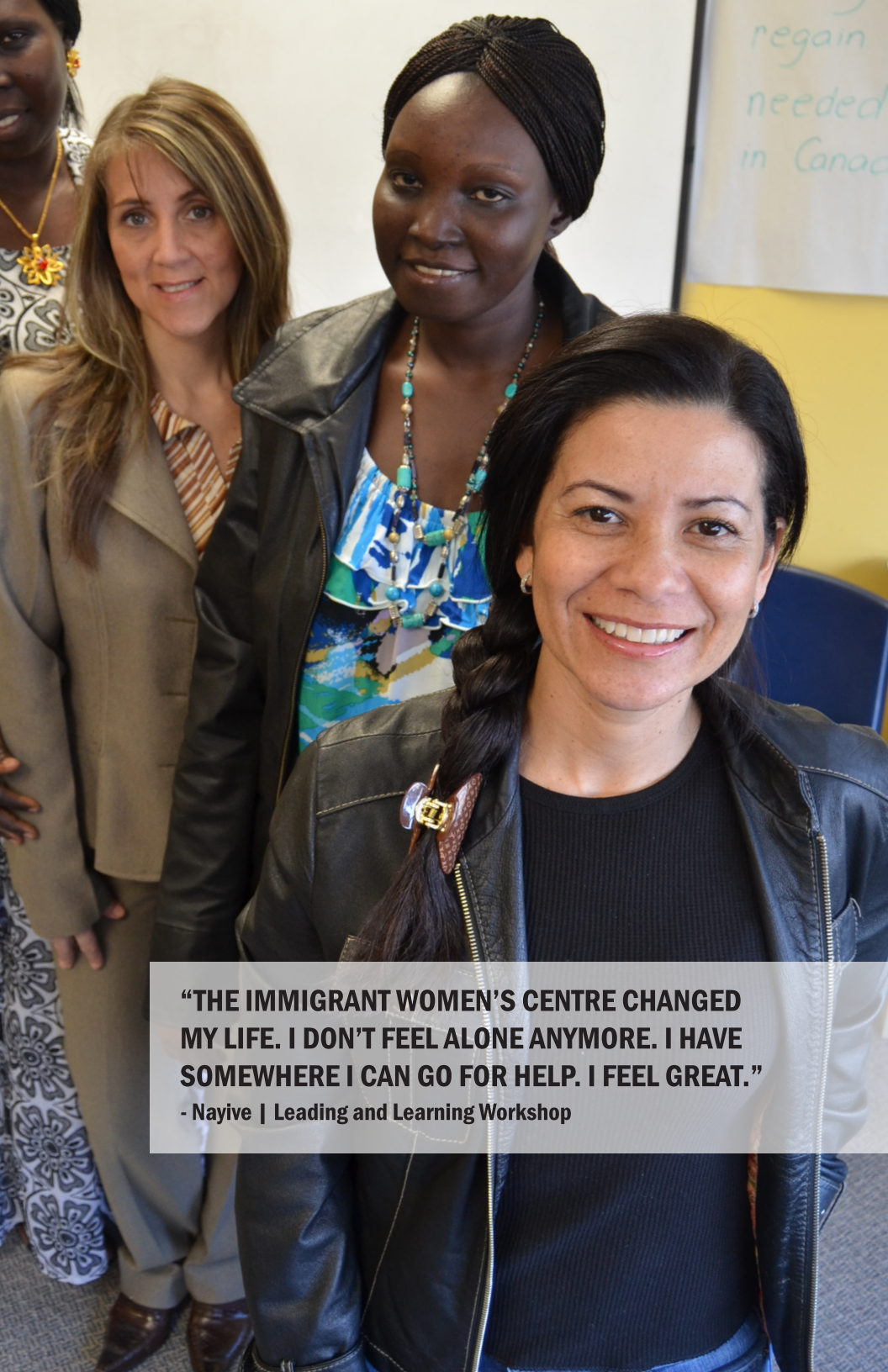




# BUILDING NEW FUTURES

**ENABLING REFUGEES  
AND IMMIGRANTS TO  
DISCOVER AND BUILD THEIR  
NEW FUTURES THROUGH  
SKILLS DEVELOPMENT AND  
SETTLEMENT SUPPORT**





regain  
needed  
in Canada

**“THE IMMIGRANT WOMEN’S CENTRE CHANGED  
MY LIFE. I DON’T FEEL ALONE ANYMORE. I HAVE  
SOMEWHERE I CAN GO FOR HELP. I FEEL GREAT.”**

**- Nayive | Leading and Learning Workshop**



## MESSAGE FROM THE EXECUTIVE DIRECTOR AND THE PRESIDENT OF THE BOARD

Since 1988, the Immigrant Women's Centre has been steadfast in its commitment to helping immigrant and refugee women and their families fully participate in the social, economic and civic life of Canada. This work would simply not be possible without the efforts of our dedicated staff, enthusiastic

part of it.

In this report, we are thrilled to highlight some of the successes that this collaborative effort realized in 2011. For example, many clients told us that the skills and encouragement afforded through IWC's services have helped them to get jobs and live productive lives in Canada. We are very proud and grateful to come alongside our clients as they strengthen the fabric of their families, our

### **"WORKING TOGETHER FOSTERS HOPE AND OPPORTUNITY FOR TODAY AND BRIGHT FUTURES FOR TOMORROW."**

and industrious clients, and the partnership of the many agencies, individuals, volunteers and former program participants who make a bridge of cooperation and welcoming in Hamilton. We believe immigrants and refugees are critical in building a resilient and economically sustainable society and we understand that working together fosters hope and opportunity for today and bright futures for tomorrow. On behalf of the board, We want to thank all of you for supporting the important work that IWC does for our community, and for allowing us to be a small

community, and our country.

As we look ahead, we know we face some challenges. We know we must continue to safeguard our role in ensuring our communities are provided the highest standard of services, now and into the future. Our mission is clear and powerful - compelling us to continue the important work that makes us the first and closest semblance of a family for newcomers in Canada. Please join us again in 2012. ☘

*Sylvia Brade, Board Chair*

*Ines Rios, Executive Director*

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**Board Members: Sylvia Brade (President), Adenike Aderibigbe (Vice), Sarah Wayland (Secretary), Kathryn Jan Lickley, Sylvia Kajiura, Anne Flanagan, John Vedell, Salvatore Cino, Deepa Dayal**



# Joanna's Story

**COMING TO CANADA WITH YEARS OF EXPERIENCE, JOANNA LEARNED THE TOOLS SHE NEEDED TO SUCCEED AT THE IWC'S JOB SEARCH WORKSHOP.**

Joanna Pyziak came to Canada with seven years of professional work experience in her field. In Poland, she worked as a specialist in local taxes. With a Master's degree in Management and Marketing, and post-graduate diplomas in Accounting, Taxes and Finances – she excelled in her field.

After falling in love and marrying her partner, she moved to Hamilton in 2009 and began taking LINC classes at a local college in order to improve her English. Soon after, she decided it was time to start looking for a job in Hamilton.

“At this time I visited the Immigrant Women's Centre because I needed to talk to someone to get advice about looking for a job. Starting in the fall, I attended the JSW course – to find assistance.”

“For me, this program was a great experience”, said Joanna. She found it helpful to learn about the Canadian workplace, what Canadian employers expect from employees, and about how to write a resume and prepare for an interview.

“Here it is different for me than in my country, so this information was very important for me”, she said. “The things I learned helped me a lot to get a job.”

**“I FELT VERY PREPARED AND I KNEW WHAT TO DO, HOW TO BEHAVE AND WHAT I NEEDED TO SAY. I FELT VERY COMFORTABLE AND CONFIDENT.”**

Joanna heard that Liberty Tax Services was hiring seasonal positions from a colleague in the JSW course. “She told me they were hiring and I went and applied for a job.” Shortly after, she went for an interview. “I felt very prepared and I knew what to do, how to behave and what I needed to say. I felt very comfortable and confident.” Needless to say, the interview was successful.

Of course, starting her first job in Canada didn't come without its challenges. “The job was a bit difficult because everything was new or me, including the language barrier.” But, Joanna used this opportunity to increase her knowledge and learn new skills. “I felt very comfortable and really enjoyed it.” Working with people is one of her strengths, and she found the clients very kind.

After the job finished, Joanna headed back to school to complete a Workplace Community Skills for Business course. Now, Joanna hopes to find a permanent job as an accounting clerk and continue in her professional development. ☼



**“FOR ME, THIS PROGRAM WAS  
A GREAT EXPERIENCE. [...] THE  
THINGS I LEARNED HELPED  
ME A LOT TO GET A JOB.”**

**- Joanna Pyziak | Job Search Workshops**



# 2011



Over **1512** new clients received assistance through our **SETTLEMENT SERVICES** program. Our settlement team delivered **120** information sessions to a total of **1620** clients. Topics for the sessions included: parenting, immigration, cultural awareness, health and safety, housing, and education.



Our **JOB SEARCH WORKSHOPS** program offered informative and interactive workshops on finding a job in Canada. Each Module was offered 10 times for a total of **20** workshops, ensuring that **488** clients were provided with the tools they need to succeed in the Canadian job market.



Since the program implementation in August, **37** clients participated in the **COMMUNITY CONNECTIONS** program, which ensured they had knowledge and access to essential community services. In the **LEADING AND LEARNING** program, three groups completed a project to raise awareness about settlement issues in the community and **24** women were trained as peer-support workers to assist other newcomers in settlement and community integration.



The **WOMEN'S PRESS** published five issues covering topics including rights for refugees and migrant workers, housing, legal rights, and immigrant entrepreneurs. Over **69,000** total copies were distributed in the Hamilton community at over **150** distribution locations.



In over six different **COMPUTER COURSES**, **153** participants learned essential computer skills that further prepared them for the workplace. Topics included Basic Computer and Internet, Word, Excel, Powerpoint, Publisher and Quickbooks, and were offered throughout the year.

The **G1 DRIVING CLUB** had **129** successful participants across three of our locations, who are on their way to increased mobility, and independence.

At the 7th Annual **INTERNATIONAL MARKETPLACE**, **28** vendors sold their goods and developed their entrepreneurial skills.



# PROGRAMS AND SERVICES

An average of **257** learners attended **LINC ENGLISH CLASSES** daily, representing an attendance rate of approximately **91%** across our sites.

A total of **1336** children used **CHILDMINDING** facilities as part of the Occasional Care Program (OCC) program across our three sites. The **MOM AT WORK** program brought a total of **671** children and **419** moms to our centre. As part of the **LINC CHILDCARE PROGRAM**, **318** children were able to learn and play in a safe environment at our centres, while their parents increased their English skills in class.

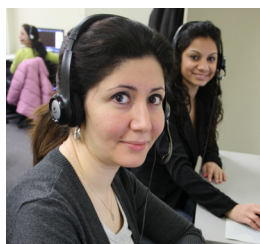
In June, our newest settlement service location opened at **2255 BARTON STREET EAST**. Since opening, the site has an average of **200** visits per month. As predicted, the site serves clients belonging to the three largest language groups living in the Riverdale area: Hindi, Punjabi and Arabic.

The Montcalm Community House hosted homework clubs, a cooking club, fitness classes, field trips, a block party and organized a **KABOOM PLAYGROUND BUILD**. Children from the neighbourhood designed their dream playground, and over **150** community volunteers came together to build it.

Through the **FINANCIAL LITERACY** program, **61** clients had the opportunity to increase their understanding of family and personal financial management, and set financial goals for the future.

Our Community Development **CONFERENCE** was attended by **125** community members who engaged in topics surrounding community building in our city; **7** community agencies partnered to present workshops and contribute to the event's success.

Women across three sites engaged in hands-on practical skills development that prepared them for the workplace and life; **94** people attended the **CPR AND FIRST AID TRAINING**; **42** people completed their **FOOD HANDLING CERTIFICATE**; and **10** women completed basic to advanced **SEWING** training.





**“THE IMMIGRANT WOMEN’S CENTRE GAVE ME  
THE OPPORTUNITY TO CONTINUE LEARNING [...]   
NOW I AM HAPPY AND PROUD TO HELP OTHERS.”**

**- Salado | Peer Support Worker**





## **SINCE SALADO CAME TO THE IWC, SHE HAS BECOME A PEER SUPPORT WORKER AND ADVOCATE FOR NEWCOMERS.**

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Salado began her involvement at the Immigrant Women's Centre two years ago, after she was referred by a friend. Coming to Canada from Somalia in 2004, she was looking for information about education and care for her children, so made an appointment with Asha Bogor, the IWC's Somali Settlement Counsellor.

"My experience with the IWC was great because, at first, I didn't know how to go back to school. I've learned a lot of resources—community resources—that I didn't know about before that were around me." Even though these resources are available, gaining access to them can be very challenging. However, the IWC gave her "the opportunity to continue learning," and she has reciprocated the help.

Wanting to get more involved, Salado became a part of the Leading and Learning program that the IWC offered. "I joined the first workshop... We talked about our experience in settlement and for newcomers in Canada." It is from this that the PhotoVoice Project began.

### **"WE DECIDED TO DO THE PHOTOVOICE PROJECT TO RAISE AWARENESS ABOUT SETTLEMENT; WHAT HELPED US, WHAT HURT US."**

"We decided to do the PhotoVoice Project to raise awareness about settlement; what helped us, what hurt us." In the first month, PhotoVoice was exhibited at a local café, Homegrown Hamilton. It was later exhibited in the President's Hallway at McMaster University. The IWC has continued to be contacted by organizations about the possibility of exhibiting in new locations.

"It really was an eye-opening experience for me," said Salado. After the PhotoVoice project, Salado secured a six-week outreach job, raising awareness about IWC services in Hamilton's west end. Currently, she is co-organizing a working group with other Leading and Learning graduates.

Salado finds inspiration for her work from knowing she is "making settlement easier for newcomers to Canada." Her hope is that future newcomers won't have to face the challenges she and her peers have endured. ☿

# 2010-2011 Financial Statements

## EARNINGS & NET ASSETS

Year ended August 31, 2011, with comparative figures for 2010

	2011	2010
<b>Revenues</b>		
Citizenship and Immigration Canada	3,246,552	2,597,599
City of Hamilton	88,957	83,085
Status of Women Canada	42,617	46,842
Hamilton Community Foundation	25,700	7,200
Human Resources and Skills Development of Ontario	15,940	-
MCI Ontario	14,968	2,067
Social Planning & Research Council	11,298	8,500
Ministry of Training, Colleges and Universities	8,025	-
Operating revenue from fundraising	6,777	5,820
The Ontario Trillium Foundation	5,888	35,788
English and Computer Classes	2,090	3,440
Employment Ontario	140	402,334
Other	75,172	57,201
	3,544,124	3,249,876
<b>Expenses</b>		
Language Instruction for Newcomers to Canada	1,832,686	1,817,566
Immigrant Settlement and Adaption Program	1,421,357	780,125
Core Administration	200,564	209,467
Enterprising Women	67,887	36,484
Other Programs	59,667	85,395
Mobilizing Montcalm	23,838	-
Mom at Work	19,053	21,361
Ontario Community Builders	16,714	3,218
Seniors Montcalm	16,365	-
MTCU Montcalm	8,024	-
I-Work	140	400,078
Wellness for Women	-	4,349
Women's Coalition	-	29,898
Elimination of interprogram charges	(122,270)	(173,351)
Total Expenses	3,544,025	3,214,590
Excess of revenues over expenses	99	35,286
Net Assets, Beginning of Year	\$94,116	\$58,830
Net Assets, end of year	\$94,215	\$94,116

## BALANCE SHEET

August 31, 2011, with comparative figures for 2010

	2011	2010
<b>Assets</b>		
Current Assets:		
Cash & cash equivalents (note 2)	63,812	154,109
Accounts receivable	146,266	113,567
Prepaid expenses & deposits	35,114	24,132
	245,192	291,808
Capital Assets (note 3)	317,150	423,270
	562,342	715,078
<b>Liabilities &amp; Shareholders' Equity</b>		
Current liabilities:		
Accounts payable & accrued liabilities	111,989	86,473
Deferred revenue	40,350	112,244
	152,339	198,717
Deferred capital contributions (note 4)	315,788	422,245
Net assets	94,215	94,116
Commitments (note 5)		
	\$562,342	\$715,078



## Volunteers

**IN 2011, 55 SKILLED AND DEDICATED VOLUNTEERS CONTRIBUTED A TOTAL OF 3,956 HOURS TO THE IWC.**

Abubeker Hamid | Angela Maria Acosta Cano | Angela Villacorta | Angelica Ruiz Rodriguez | Ayesha Rana | Carolina Cardona | Caroline Mirza | Dalia Ali | Dario Restrepo | Deanna Anderson | Dunia Salman | Emaan Jeet Singh | Faieza Fadhel Al-Obaidy | Fernando Forero | Gabriela Bragues | Ines Guerrero | Inga Woszczyk | Johanna Trejos | Juan Carlos | Jhon Villa | Judith Watemi | Julie Mbobochi | Kililia Nazy | Krista Rios | Leydy Osorio | Ludmila Herzog | Luz Marina Hernandez | Manhal Madanat | Margy A. Sarmiento | Maria Correa | Maria Cristina Pelaez | Maria R. Borja | Marisol Martinez | Martha Perdomo | Marysol Cifuentes



**"THE CENTRE HAS HELPED US TO IMPROVE  
OUR ENGLISH LANGUAGE. ALL THE STAFF ARE  
HELPFUL AND COOPERATIVE. I FEEL AT HOME  
HERE, BECAUSE OUR WHOLE FAMILY CAN COME."**

**- Younis Sarkees | LINC**

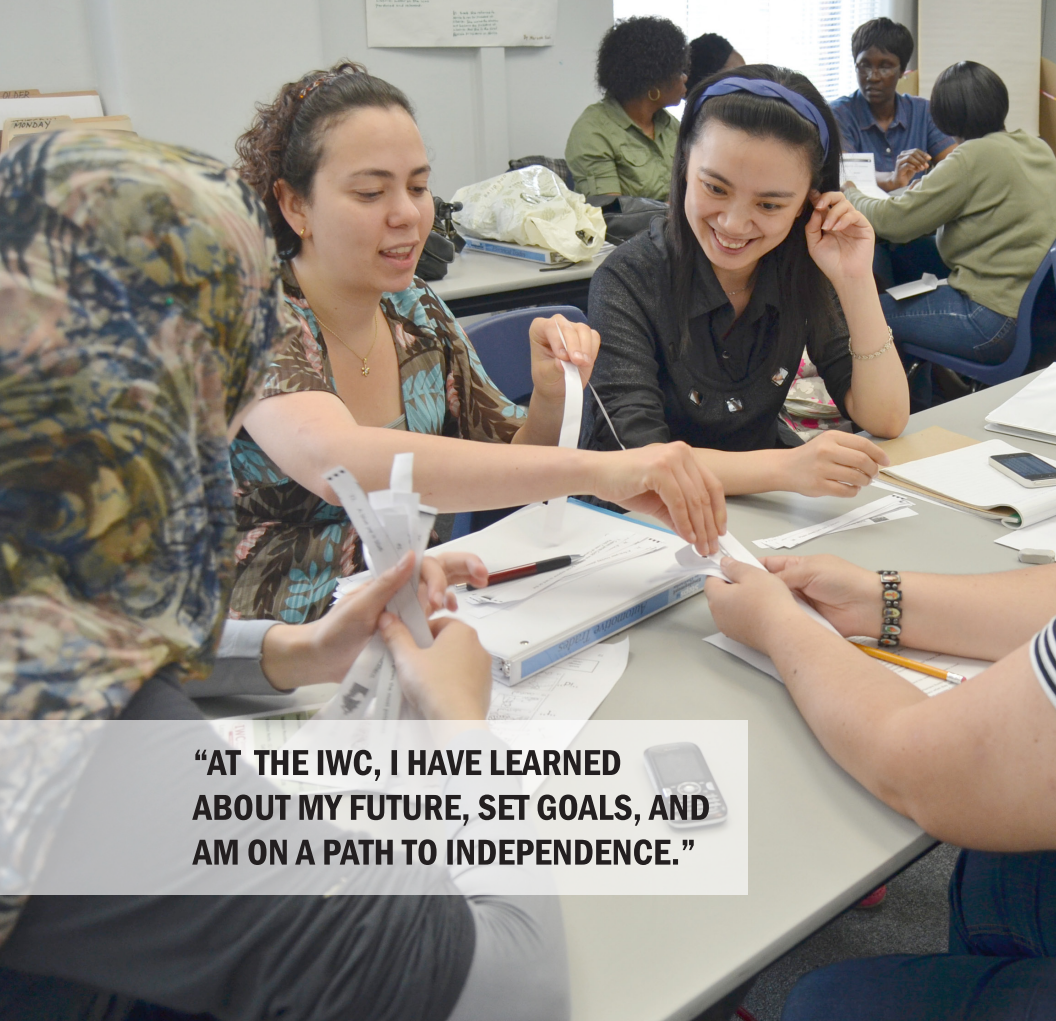


| Naheed Kausar | Neide Goncalves Marques  
| Norah Koshaba | Ofelia Ramirez Gonzalez  
| Parveen Bhatti | Rafalel Morales | Ruzzanna  
Piroeva | Samer Salman | Sara Alimdanat |  
Sara Madanat | Sister Claudia Rossignoli | Sister  
Francis Rossignoli | Sister Gabriela Hinc | Sister  
Rosanne Logel | Sister Teresita Sexton | Suzan  
Tony | Tiruwork Fenta | Vandana Sarojaya |  
Vibba Tina Joshi | Vivian Perez



**PLUS AN ADDITIONAL:**

**KABOOM PLAYGROUND BUILD  
150+ VOLUNTEERS, 1400+ HOURS**



**“AT THE IWC, I HAVE LEARNED  
ABOUT MY FUTURE, SET GOALS, AND  
AM ON A PATH TO INDEPENDENCE.”**



**DOWNTOWN**

8 Main St E #101  
905-529-5209

**DOWNTOWN EAST**

182 Rebecca St  
905-525-9676

**MOUNTAIN**

1119 Fennell Ave E #236  
905-387-1100

**EAST**

2255 Barton St E  
905-573-7663

**MONTCALM**

45 Montcalm Drive #43  
905-388-5048

**Learn, work, grow.**



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Citizenship and  
Immigration Canada

Citoyenneté et  
Immigration Canada



Status of Women  
Canada

Condition féminine  
Canada