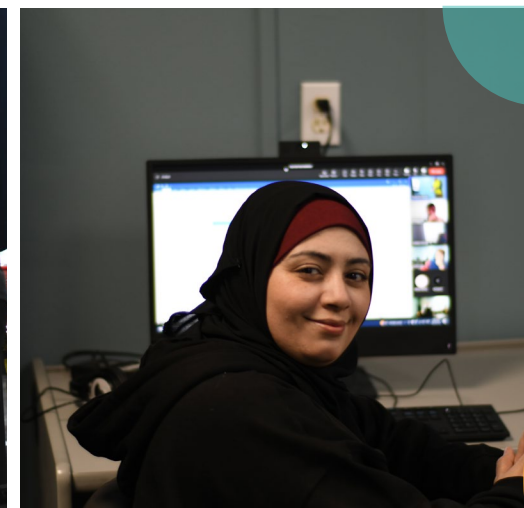
Shift Workers Program

PROGRAM HIGHLIGHT

The Shift Workers Program is designed to provide shift workers with an alternative learning format that overcomes the barrier of their work schedules when joining in-person classes. The program was designed to provide these clients with the flexibility and support they need to learn English.

The program began with one class and expanded to two classes due to the high interest of our clients in Canadian Language Benchmark (CLB) 2/3/4 and CLB 4/5/6. The program format includes online classes, video lectures, built-in comprehension questions, homework, and one-on-one meetings with the teacher for check-ins, reviews, extensions, and assessments.

From September 2021-August 2022, we served 24 shift-working clients who would have been unable to attend traditional classroom-based language classes due to their work schedules.



"Before taking [the shift Workers] classes, I sometimes cannot talk good - I don't speak with others. Now, it's easier for me to communicate with my supervisor and manager since taking the classes."

-Hamza, Shift Workers program Student

COMMUNITY CONNECTION



129
sessions delivered to

411

clients
in total



16

volunteers
contributed a total of



1138

hours of
their time

Fostering Connection Through the Art of Weaving



“Connect through Weaving” was an initiative that began in 2022 in partnership with local non-profit and community partner, Centre[3].

The program encourages newcomers to meet peers with shared interests, make new friends, and build their networks. In addition, “Connect Through Weaving” assists participants to practice the English language through conversation in an informal group in meaningful social activities.

“My mother-in-law, with her very limited English language and health condition, suffered from isolation. Finally, I can see her smiling after she joined the program.”

-Barbara P., Participant of the “Connect Through Weaving” Group

“



CARE FOR NEWCOMER CHILDREN

The CNC team was thrilled to welcome children back to the program for **in-person care** last year. The team has returned to offering both short-term and long-term childcare at our Main Street, Rebecca, and Fennell locations.

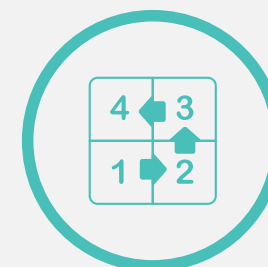
397



newcomer children
received care through
CNC services



DEVELOPMENT



91%

of parents agreed that their children began developing their **literacy and numeracy skills**



94%

of parents agreed that their children **are learning English**



100%

of parents agreed that their children are learning to **play with other children and cooperate in activities**

THANK YOU TO

OUR VOLUNTEERS

Anne Solange
Arifa Ziauddin
Asuda Hassan
Atour Ibrahim
Basima Jacob
Cherry Tamson
Connie Lacaste
Consuelo Lacaste
Joanne Dorr
Karen Benitez
Leanne Overby
Marilyn Thompson
Marwa Rami
Olena Husdenko
Paul Warner
Rabea Sattouf
Sandra Espinosa
Sarah Al-Zubaidi
Shukri Osman
Tara Ashour
Teagan Caulfield
Tim Balibalos
Zaid Alkhadra

BOARD OF DIRECTORS

Current

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Gentiana Collaku
Krista D'Aoust
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Rebecca Smyth
Serah Jacob,

2022

Erin Hallock
Kim Zarzuela
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Mikaela Singh
Nidhi Nagori, CPA



THANK YOU TO

OUR DONORS

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The Benevity Community Impact Fund
United Way Halton & Hamilton
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Yanyan Xu
Youth Philanthropy Initiative Canada



THANK YOU TO

OUR COMMUNITY PARTNERS

Amazon
Braun Nursery Limited
Bruno's School of Hair Design
McMaster Catering Services
CAPC
Career Foundation
CargoJet
Centre 3
City of Hamilton – HPL
City of Hamilton – Ontario Works
City of Hamilton – Public Health
City of Hamilton
Conestoga College
Credit Counselling Society
EARNSkills Development Flagship
Economic Development,
Employment Ontario Agencies
Empowerment Squared
Green Venture
HIPC
HWCD SB
HWDSB
Hamilton Community Foundation
Hamilton Community Legal Clinic
Hamilton Family Health Team
Hamilton Police Services
Hamilton Public Library
Holiday Helpers
Interval House of Hamilton

Job Developers Network
Macmaster University - Score project
McMaster University
McMaster University – School of Social Work
Mishka Social Services
Miska Trailers
Neighbour2Neighbour
New Canadians' Center of Excellence Inc.
Nipissing University
Nisa Homes
OCASI
Rafiki Hamilton
Seasons Retirement Communities
Schlegel Villages
Sheridan College
Sofina Foods
St. Mathew's House
Theatre Aquarius
Toast Masters
Town Place Suites by Marriott
U-Haul Burlington
Wesley
Wilfred Laurier University
Women's Centre
Workforce Planning Hamilton
YMCA
YWCA

OUR FINANCIALS

2021-2022 FINANCIAL STATEMENT

[CLICK HERE TO VIEW](#)

IWC IS PROUDLY FUNDED BY:

Ontario



HAMILTON
COMMUNITY
FOUNDATION

CONGREGATION OF THE
Sisters of St. Joseph
IN CANADA



United Way
Halton & Hamilton



Hamilton

Ontario
Trillium Foundation



Fondation Trillium
de l'Ontario

SPRC

Social Planning and
Research Council of
Hamilton



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario

IWC | IMMIGRANTS
WORKING CENTRE
2021-2022 ANNUAL REPORT

OUR LOCATIONS

MAIN SITE

8 Main St. East Ste. #101
Hamilton, ON L8N 1E8
905-529-5209 x 1221

REBECCA SITE

182 Rebecca St.
Hamilton, ON L8R 1C1
905-529-5209 x 2221

CENTENNIAL SITE


160 Centennial Pkwy North #7
Hamilton, ON L8E 1H9
905-529-5209 x 3221

FENNELL SITE

1119 Fennell Ave. East Ste. #234
Hamilton, ON L8T 1S2
905-529-5209 x 4221



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 www.iwchamilton.ca