

2022-2023 ANNUAL REPORT











Who We Are

At the Immigrants Working Centre, we stand committed to partnering with newcomers and recognize their essential role in the growth and prosperity of Canada. From a grassroots operation, we've built a rich history spanning over thirty-five years, collaborating with newcomers to support their complete social, civic and economic participation in Canada.

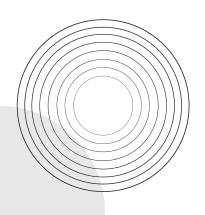
As one of Hamilton's only dedicated settlement service organizations, we take pride in offering a full range of programs and services designed to meet the diverse needs of our community.

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.



A Message from the Executive Director and Chair of the Board

As the Chair of the Board and the Executive Director, we are proud to present the Immigrants Working Centre's Annual Report for the 2022-2023 fiscal year.

This past year has been marked by resilience, innovation, and collaboration within our organization and with our partners. Together, we have navigated challenges and seized opportunities to better serve newcomers in our community.

Over the past year, we have made significant strides in our mission to support newcomers and foster belonging in our community. Some of our key achievements include:

- Service expansion at the Hamilton Public Library's Central Branch at Jackson Square.
- Strengthening our partnerships with local businesses and organizations like the Credit Counsel Society, YWCA and OCASI to promote mental health and wellbeing for our clients and for team.
- Working closely with the *Government-Assisted Refugee program (GAR)* in collaboration with partners to make sure that clients have access to basic and important services.
- Our WorkLINK and Trades Gateway Programs serving as golden stars to support our clients with transitioning to the labour market.

These achievements are a testament to the dedication, passion, and collaboration of our team, Board members, volunteers, and supporters. We are grateful for your ongoing commitment and look forward to continuing our work together in the coming year.

Thank you for being part of the Immigrants Working Centre community and for your contributions to creating a more inclusive and welcoming society.

We are immensely proud of the work we have done in fostering belonging, promoting inclusion, and empowering individuals from diverse backgrounds. Your support, feedback, and engagement have been invaluable in shaping our programs and services.

Thank you for your dedication to our mission and for being an integral part of our community. Together, we will continue to make a meaningful difference in the lives of newcomers and in building a more inclusive society.

Warm regards,



Luc Bonaventure Amoussou, PhD

Executive Director



Blake McCall
Chair of the Board





Board of Directors

Current

Blake McCall Conny Lo Gentiana Collaku Heino Doessing Nidhi Nagori Rob Andrews Vagish Sharma

2023

Deepa Mathew Luc Bonaventure Amoussou Shalini Duggal



Our Impact

4448
clients served

participants in our Annual Impact Survey reported being satisfied or very satisfied with the level of understanding that the staff had for their needs

114
of survey participants were satisfied or very satisfied with the quality of information they received

reported feeling satisfied or very satisfied with the welcoming nature of the environment at IWC





Settlement Services

A total of **3446**





1433
settlement plans created







Building Innovation: The Impact of Placement Students on Service Delivery

The Settlement team welcomed **three placement students**, bringing fresh perspectives and knowledge. These students have enhanced the skills and competencies of the settlement counselling team, thanks to the training opportunities provided by academic institutions.

With new team members on board, service delivery significantly grown, as students assist with tasks, support clients, and contribute to team efforts. Most notably, their innovative ideas and strategies for client case management have benefited both our clients and the team, fostering a culture of continuous improvement and creativity.

Thanks to the contributions from these placement students, the Settlement team has made significant strides in service delivery.

Settlement Services









Creating Welcoming Spaces for Citizenship Ceremonies

We are thrilled to offer accessible spaces for program participants equipped with computers, reliable internet, and privacy for **citizenship tests** and **oath ceremonies**, which they can share with their families.

The Settlement and Community Connections team have been committed to creating a welcoming environment for clients to take tests and celebrate milestones!



Employment Services

1028 L Clients received support with employment





250 found employment



work permit applications submitted



clients received skilled trades support

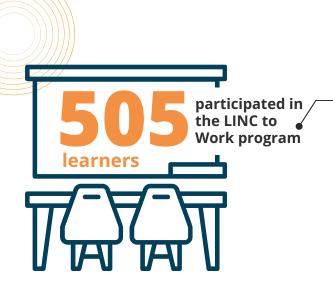
Exploring New Paths: Jameela's Story

When Jameela connected with IWC's Employment team, she had plans to explore a career outside of her professional background. As an internationally trained teacher from Sri Lanka, she was interested in discovering retraining opportunities in a new field but was not set on what industry to pursue.

After connecting with her Employment Counsellor Thary, Jameela went through the process of career exploration, labour market research and sought information on educational institutions that offered training. After deciding to pursue a career in IT, Jameela successfully passed her online application and interview to join NPower Canada's Junior IT Analyst program in January 2023!



Language Instruction for Newcomers to Canada



Program Highlight

Due to the growing demand for language instruction, the LINC to Work program opened three additional online classes to serve Hamilton's newcomer community.

These classes included CLB 2/3 in the morning, CLB 2/3 in the evening and CLB 4/5 in the evening.







Language Instruction for Newcomers to Canada



of learners said their teachers supported their learning



of LINC learners stated they liked the topic of their course



of learners stated that they learned more English in their LINC course



English classes have helped me improve a lot, especially with my reading and writing. I was very shy when I first started classes because I was self-conscious about my pronunciation and reading and writing abilities. Now, with the help of my teacher and classmates and daily practices, I can read more fluently and I am less shy about my pronunciation.

-Kamar, Student in IWC's PM Language Classes





Community Connections

167 clients
participated in
group
networking
sessions

106 Digital Literacy sessions delivered with a total of Clients

A total of 1423

clients grew their knowledge through skills-based sessions

Citizenship test preparation classes delivered

Growing Together: Jolie's Story

Jolie began her relationship with IWC in 2020 and has participated in our range of programs including Settlement, LINC, CNC and Community Connections.

She engaged in activities with our Community Connections team, notably joining the Women's Gardening Group at the Riverdale Community Garden in collaboration with Green Venture. With her family, Jolie helped the group's garden thrive. The Riverdale Community Garden won the "Community Trillium Award", a prestigious award that recognizes excellence in landscape and design; making positive contributions to the city.

After three years of dedicated involvement with our team, Jolie proudly received her Canadian citizenship in August 2023. Her journey with us didn't end there. Jolie now volunteers her time as a gardening mentor, offering support to other women in our Gardening Group.

Care for Newcomer Children

participated in the CNC Team's long-children term program

354 children participated in the CNC Team's short-term program



The care providers were excellent. They made a lot of efforts and it is very much appreciated.

- Parent from our Care for Newcomer Children program 83
Eduboxes delivered



Community Partners

Affiliated Services for Children & Youth (ASCY)

Community Action Program for Children (CAPC)

Canadian College of Educators

City of Hamilton – Access to Housing

City of Hamilton – Early Years Program & Services

City of Hamilton – Healthy Babies Healthy Children

City of Hamilton – Ontario Works
City of Hamilton – Public Health

Coppley Industries

Denninger's

Empowerment Squared Grandmothers of Steel

Green Linings Green Venture

Hamilton Centre for Civic Inclusion Hamilton Community Foundation Hamilton Community Legal Clinic Hamilton Family Health Team

Hamilton Police Services Hamilton Public Library

Hamilton-Wentworth Catholic District School Board

Hamilton-Wentworth District School Board

Hamilton Centre for Civic Inclusion Hamilton Community Foundation

Hamilton Immigration Partnership Council (HIPC)

Holiday Helpers

Homewood Suites by Hilton Hamilton

Interval House of Hamilton

ITS Hamilton Marriot Hotel

McMaster Hospitality

McMaster University - School of Social Work

McMaster-SCORE

Micah House

Mishka Social Services

Mohawk College - City School

Neighbour to Neighbour

New Canadians' Center of Excellence Inc.

Nisa Homes

OCASI

Ontario Energy Board

Rafiki Hamilton

Refuge Newcomer Health

Ron Joyce Children's Health Centre

Rotary Club of Hamilton AM

Schlegel Villages

Seasons Retirement Communities

Sheraton Hotel Sheridan College Sofina Foods Inc.

Social Planning & Research Council of Hamilton

St. Joseph's Health Care St. Mathew's House

TRIOS Collage

United Way Halton & Hamilton

UTIMUS

Wee Watch Home Childcare Wesley Urban Ministries Wilfred Laurier University Women in Aerospace

Women's Centre

Workers Health & Safety Centre YMCA – Assessment Center

Our Volunteers

Ali Al-Janabi Arifa Ziauddin Atour Ibrahim Basima Yacob Fatima Vargas Holly Prince Israa Al-Jebur Kenza Taarji Manal Ali Mayro Kittani

Mengkuang Uy
Naim Attallah
Olena Dushenko
Paul Warner
Sara Al-Zubaidi
Shuki Osman
Sidneia Silva De Santana
Syeda Areeba Abidi
Zaid Alkhadra

Donor Recognition

Aeon Studio Group Architect Hair Design

Canada Helps

Congregation of the Sisters of St. Joseph's

Daniel Antunes

Denninger's

Dundas Valley Secondary School

Forge FC

Gastro Market

Green Venture

Hamilton Craft Studios

Humble Bee

I Fiori

Islamic Relief Canada

Kathryn L. Meyer-Beck Laura Fenwick-Sehl

Lodge Soy Candles

Loyalty One

Lush

Nelia Brum

Nora Henderson Secondary School

Quatrefoil

Royal Botanical Gardens

Sara Kam

Terra Green House

Theatre Aquarius

Victoria Wong



2022-2023 Financial Statement

To view our full 2022-2023 Financial Statement, please <u>click here.</u>

The Immigrants Working Centre is Proudly Funded By:

Funded by:

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Immigration, Refugees and Citizenship Canada

Financé par :

Immigration, Réfugiés et Citoyenneté Canada







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





