



ANNUAL REPORT

2021-2022





Our **Vision:**

Unleashing the economic, social, and civic potential of clients.

Our **Mission:**

Connecting newcomers to the right service at the right agency every time.

Our **Values:**

We are forward thinking, adaptable, and optimistic. We value accountability, collaboration, and impactfulness. We act with integrity and treat people with respect.



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MESSAGE FROM OUR BOARD CHAIR

The importance of ensuring newcomers receive the support and guidance they need to succeed in their new home has been front and centre for Canadians over the past year as we continue to welcome people from Ukraine, Afghanistan, and many other countries into our communities. Immigrant Services Calgary (ISC) has played a key role in ensuring newcomers in southern Alberta are connected to the right services and are provided with ongoing support along their settlement journey. Keeping the unique needs of each newcomer at the heart of all interactions is core to the effectiveness of the ISC team's approach.

Gateway was developed by ISC to transform the way immigrants and refugees access services and to create greater awareness of the programs offered so that more newcomers can benefit from this support. While still considered a pilot, Gateway has already achieved great progress in transforming the newcomer experience, and the manner in which agencies work collectively to deliver services more effectively. Collaborating with the multiple community partners who

have joined Gateway and seeing the impact on newcomers has been a rewarding experience for ISC staff and Board members.

Transformation of the magnitude that ISC is leading through the Gateway initiative takes courage, determination, and perseverance. It also takes a Board that is committed to ensuring risks are appropriately mitigated while the organization delivers on its bold strategic vision. Stakeholders can be assured that we have been deliberate in building a Board that has diversity of experience and background to effectively guide ISC through this period of change.

On behalf of the Board of Directors, I want to thank the ISC staff, volunteers, funders, and community partners for sharing in our vision. Collaboratively, we will succeed in connecting newcomers to the right services at the right agency every time, and unleashing their full potential in Canada.

Sincerely,

Rhona DelFrari
Chair, Board of Directors



MESSAGE FROM OUR CEO

Two years ago, the world suddenly came to a halt due to the COVID-19 pandemic. While our organization has changed in many ways during this time, what hasn't changed is our passion to serve newcomers and provide them with a smooth and successful transition to their new home in Canada.

In the 2021-2022 fiscal year, Immigrant Services Calgary reached a key milestone in our journey to transform our sector and unleash the potential of newcomers in our community. On September 17, 2021, Gateway officially went live—a monumental day for our organization, staff, partners, and most importantly, our clients. I am excited and proud to announce that, six months since go-live, the number of clients we've supported and partners we've engaged through Gateway has surpassed all our expectations, and we are one year ahead of our plan—an incredible feat!

Venturing into uncharted territory is a daunting task, and one that cannot be achieved without courage, optimism, and strong partnerships. The

collaborations we've built over the last few years have allowed us to leverage our partners' strengths, lead in times of uncertainty, and lean on our community in times of need. Despite the challenges standing in our way, we marched together with our partners toward a common goal: a better life for our clients made possible through true client-centricity. Whether it was the impact of the [Calgary East Zone Newcomers Collaborative](#), [the Calgary Board of Education pilot project](#), or our work through [Gateway](#), we have proven that collaboration is key to building a stronger and more resilient city.

I am truly grateful to our funders, community partners, Board of Directors—and most importantly—our staff and volunteers for making the impossible, possible. Thank you for your commitment to helping unleash the social, civic, and economic potential of newcomers in our community.

Respectfully,

Hyder Hassan
Chief Executive Officer

OUR IMPACT BY THE NUMBERS

More than 400,000 newcomers live in Calgary, and they all play a role in making our community a happier, more prosperous, and diverse city. They are doctors, artists, academics, engineers, public sector workers, and parents who at one point during their newcomer journey needed a hand up in building their lives in their new homeland. This is why Immigrant Services Calgary exists—we work with newcomers in our community to help them turn their dreams into reality.

In 2021-2022, we helped:



approximately

17,370 people from **133** countries



build better lives with the support of



1,677 volunteers who
dedicated over **4,500** hours to

help new Albertans thrive.

DONATIONS

5,946

planning sessions to assess newcomer needs and priorities



5,690

language assessments to help newcomers access language classes and schooling



749

workshops held to help **14,218** newcomers gain new skills to support their newcomer journey



5,418

newcomers supported through employment services



1,061

newcomers supported to learn about Canadian culture, and build a sense of belonging in their community¹

[1] This was accomplished by providing newcomers with access to local community and government services, helping them build social and professional networks in their community, assisting them with building connections with other newcomers, empowering them to learn life skills, and improving their language skills and knowledge about life in Canada.

TRANSFORMING LIVES THROUGH INNOVATION

Innovation is key to propelling our community forward, and to ensuring we have the tools and resources needed to face future challenges and opportunities head on. As Calgary's first newcomer-serving agency, Immigrant Services Calgary has been continuously adapting to community needs and developing transformational initiatives to improve the lives of newcomers in Calgary. This is what that innovation looks like:

Gateway

Traditionally, the settlement sector in Calgary was siloed, with each organization functioning individually, rather than in coordination with one another. For newcomers in the city, this meant there was no clear path of which services to access and when, leaving many feeling overwhelmed, confused, and unsupported.

To address this issue, Immigrant Services Calgary developed Gateway—a community initiative of partners working together to ensure newcomers are given appropriate referrals and clear directions on how to quickly

achieve their personal and professional goals in their new homeland. Gateway reduces the need for clients to navigate confusing amounts of services, attend unnecessary appointments, or endure the frustration of repeating their stories. With support from Gateway Newcomers Planners, a Gateway Personalized Plan is co-created with clients, connecting them to the right service at the right agency to ensure they can meet their needs and reach their goals in Canada.

Learn more about how Gateway works by watching the video below:



Scan QR code to
watch video



“

“Moving from one province to another was difficult for me, especially because of the language barrier. My Gateway Newcomer Planner made things easy. The services Immigrant Services Calgary provides are excellent and make it easier for newcomers to adjust to their new life.” – Gateway client



COMMUNITY PARTNERS

joined the initiative to co-create change



SERVICES AND ACTIVITIES made available to help newcomers meet their needs and goals



NEWCOMERS CONNECTED to best-fit services in the community

* Data depicts impact from September 17, 2021 to March 31, 2022 (ISC's fiscal year end)



Calgary Board of Education Pilot Project

Inspired by Gateway, Immigrant Services Calgary entered into an agreement with the Calgary Board of Education (CBE) to provide a wrap-around service to CBE students and their families.

As part of the enrolment process, the CBE requires all new students in Grades 1 to 12 (who are not Canadian citizens and speak a language other than English at home) to complete an English language assessment. In this pilot, while these students were undergoing the language assessment, their parents or family members met with a Gateway Newcomer Planner to co-create personalized plans based on

the unique needs and goals of each family member.

The plans connected the families to programs and services that meet their immediate needs, support with career planning, and help them build connections in their new city. This is the first known partnership of this kind in Canada between a newcomer-serving agency and a school board. The pilot project launched in August 2021 at ISC's downtown office, and returned to the CBE Welcome Centre in 2022, joining forces with other partners like Calgary Bridge Foundation for Youth to expand the number of families served.



Over
650

Gateway Personalized Plans were developed to support parents and other family members.



Over
85%

of parents signed up for Gateway Personalized Plans to help them settle better and faster into their new life in Calgary

Immigrant Services Calgary is collaborating with the CBE to continue offering these services to newcomer families in 2022 and beyond.

CREATING IMPACT THROUGH COLLABORATION

Immigrant Services Calgary has been serving Calgary's newcomers since 1977. Over forty years of impact has taught us that one agency can do a lot—but it cannot do it all. This is why we partner with organizations across sectors to create tangible, collective impact in the lives of the immigrants and refugees we serve. This is what that impact looks like:

Calgary East Zone Newcomers Collaborative (CENC)

At the height of the COVID-19 pandemic, Immigrant Services Calgary joined forces with 16 community-serving agencies to form the Calgary East Zone Newcomers Collaborative (CENC), which works to address the needs of newcomers in northeast Calgary by connecting them to culturally appropriate supports. As vaccines became available, accessibility, language barriers, and low digital literacy prevented many people in northeast Calgary from

receiving their vaccines.

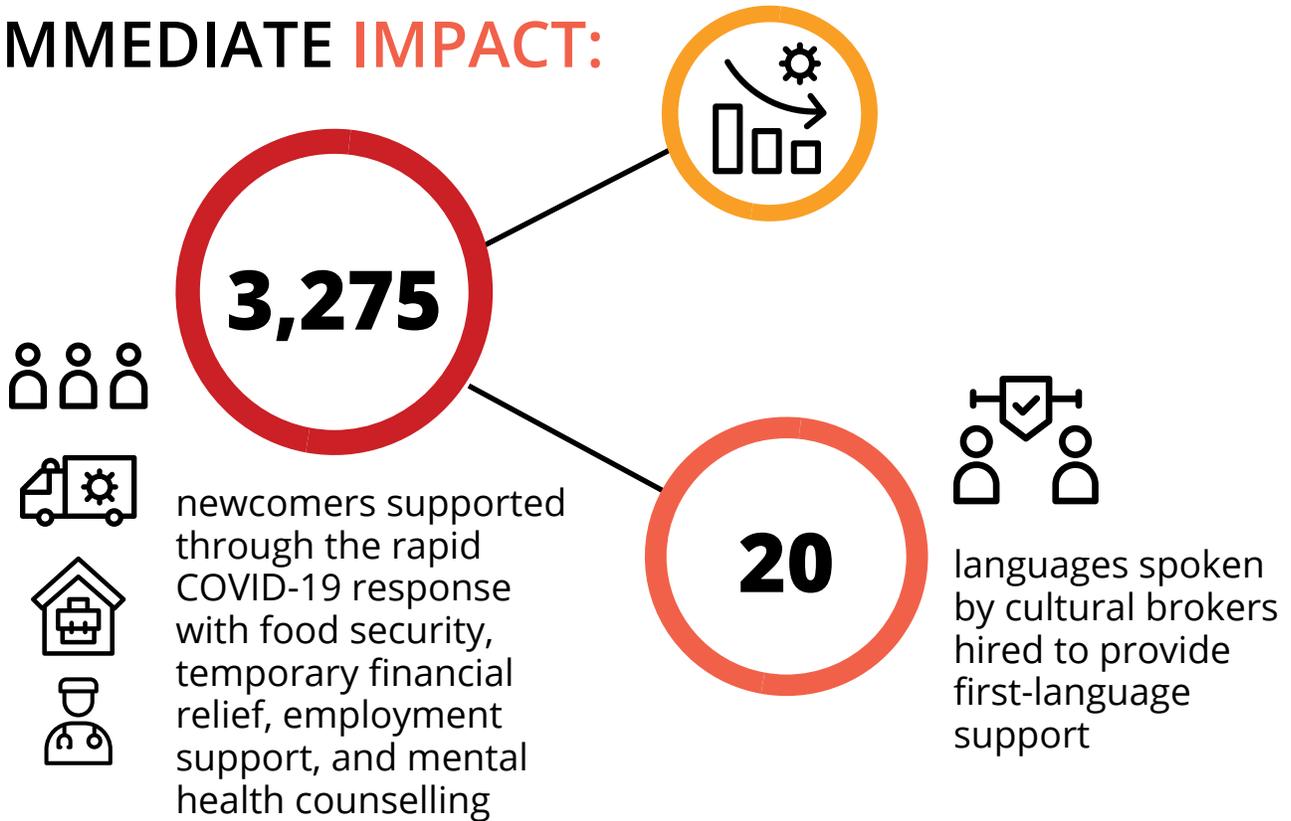
To support newcomers who were struggling and increase public health and safety, the CENC worked with local organizations to provide first-language information about coronavirus risks, and subsequently organized culturally-appropriate appointments, and drive-through and pop-up vaccine clinics.

Learn more about the CENC response by watching the video below:



Scan QR code
to watch video

IMMEDIATE IMPACT:



LONG-TERM IMPACT: By November 2021,

Northeast Calgary ranked **number-one** in first-dose vaccine coverage in Alberta,



with almost **99%** of eligible residents having received at least **one dose of a COVID-19 vaccine.**



Empowering Communities Together **Anti-Racism Initiative**

The COVID-19 pandemic brought to light the many inequalities and inequities faced by newcomers and racialized communities, including the rise of racism and discrimination towards certain groups. To tackle this issue, Immigrant Services Calgary partnered with the Centre for Newcomers and The Immigrant Education Society to work on structuring and elevating anti-racism efforts in the city. The organizations introduced two events that shed light on race and racism in the city:



Weekly workshops hosted by the Centre for Newcomers, focusing on lessons and tools to empower newcomers and racialized communities to deal with potential physical and mental harm from individuals who engage in racist behaviours toward them.

240

people took part
in the event

94%

of participants found the
workshops to be helpful

An Empowering Communities Unconference facilitated by Immigrant Services Calgary, in which approximately 40 participants from academia, government, industry, and the general public were tasked with identifying, reflecting on, and devising actions to create responsive and relevant anti-racist practices across Calgary and area.



The two events resulted in tangible actions to be implemented by organizations, policy makers, and social service agencies to promote anti-racism practices, equity, and inclusion.

Anti-Bullying Initiative (ABI)

Children and youth who are vulnerable or marginalized in our society are at higher risk of becoming the victims of bullying, and service providers find it difficult to address this issue due to limited support and resources. In response to this increasing need, Immigrant Services Calgary launched the Anti-Bullying Initiative (ABI), a training for community leaders to learn the necessary tools to lead anti-bullying efforts in their communities.

In 2021-2022, Immigrant Services Calgary provided free training to more than 50 frontline staff from nine youth-serving organizations, including the Calgary Bridge Foundation for Youth, YMCA, and the Calgary Afterschool Program, among others.

229

youth participated in the program, learning valuable skills in standing up to bullying in a safe and non-judgemental way. When asked what they enjoyed the most, youth participants said: interactive learning, program activities, and informed, fruitful conversations.

96%

of trainees rated the training as very high quality and/or high quality, and

100%

of the participants agreed that they would recommend this curriculum to others.

Based on the success of the initiative in 2021-2022, Immigrant Services Calgary is working with agency partners to raise awareness of the program in the community, and to extend it from Calgary into rural Alberta.

SUPPORTING NEWCOMER JOURNEYS

Rather than a one-size-fits-all model, Immigrant Services Calgary approaches each client with a tailored response that complements their unique story to ensure they receive the type of support when and where they need it.

This support looks different for everyone:

The newcomer youth looking to connect with other youth in Calgary, learn about Canadian culture, and engage with their local community

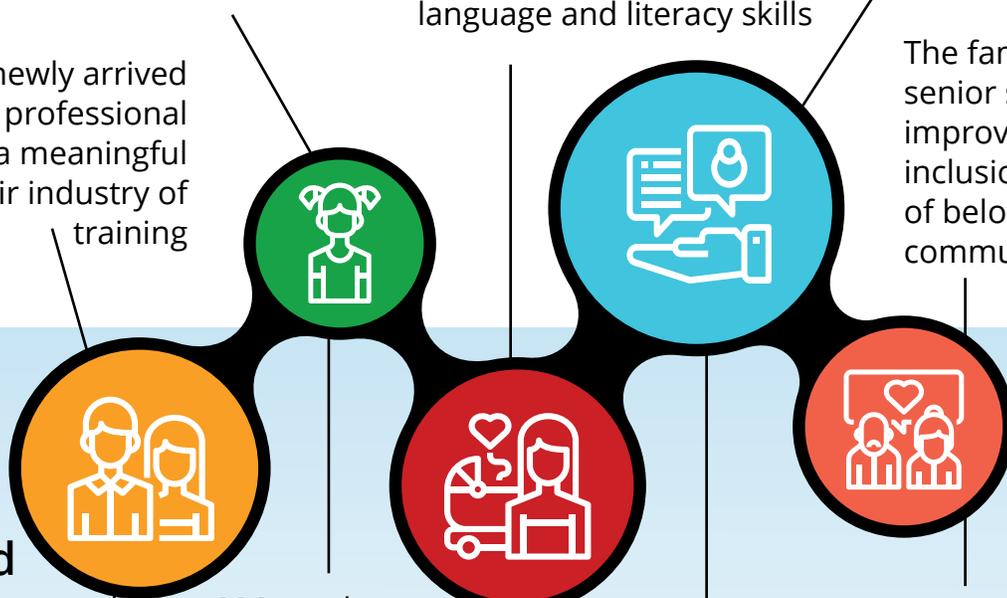
The parent seeking to learn how to make healthy lifestyle choices for themselves and their infants, or prepare their children for kindergarten by improving their English language and literacy skills

The newcomer struggling with English language skills who needs interpretation and translation services to receive medical or legal support

The newly arrived newcomer professional looking for a meaningful job in their industry of training

The family or senior seeking to improve their social inclusion and sense of belonging in the community

How we provided this support in 2021-2022:



39 employability workshops, **1,832** individual sessions, and two career fairs

291 youth engaged through programs focused on youth community engagement and empowerment

422 parents and caregivers helped with food support and healthy lifestyle choices, and **136** parents and children provided a safe place to make new friends, learn about other cultures, and improve their English and literacy skills.

1,615 translation and interpretation services performed

456 seniors and **407** individuals supported with skills to adapt to life in Canada and build a sense of belonging in their communities

MOHAMED'S STORY

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I have a physical disability that prevents me from easily getting around Calgary. New to the city and lacking a support network, I was struggling with food security, so I reached out to Immigrant Services Calgary for help. I was connected to a Gateway Newcomer Planner, who immediately referred me to a culturally appropriate food bank where I was able to sign up for a food hamper program.

My Gateway Newcomer Planner then worked with me to build a plan for my future based on my priorities and goals. I was referred to several programs to receive needed support with my daily living, connecting me to affordable housing, benefits for people with disabilities, low-income transit passes, and free English language classes.

After ensuring all of my immediate and longer-term needs were met, my Gateway Planner helped connect me to a program focused on my passion—art. I joined a free online art program, where I spend my time creating beautiful pieces to share with the

other students, with whom I have started building friendships. Thanks to my Gateway Newcomer Planner, I have also started building good relationships with other newcomers with disabilities who speak my first language.

I am happy with my new life in Canada, and I look forward to the day when I can find meaningful employment so I can give back to the city and community that supported me.

- Mohamed, a newcomer from Somalia

JOHNCY'S STORY

“

Immigrant Services Calgary and my Newcomer Employment Specialist have played a very important role in helping me start my career as a newcomer here in Canada. Like most newcomers, when I arrived in Canada, I was unaware of the services available to help me settle here. I struggled because everything was so new—a new country, new rules, new experiences—and it felt really overwhelming. So, I reached out to Immigrant Services Calgary for help.

I worked with a Newcomer Employment Specialist to prepare for the job market in Calgary. From editing my resume to sharing job postings that aligned with my professional experience, my Newcomer Employment Specialist was committed to helping me find a job in my field. He sent me relevant job postings, and ensured I took part in a mock interview workshop organized by RBC and Immigrant Services Calgary. Thanks to that interview, I was able to secure a job and start my banking career in Canada.

Today, it's been over 10 months since I joined RBC as a Client Advisor, and I am proud to say I got this job because of Immigrant Services Calgary. I make sure to tell all my friends and family members who come to Canada to contact Immigrant Services Calgary for help, because they have everything you need to help you on your journey of building a new life in Calgary. Thanks Immigrant Services Calgary!

- Johncy, a newcomer from India



OUR FUNDERS AND SUPPORTERS

Government of Canada **\$7,444,000**

Immigration, Refugees and Citizenship Canada	\$6,703,000
Public Health Agency of Canada	\$612,960
Others	\$128,040

Government of Alberta **\$1,618,300**

Alberta Labour and Immigration	\$853,200
Alberta Health Services	\$202,500
Ministry of Children's Services	\$371,000
Others	\$191,600

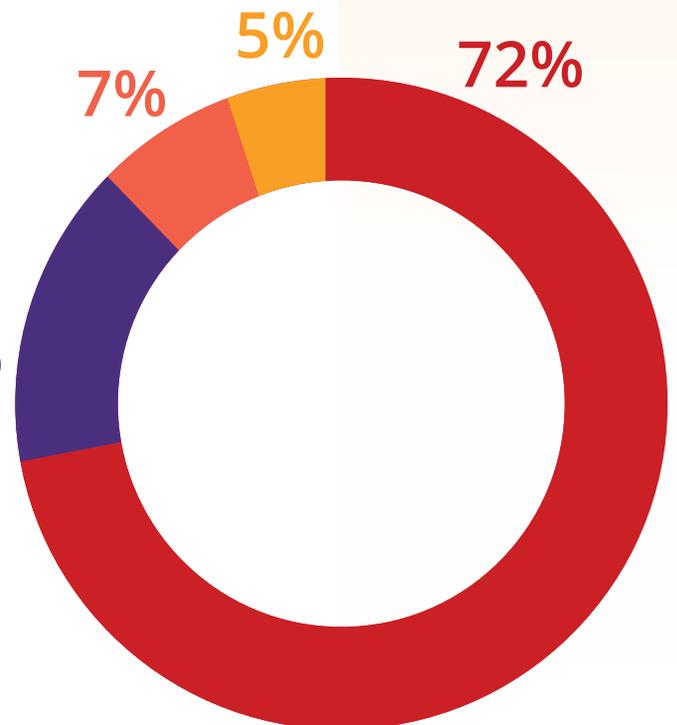
City of Calgary **\$774,600**

Family and Community Support Services	\$536,000
Others	\$238,600

Others

United Way	\$185,000
Calgary Foundation	\$250,000
Calgary Flames Foundation	\$75,000
Others (includes donors)	\$56,700

2021-2022
FUNDING TOTAL
\$10,403,600



OUR TEAM

2021-2022 Board of Directors



Rhona Delfrari
BOARD CHAIR



Chandy Mung
TREASURER



Lisa Clark
SECRETARY



Shirley Philips
PAST CHAIR



Ada Adeleke-Kelani
DIRECTOR



Alec Silenzi
DIRECTOR



Anipa Jeyakumar
DIRECTOR



James Lam
DIRECTOR



Jill Gao
DIRECTOR



László Varsányi
DIRECTOR



Meghan Kociuba
DIRECTOR



Neeraj Gupta
DIRECTOR



Swapan Kakumanu
DIRECTOR

To see a list of our current Board of Directors, please visit: <https://www.immigrantservicescalgary.ca/about-us/#our-team>

2021-2022 Leadership Team

Hyder Hassan - Chief Executive Officer
Geoff Couldrey - Chief Operating Officer (Outgoing)
Jillian McDonald - Chief Operating Officer (Incoming)
Casey Kennedy - Chief Client Services Officer
Vibha Kaushik - Director of Research and Policy
Alka Merlin - Director of Communications
& External Relations
Kola Oladimeji - Director of Finance

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