

# ANNUAL REPORT

2017 - 2018



## MESSAGE FROM THE CHAIR OF THE BOARD OF DIRECTORS AND EXECUTIVE DIRECTOR

Flashback to 2015. Thanks to the surprise arrival of thousands of newcomers to Hamilton at the end of that year, IWC and its brilliant people were struck with the urgency to change and adapt; and to revision both how we think about settlement services, and how we deliver them. We acted with creativity, stamina and the memories of our own journey to Canada.

Three years later, we can report great progress to the Hamilton community. Funding, human talent, infrastructure, innovative projects, the skills and talents of new immigrants have been converted into sector interconnection, knowledge and capacity building, and effective programs. We've all learned a great deal since 2015, and continue to learn with the client at the center of it all. Many key external partners enhanced our productivity and impact: The City of Hamilton with those valuable training dollars, Mohawk College and its technical mobile classroom, public and private trainers, employers, volunteers, sister agencies, OCASI, and those important government relations. IWC and its great team of instructors, child care workers, administrative staff, employment/settlement counsellors, and the board of directors... together we have earned the peoples' trust.

We are all grateful for the opportunity in 2015 to reenergize, revamp and grow. Three years later we are ready to continue this process and take the next steps to enhance our services and increase our impact. We admire and thank our clients because it has taken courage to come to the unknown. It has taken courage to say "I am ready now for employment", the earning of a living, ready to start making that contribution to Canada. With or without feeling fully prepared, writing the story they will tell their children who, as adults, will tell their own children with pride. Together we give thanks for the great fortune of living in Canada.

The Board of IWC is extremely proud to be part of this innovate, dedicated, caring and talented team who has taken the vision of "creating new futures in Canada" to heart. The success of the newcomer community is the success of Canada.

Thank you!!

Maria Antelo (Chair, Board of Directors)

Ines Rios (Executive Director)

Pictured from left to right, recipients of McMaster University's  
inaugural President's Award for Community Engaged Scholarship for their play  
"We Are Not The Others" project partners:  
Dr. Mirna Carranza, Maria Antelo, Nora Lopez, Ines Rios









336

newcomers prepared for employment in **49 targeted skills development & networking group sessions**

658

clients became job-ready through **IWC's specialized Employment Services**

145

newcomers participated in **22 JobPrep Workshops** to become employment-ready in Canada

# 1,842

newcomers **had their needs assessed**, created action plans for settlement & were referred to essential community services

# 2,903

received **one-on-one and family support** with key settlement processes in Hamilton

# 3,597

individual newcomers recieved at least one IRCC-funded settlement service

# 462

children accessed Care for Newcomer Children Program while parents attended a range of **Community Connections, Information & Orientation & Employment Support Activities**

# 295

children accessed **the Care for Newcomer Children program** while their parents attended LINC classes

# 46

volunteers contributed 3,200 hours of **volunteer work** to enrich IWC's programs & activities

***“What I observed: Totally engaged and motivated participants, knowledgeable on their duties/safety with AZ truck driving, excellent communicators...”***

*- Kerry Lubrick - Human Services Employment Manager - City Of Hamilton*

**263**

newcomer parents attended 25 CNC Parents' Connections sessions to **build access to local services & expand networks of support**

**540**

newcomers attended **group information & orientation** sessions

**183**

newcomers participated in **25 Community Connections sessions** to build skills, networks or prepare for Canadian citizenship

**32**

Information & Orientation group sessions with **key settlement information** were delivered









INC  
ON PROGRAM

WorkLINC  
JENNIFER L. GARCIA  
Test Preparation Program

WorkLINC  
JENNIFER L. GARCIA  
Test Preparation Program

WorkLINC  
DANIELA BERNHARDT-CAMPOS  
Test Preparation Program

WorkLINC  
JENNIFER L. GARCIA  
Test Preparation Program

WorkLINC  
JENNIFER L. GARCIA  
Test Preparation Program

WorkLINC  
CLAIRE NAJARE  
Test Preparation Program

CERTIFICATE OF ACCOMPLISHMENT  
IWC  
LUCY MARIA GARCIA  
IWC member of the  
WorkLINC Program  
in the field of  
Test Preparation  
Program

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in the field of  
Test Preparation  
Program



***“I’m happy to have been a participant of the Hamilton Newcomers Club.  
The session was informative, fun and the speakers were great educators!”***

*- Newcomers Club Participant*

**1,661**

newcomers **improved their English** in IWC’s employment focused LINC classes

**58**

newcomers completed the **WorkLINC** program gaining **work-ready certifications** and language for their industry

**53**

individuals earned at **least one Ontario Secondary School Credit** through IWC Academy. A total of 64 OSS credits were earned

**100%**

of **WorkLINC** participants completed **work-ready certifications**

**25**

newcomers completed their **Safe Food Handlers Certification**

**33**

newcomers completed their **Working at Heights Certification**

**52**

newcomers completed their **GH-WHMIS & Workers Health & Safety Certification**



**WorkLINC**  
WORKPLACE PREPARATION PROGRAM





***“TradesLink supported me with courses to broaden my field of knowledge... today I find myself working in a large Canadian company with more than thirty years and headquarters in several countries of the world”***

*- Jose Obando - TradesLink Participant*

**320**

job-seeking newcomers  
participated in the TradesLink  
program

**67**

local employers  
have been engaged

**136**

TradesLink participants  
have found employment

TradesLink Certifications

**38**

newcomers completed their **Forklift  
Operator Certifications**

**67**

newcomers completed their **Working  
at Heights Certifications**

**38**

newcomers completed their **Propane  
Handling Certifications**

**42**

newcomers completed their **GH-WHMIS  
Certifications**



# STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS

Year ended August 31,  
2018 with comparative  
information for 2017

	2018	2017
<b>REVENUE:</b>		
Citizenship and Immigration Canada	\$ 3,742,328	\$ 3,359,778
City of Hamilton / Ontario Works	34,010	20,713
Social Planning & Research Council	6,375	10,625
Social & Enterprise Development	7,528	7,996
Operating revenue from fundraising	7,094	2,462
Ministry of Citizenship and Immigration	142,026	2,198
Ministry of Training, Colleges and Universities	250	250
Hamilton Community Foundation	-	-
Human Resource & Skills Development of Ontario	-	-
CIC Service Delivery Improvements	444	-
Other	307,258	167,639
	<b>4,247,313</b>	<b>3,571,661</b>
<b>EXPENSES:</b>		
Salaries and benefits	3,179,510	2,676,336
Rent	508,409	513,938
Office and general	77,466	30,214
Travel	67,080	45,754
Professional fees	61,339	8,673
Repairs and maintenance	51,468	76,788
Amortization of capital assets	40,931	29,431
Property taxes	35,395	33,862
Other	31,386	45,935
Telephone	27,344	26,008
Utilities	22,665	23,235
Materials and supplies	21,771	27,500
Insurance	14,469	13,337
Interest and bank charges	6,750	6,863
Child minding	5,691	7,514
Advertising	4,480	2,561
Donations	438	836
Board	300	400
	<b>4,156,892</b>	<b>3,569,185</b>
Excess of revenues over expenses	90,421	2,476
Net assets, beginning of year	173,321	170,845
Net assets, end of year	<b>\$ 263,742</b>	<b>\$ 173,321</b>



# STATEMENT OF FINANCIAL POSITION

August 31, 2018  
with comparative  
information for 2017

	2018	2017
<b>ASSETS</b>		
Current Assets:		
Cash and cash equivalents (note 2)	\$ 761,245	\$ 298,746
Accounts receivable (note 3)	41,089	37,067
Prepaid expenses	35,629	24,824
	837,963	360,637
Capital assets (note 4)	139,157	140,419
	\$ 977,120	\$ 501,056
<b>LIABILITIES AND NET ASSETS</b>		
Current Liabilities:		
Accounts payable and accrued liabilities (note 5)	\$ 78,114	\$66,517
Deferred revenue	503,204	127,655
	581,318	194,172
Deferred capital contributions (note 6)	132,060	133,563
Net assets	263,742	173,321
Commitments and contingencies (note 7)		
	\$ 977,120	\$501,056

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

***“The youth of today are***





# ***the leaders of tomorrow”***

*- Nelson Mandela*



Children of the Care for Newcomer Children program

## BOARD OF DIRECTORS

Maria Antelo  
Marcus M. Alayche  
Yvette Beach  
Gentiana Collaku  
Erin Hallock  
Graham Kolcuoglu  
Patti McNaney  
Gentiana Rezhda  
Christine Shaw  
Mikaela Singh  
Martha Tamayo  
Ralph Wilson

## 2018 DIRECTORS

Yvette Beach  
Maria Bracalenti  
Fred Fuchs  
Amoun Jama

## CONTRIBUTORS

Chengyu Hou  
Heaven's Kitchen  
Ian Ritchie  
Jean Simpson  
Jessica Kennedy  
John A. Vendel  
Right Way Auto Repair  
Sandra Lloyd  
Solid Welding Inc.  
Shah Kuntal  
Congregation of the Sisters of St. Joseph of Canada  
Tyler Berglund  
Tim Hortons

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

## PARTNERS & COLLABORATORS

Advanced Welding Techniques Inc  
ACCESS Employment  
Care for Nurses  
Centre de santé communautaire Hamilton/Niagara  
City of Hamilton  
Commercial Heavy Equipment Training Ltd. (CHET)  
Community Action Program  
for Children (CAPC)  
Colombian Refugees Association  
Empowerment Squared  
Hamilton-Brantford Building Trades  
Hamilton Community Legal Clinic  
Hamilton Immigration Partnership Council  
Hamilton Police Services  
Hamilton Wentworth District School Board  
Housing Help Centre  
Iron Workers Local 736  
IMDS International Medical Doctors  
Interval House/Women's Centre of Hamilton

Liaison College  
LiUNA Local 837  
Legal Aid Clinic  
McMaster University  
Mohawk College  
Neighbour 2 Neighbour  
Ontario Council of Agencies Serving Immigrants  
Skills For Change  
Social Planning and Research Council of Hamilton  
Workforce Planning Hamilton  
YMCA of Hamilton, Burlington, Brantford  
YWCA of Hamilton

## FUNDERS:



Funded by:



Immigration, Refugees  
and Citizenship Canada

Financé par :

Immigration, Réfugiés  
et Citoyenneté Canada



**HAMILTON**  
**COMMUNITY**  
**FOUNDATION**



## CONNECT WITH US:



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