

EDMONTON MENNONITE

# centre *for* newcomers

# 2012



# COMMUNITY

# REPORT



# EDMONTON MENNONITE CENTRE FOR NEWCOMERS

## VISION ELEMENTS

### VIVID DESCRIPTION

We see a future where many citizens walk with newcomers to bridge their transition into community. To achieve this vision we will serve as a key catalyst and leading collaborator in positively shaping the attitudes, behaviours and practices of organizations and individuals to value the diversity that newcomers bring to community.

## CORE VALUES

### SOCIAL JUSTICE

Creating a society that is based on the dignity of every human being

- Integrity
- Democratic
- Equal opportunities
- Integration
- Participation

### COMPASSION

Showing care and empathy for newcomers.

- Grace
- Love
- Hope
- Humility
- Fellowship

### DIVERSITY

Giving every individual the opportunity to achieve their potential and to participate fully in the community.

- Respect
- Inclusion
- Strengths-based approach
- Culture/age/gender/values
- Spirituality

### RESPONSIBILITY

Acting to achieve our goals.

- Accountability
- Trust
- Change
- Mentoring
- Ownership
- Professionalism
- Solution-oriented
- Transparency

## CORE PURPOSE

To enhance quality of life for newcomers and all Canadians

How WONDERFUL IT IS THAT NOBODY NEED WAIT A SINGLE MOMENT  
BEFORE STARTING TO IMPROVE THE WORLD. ANNE FRANK



IT'S GOOD TO BE BLESSED. IT'S BETTER  
TO BE A BLESSING. AUTHOR UNKNOWN







# A MESSAGE FROM THE CHAIRMAN OF THE BOARD OF DIRECTORS

*While general conditions in our land are strong, there are still areas that require greater attention and effort. With the increasing number of newcomers coming to Edmonton, ensuring they are all given a proper welcome and are provided with the opportunity to work and raise a strong family becomes an increasing challenge, one that the Edmonton Mennonite Centre for Newcomers (EMCN) has made its mission to fulfill.*

The 2011-2012 year has been good for Alberta as our economy remains strong and the province enjoys prosperity, peace, and stability. The province of Alberta continues to be among the greatest places in the world to live. Partly as a result of this prosperity, the province has welcomed record numbers of newcomers during this period.

While general conditions in our land are strong, there are still areas that require greater attention and effort. With the increasing number of newcomers coming to Edmonton, ensuring they are all given a proper welcome and are provided with the opportunity to work and raise a strong family becomes an increasing challenge, one that the Edmonton Mennonite Centre for Newcomers (EMCN) has made its mission to fulfill.

As a result of the continued influx of newcomers to Edmonton, the last 12 months have been eventful at EMCN. The Annual General Meeting (AGM) and Community Report are opportunities to reflect on the year's events.

In August 2011, we were fortunate to have Erick Ambtman join us as our Executive Director and his leadership has been a

wonderful addition to the EMCN family. Since his arrival, the Board of Directors has given Erick the mandate to upgrade EMCN's organizational infrastructure, to create a solid foundation of processes and functions behind the scenes that support our front lines in efficiently and effectively engage newcomers as we walk together in their journey to integration into our society and economy. The work on this organizational upgrade has begun and the Board remains in full support of Erick as he works to implement this essential mandate.

Along with Erick's arrival, there has also been the addition of new members to the Board including Sofia Karmali, Scott McKeen, Scott Key, Neil Barga and Peter Inglis. Each has contributed to the Board in their own way, utilizing their diverse skills and backgrounds, enhancing diversity at the Board level and adding to the depth of the Agency.

One of the priorities of the Board this year has been to create and approve a Strategic Plan that will serve as a roadmap for the Executive Director and the staff for years to follow. After many meetings and consultations, the Board approved the Strategic Plan on May 28th, 2012. The Strategic Plan was led by the Board and involved the input from all levels of

staff and the founding churches.

While many important objectives came out of this process, one that has the potential to have a significant impact on the identity of the Agency was the goal to conduct a full Governance Review which will include the way in which EMCN is governed. The Board recognizes that as EMCN evolves to meet the needs of newcomers and our community, so too must the Board evolve its practices to meet the needs of the agency and our many community stakeholders.

EMCN's ability to best serve newcomers and our community moving forward will be highly dependent on our ability to stay relevant by adapting to changes both amongst newcomers and our community. We are confident about the future of EMCN and our city and we look forward to working together with our many stakeholders to help increase the quality of life for newcomers and for our community.

Sincerely on Behalf of the Board,



Daniel Eggert  
Chair, Board of Directors

NEVER WORRY ABOUT NUMBERS.

HELP ONE PERSON AT A TIME, AND

ALWAYS START WITH THE PERSON

NEAREST YOU. ~MOTHER TERESA

# BOARD OF DIRECTORS 2012

Daniel Eggert, Chair

Sofia Karmali, Vice-Chair/Treasurer

Maria Jagiello-Cathcart, Secretary

Karen Link, Director

Mat Wiens, Director

Neil Bargaen, Director

Peter Inglis, Director

Rick Enns, Director

Scott Key, Executive Member at Large

Scott McKeen, Director

Sofia Yaqub, Director



## MESSAGE FROM THE EXECUTIVE DIRECTOR

When I joined EMCN this year I knew I was joining a great organization that was a pillar of strength and hope in the Edmonton community. What I did not know was that I was joining a team of incredibly passionate and dedicated people. Every day I am humbled by the spirit and commitment of the Board, volunteers and staff at EMCN. It is a place where the people walk the talk and put others before themselves.

Over the past year much of our effort has gone into focusing our energy and being strategic in our choices. We have a new strategic plan that sets out a bold vision for EMCN and our role in the community. We have a resources development plan that aims to make us a more stable organization with the means to independently pursue strategic objective. We have a communications plan which will be implemented to raise the profile of immigrant issues and successes as well as that of EMCN. We can say with confidence that we know where we want to go and how we will get there.

2011/2012 was again a transition year

for EMCN but we ended the year with renewed focus and energy. We also built and strengthened relationships with our key stakeholders including funders, partners, staff and clients. The result has been a more transparent, collaborative, and open EMCN with increased capacity to meet our strategic objectives.

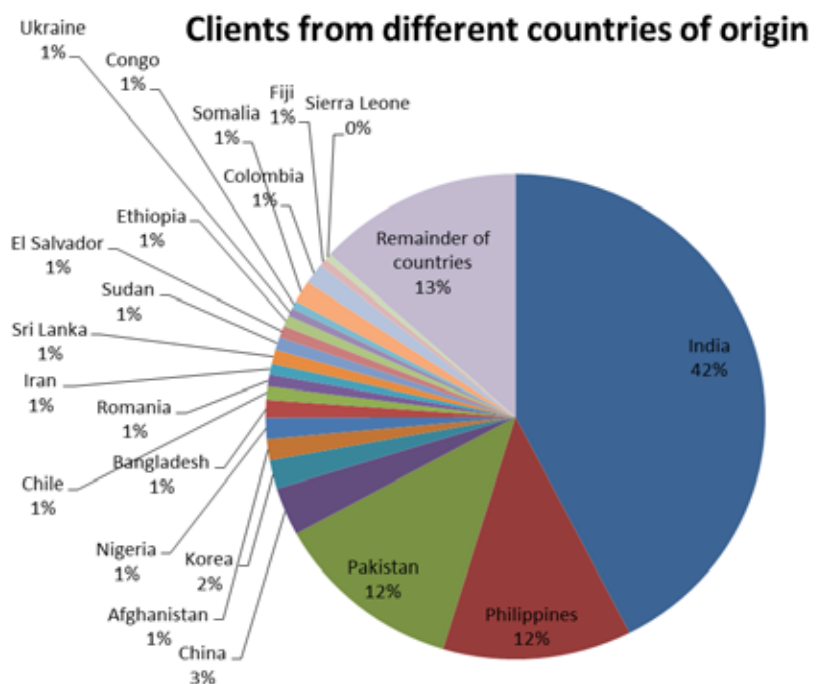
Our success this year has been the result of our collective effort and the support of the Edmonton community. Internally, staff at every level have taken on new responsibilities in many different capacities. Our Board has asked all the difficult questions and pushed EMCN to realize lofty ambitions. Outside of EMCN other community organizations have gone to great lengths to support us. Funders have also committed resources to helping us move in a new direction. It takes a village to raise a child and it has taken our whole community to facilitate our transition. EMCN will continue to pursue our ambition to become a truly great organization, empowering and supporting our new citizens and playing a key role in the continued growth of this wonderful city.

THE FIRST QUESTION WHICH THE PRIEST AND THE LEVITE  
ASKED WAS: "IF I STOP TO HELP THIS MAN, WHAT WILL  
HAPPEN TO ME?" BUT... THE GOOD SAMARITAN REVERSED  
THE QUESTION: "IF I DO NOT STOP TO HELP THIS MAN,  
WHAT WILL HAPPEN TO HIM?" ~MARTIN LUTHER KING, JR.

Erick Ambtman  
Executive Director

# EMPLOYMENT TEAM IN WELCOME CENTRE FOR IMMIGRANTS (WCI)

*"I cannot believe that I can perform in an Interview like I did, I felt myself confident because of the direction and support extended by the WCI team." – a newcomer*



WCI had 68 employment workshops in 2011-2012

This year was an exciting and interesting one for our EMCN employment team in the Welcome Centre for Immigrants (WCI). Located in the lively multicultural community in south Edmonton, WCI is one of the oldest not-for-profit collaborations in Edmonton. It is a unique wrap-around initiative to help newly arrived immigrants through the local mosaic of information and resources under one roof.

In 2011-12, WCI has seen **2252** newcomers and arranged 68 employment workshops with participants from all over the world – including India, Pakistan, Bangladesh, Philippines, China, Korea, Afghanistan, Nigeria, Chile, Romania, Iran, Sri Lanka, Sudan, El Salvador, Ukraine, Congo, Somalia, Colombia, Fiji and Sierra Leone.

WCI's enthusiastic team has five full-time staff – four career practitioners and one job developer. Languages spoken include Somali, Arabic, Hindi, Urdu, Punjabi and many more. Staff members are always ready to help newcomers prepare a Canadian style resume from scratch, guide them through local resources and take care of all the nitty-gritty to empower them in the job market. Besides practicing traditional career service approaches, this year the WCI team has used social media to help clients even better. WCI's first ever social networking sites, a Twitter account and a job blog post, went online in the early months of this financial year. Twitter and the job blog spot have helped newcomers intensively with job searches in the past few months. Now WCI has 1,547 followers in Twitter and still counting!!

In 2012-2013, WCI expects to see a 60 per cent increase in its clients by providing services to 4000 newcomers. To meet this goal, WCI is expanding and we are glad to say that we are adding another 7000 Sq ft of space in our existing facility on the 2nd floor of the same building and will have more programs and services for our clients with 8 new colleagues in our team during next year.





## SETTLEMENT SUPPORT FOR YOUTH AND

## THEIR FAMILIES THROUGH THE SCHOOL

## SETTING CONTINUES TO EVOLVE AND GROW.

This was our second year of involvement in the REACH Schools as Hub programming in McCauley and Balwin schools. This program is expanding into Edith Rogers School and J. Percy Page in Millwoods. We have been involved in the Edith Rogers school community for the past two years as more newcomers move into this school area. The Schools as Hubs concept allows us to bring in programs as an agency that include an after-school program for the children and youth, as well as EAL classes, sewing classes and citizenship classes for adults, depending on what the community is requesting.

Our Settlement in Schools work focuses on two areas

1) Supporting families, youth and school staff through brokering cultural understanding

2) Supporting in-school and after-school programming for academic success

This year, twenty-two schools called on us to provide cultural insight and support for bridging understanding and supporting newcomer youth individually.

We also supported over 50 families through varying types of crises, including teens leaving home for various reasons, and finding ways to reunite families or support youth who are now on their own.

We have been involved in six schools on a regular basis offering in-school support, after-school programming and recreational programs. In Queen Elizabeth High School and Balwin Elementary and Junior High School, we have a daily presence. In the other schools, we support the youth between one and two days a week.



Below is a breakdown of numbers of students our programming is impacting.

• Queen Elizabeth High Culture Club:	20 youth
• Queen Elizabeth High Recreation Program:	30 youth
• Balwin afterschool programming:	45 children and youth
• Edith Rogers Junior High School:	25 youth
• Belvedere Elementary School:	20 children
• John D Bracco Junior High School:	16 youth
• John Barnett Elementary School:	3 children
• Girls programming:	75 girls in three schools

Last summer we had a successful summer program out of Balwin School in collaboration with partner agencies. Over 70 children and youth attended the four week program that included literacy and numeracy activities as well as recreation and crafts.

The two growing areas of our work in the schools this year revolved around a recreation program for boys and programming specifically for girls. When youth expressed interest and enthusiasm around having a Monday night soccer and Wednesday morning basketball at Queen Elizabeth High, our staff worker Hussein Sugulle made it happen. Since October of last year, youth from Queen Elizabeth have been gathering to play sports together. The result has been engagement of immigrant youth who otherwise have been dis-engaged from the school community. Our hope is to build on this for next year and provide more opportunity for reflection on positive engagement and leadership development as youth go through their highschool years.

The other project grew out of a desire on the part of girls to have “girls-only” activities. Our EMCN staff member, Amy Jeannotte, organized “Celebrating Inner Beauty” – an event that brought girls from all cultures together in three different school communities to participate in activities such as creating a banner together, doing henna art on each other, and dancing together. The girls were delighted with the experience. An outgrowth of this experience was a fashion show organized by the girls of Queen Elizabeth High that included fashion, dance and sharing ethnic food.

Through the generous funding from the Federal and Provincial Government, the City of Edmonton, the Public School Board and a grant from TELUS for our work with immigrant girls, we are able to play a supportive role to the school staff, the families, and the children and youth involved in schooling through our public school system.

PLANT FLOWERS IN OTHERS' GARDENS  
AND YOUR LIFE BECOMES A BOUQUET!  
AUTHOR UNKNOWN



# ENGINEERS' AND TECHNOLOGISTS' INTEGRATION PROGRAM



This program is all about setting the stage for future success. The 2011-2012 student body committed more of themselves, challenged more of their beliefs and values, and embraced the transition to a new work culture with new communication styles with open arms. After completing 4 months at EMCN, where they enhanced their knowledge of engineering business communication, Canadian workplace culture and honed their computer skills,

**69** civil, mechanical, electrical and industrial electronics engineering professionals headed off to NAIT to refresh their Engineering knowledge through coursework in Applied Engineering - to "Canadianize" their engineering skills. Once on the job search trail, graduates were provided Technologist in Training memberships with the Association of Science and Engineering Technologist Professionals of Alberta (ASET) and directed job search support by EMCN. The result of all their hard work?

An incredible **98%** engineering employment success rate with annual salaries ranging between \$78,000 to \$136,000.



## ACCOUNTANTS' BRIDGING PROGRAM

The Accountants' Bridging Program assists internationally educated accounting or finance professionals to transition into meaningful accounting related employment while connecting the program participants with the accounting regulator that feel most comfortable in pursuing a designation with: CGA, CMA or CA. The program has one intake per year, with classes starting in September and ending in July. In 2011/2012 15 candidates are enrolled in the program. The program has not yet concluded and some of the participants already have appropriate employment.

## PAYROLL CLERKS' PROGRAMS

The Payroll Clerks' Program differs from ETIP and ABP in that it is a training program. This means that candidates from a range of professional backgrounds can enrol. We encourage professionals with backgrounds in accounting, book-keeping or even Office Administration to apply, because these areas are most closely connected with Laurie, the occupation of payroll clerk. As is the case with Accountants' Bridging Program there is only one intake per year for this program. This is an 8-month program with classes running from May to December. 21 clients were enrolled in the program in 2011.



# ENHANCED LANGUAGE TRAINING PROGRAM

(RESEARCH AND CURRICULUM DEVELOPMENT)

The Workplace-based Accounting Language and Culture Curriculum Development Program.

This federally and provincially funded project has the objective of creating effective communication materials and learning opportunities for foreign-trained accountants based on authentic Canadian workplace communication.

The first step was to go to corporate partners and actually get authentic samples of communication in accounting workplaces. Nayar Lopez of EMCN then analyzed these samples and categorized them into communication tasks. Nayar then developed lessons that would help learners in carrying out these tasks and piloted lessons in the Accounting Bridging Program at EMCN. Afterwards, lessons were assembled into a workbook that was completed in April of this year.

As part of the project, EMCN partnered with Athabasca University to convert one of the lessons into a pilot online lesson. The feedback from participants of both the text-based and online lessons has been positive. Here are a few comments from their feedback:

“It’s a good material for us who come from other country to prepare us in the real Canadian workplace.”

“It teaches us how to do proper voice mailing, very helpful to our work and in everyday communication. Makes us very professional in work.”

“I want more of this. This will help me in my future.”

“E-learning lesson helps a lot, especially to people who are very busy, so they can learn things at their own pace or time.”

Thanks goes to the governments of Canada and Alberta for their funding support, EMCN’s corporate partners and Athabasca University for assisting the project and all the accounting professionals who participated in the piloting of the lessons.



YOU MUST BE THE CHANGE YOU WISH TO  
SEE IN THE WORLD.  
MAHATMA GHANDI



# HEALTH & WELLBEING

## SERVICES REPORT - 2011

Throughout 2011, the Health & Wellbeing Services Team continued to see increased growth in the number of multilayered, complex cases. Our team served just over

**590 unique clients from 72 countries.**

An overarching goal in all areas has been to build stronger collaborative working relationships. This helps provide clients with a smoother, more responsive, client friendly referral process. Through existing and new collaborations, we have encountered new possibilities both for the clients we already serve and increased opportunities for outreach.

Social Work support and crisis intervention has continued to be extremely busy through 2011. It appears that as our services have become better known, we find increasingly complex cases. In a number of those, individuals or families are involved with multiple systems and service providers. These cases can be taxing in terms of our time and resources; therefore, internal and external service coordination has become a greater focus of our work. By doing this, we hope to avoid huge investments of resources without improvement in outcomes. Benefits of the coordinated approach include the avoidance of duplication of services from partners such as Child & Family Services (CFSA), Catholic Social Services (CSS), Multicultural Health Brokers (MCHB); as well as bridging the gaps that some of our clients fall into. We are beginning to see gains in terms of increased communication between service providers, and families feeling that they are being collectively held, rather than passed around from service to service.

Our group programs – for parents, Language for Life: Helping Your Youth Find Their Way, and for youth – Finding Their Way have continued to grow and flourish. These two aspects of our programming were new initiatives that started in 2010. We have been working with the

community on developing the groups and the curriculum, there have also been a number of positive outcomes for participants. We partnered with staff from EMCN's Settlement in Schools team to provide psycho-educational Finding Your Way groups at Queen Elizabeth High School. Following is an excerpt of feedback received from one of our Language for Life participants:



*"First of all, all of the new immigrants should know about Language for Life because they want to live in Canada. This information is useful for them. Secondly, I encourage our classmates to take this course, especially who have children. In my opinion, most of the topics that you talked about in this class were useful like education, Canadian culture and a movie that you showed us. I think your group talked about everything that a new immigrant needs to live better in Canada."*

# CHILD AND FAMILY SERVICES:

WE CAN DO NO GREAT THINGS, ONLY SMALL THINGS WITH GREAT LOVE. - MOTHER TERESA



## OUR PROGRAMS TO SUPPORT IMMIGRANT FAMILIES WITH YOUNG CHILDREN REVOLVE AROUND THE FOLLOWING GOALS:

### LITERACY:

Building blocks of strong literacy begin with strong first language skills. We encourage parents to pass on a strong first language through storytelling and singing and other interactions with their children. The program also works on the English literacy skills of the parents to empower them to navigate in an English-speaking world. And the program for the children provides opportunities to develop pre-literacy skills through drawing, reading books and engaging in stories during circle time.

### INTEGRATION:

Having opportunities to build community and learn about resources is a second component of this program. Through field trips to the library, to a local school, and to places such as Fort Edmonton Park, parents are directly involved in their children's learning journey. As well, we offer a skating and swimming program for pre-school age children and their older siblings to give a safe and affordable opportunity for accessing programs.

### EARLY INTERVENTION:

Exploring intercultural parenting skills is critical to successful integration. This program creates opportunities for discussions about issues related to parenting. As well, through home visits, staff learn more about the families participating in the program and are able to offer holistic support. Parents have identified a longing to get together outside of the program to build community and to learn from each other. Through EMCN staff brokering of relationships, parents have been connected to each other, have made friends, and have reduced their isolation.

- We have 149 moms who went through the program from January 2011 to December 2011.
- We also have 146 children who participated with their moms.
- We engaged with 138 parents through home visits and holistic support

We have one young Somali mom who joined our program; she does not have any extended family or friends in the city. A Multicultural Health Broker referred her to our program. She was little bit shy at the beginning but eventually made friends. She became a very good friend with a Romanian mother a Sudanese mother and another Somali mother. They meet outside the program; take their kids to places together. They also meet as a family. They shared the following story: One time, the Sudanese and Somali moms arranged a sleep-over for themselves and the kids in one home and their husbands hung out together in the other home! Everyone seemed to have enjoyed this cross-cultural experience.



## CAREER EMPLOYMENT SERVICES FOR IMMIGRANT

The CESI program offers short-term employment intervention, assistance and support for immigrants looking to develop a career and/or develop meaningful, long-term employment. The program focuses on providing in-depth assessment from qualified Career Practitioners followed by support and referral to help those we serve reach their specific employment goals. It supports immigrants that are low-skilled with little or no formal training or education who are not born in Canada and looking for long term or short term employment. Once we receive the client, the counsellor will place him or her on 12 weeks job placement. The counselor will work very closely with the client and follow up with support in finding work.

Other supports offered are:

Paid Workplace Training Opportunities which aims to provide new skills for immigrants who have not had the opportunity to be trained in a specific field. A major purpose of the WTP is to help employers invest in employee potential. This means support and financial incentives for employers who are willing to take on the training or responsibility for EMCN clients.

Onsite employment workshops customized to meet the needs of the specific client groups (ENG)

Employer Liaison and Job Development services

Events-Job Fairs, Information Sessions, and Mock interviews

Exposure course such as First Aid, WHMIS, H2S Alive, Forklift Safety, CSTS, OSSA

Transportation –Bus tickets or Bus passes are provided with counselor approval





# RECENT SUCCESS STORIES

The counselor met a client last November who had trouble finding employment. The resume was revised and an employment workshop was provided for the client to prepare for a job. The next step was to refer the client to EL/JD (Employer Liaison and Job Developer). EL/JD's duty is to place the client with the employer. EL/JD found a job for the client but she quit after two days because she didn't feel safe taking the bus late in the evening and had trouble finding someone looking after her baby. The client kept looking for jobs but encountered transportation and babysitting problems. Finally, she managed to find a daycare nearby. This ended her babysitting concerns and the client is now working full time as a bindery worker.

"I really appreciate your understanding and support regarding the oil rig job. Thank you for taking a chance on me and for your never ending support and encouragement. You've been right there, helping out wherever and whenever needed for these past months.

Sending me all kind of opportunities and sending my resume to employer, I don't really know how can I repay you, you're one of a kind. Again, deeply from my heart thank you so much for your help. I greatly appreciate the assistance you have provided me. People really need someone like you to help them with their future, I am very glad to speak and say that your manager didn't regret to put you where you are right now."

EMNC client.

The counsellor's support plays a very important role in the client's life because it provides the client with hope and motivation to continuously seek the ideal job and to not give up on this dream. In order for any goal to be reached, it is important to help the client maintain the momentum in his journey of career development.

Statistically, we have been serving over **617** individuals who received direct

counselling services from our CESI Employment team and Up to date we had **190**

**job placements**. Almost **5000**

individuals were handled through our reception area last fiscal year.

**STATEMENT OF OPERATIONS**  
**FOR THE YEAR ENDED MARCH 31, 2012**

Revenue

- Provincial government grants
- Federal government grants
- Other program grants
- Rent
- Donations and fundraising
- Registration fees
- Investment income

Expenses

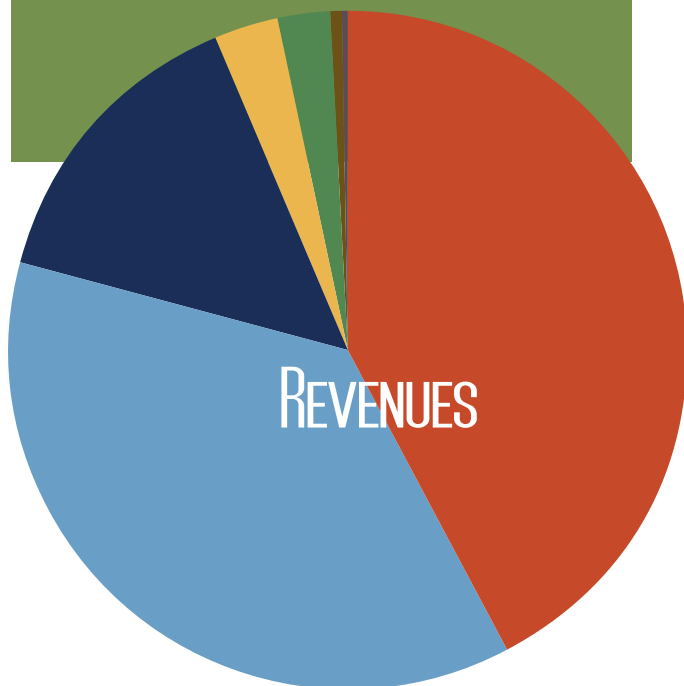
- Salaries and benefits
- Rent, utilities and maintenance
- Contract services
- Administrative
- Resources
- Amortization
- Equipment, repairs and maintenance

Excess (Deficiency) of Revenue over Expenses

	<u>2012</u>	<u>2011</u>
Revenue		
\$ 3,339,939	\$ 3,350,168	
2,893,349	2,905,148	
1,144,214	1,198,825	
232,877	290,582	
206,255	84,447	
45,873	44,222	
3,456	22,055	
<u>7,865,963</u>	<u>7,895,447</u>	
Expenses		
\$ 5,013,421	\$ 5,226,452	
1,409,823	1,388,629	
778,230	666,466	
350,618	332,917	
219,137	285,078	
88,854	75,032	
47,290	91,394	
<u>7,907,373</u>	<u>8,065,968</u>	
Excess (Deficiency) of Revenue over Expenses	\$ <u>(41,410)</u>	\$ <u>(170,521)</u>

 2011 Deficiency

 2012 Deficiency





## INTEGRATED SERVICES PROGRAM TRENDS AND STATISTICS FOR THE

### 2011 - 2012 FISCAL YEAR

The 2011-2012 ISP reporting year has been very successful. With the concerted efforts from all of our Settlement and

Career Practitioners under the ISP funded agreement, the agency has exceeded the projected annual target of 1975 clients by 198, bringing the total clients served during the

fiscal year to **2173**  
in the areas of Orientation/Information/Referral; Translation/Interpretation; Supportive Counseling and Employment Services. This represented plus 110%

- The number of independent immigrants coming for services at all our locations has remained constant throughout the fiscal year at 43% of the total intake. The majority of these professional immigrants are from India (18%), Philippines (10%), Pakistan (4%) and Nigeria and China (2%).

- EMCN not only serves independent immigrants but is also committed to other categories of clients who are private or

government sponsored refugees, and conventional refugees. During this fiscal year, we have provided services to about 28% of clients who fall under the Permanent Residents Convention Refugees or Protected Persons, while 22% of the clients are also family sponsored. These refugees have originated from refugee source countries such as Somalia (11%), Ethiopia (9%), Sudan (3%), Eritrea (3%), and Iraq (3%) Colombia (2%), Afghanistan (1%), Congo (1%), and other West African countries.

"A BIG THANK YOU TO YOU FOR YOUR PROFESSIONALISM AND PEOPLE SKILLS ... IT HELPED IN MAKING THE LAST FIVE DAYS... MORE THAN JUST A LEARNING EXPERIENCE".

"I JUST WANTED TO SHARE THE JOYOUS NEWS. I WAS JUST TOLD THAT I WAS SUCCESSFUL IN OBTAINING THE PERMANENT POST AS REGISTRY CLERK AT ALBERTA GAMING AND LIQUOR COMMISSION".

"THANK YOU VERY MUCH FOR ALL THAT YOU HAVE DONE. I REALLY APPRECIATED YOUR DEDICATION AND TENACITY IN GIVING ME ALL THE TOOLS I NEEDED TO MAKE THIS TRANSITION".

ERC graduates



# COMMUNITY DEVELOPMENT

## 2011/2012



We support the efforts of people in finding their own solutions to problems rather than imposing solutions. We believe that when communities come together to find solutions and improve their own lives, the result is capacity building and a permanent strengthening of the community and renewed hope for the individuals and families. Our activities include:

### 1) ENTREPRENEURSHIP

The Entrepreneurship for Newcomers project is a partnership between EMCN and the Wildman Institute. The project has evolved over the past year as an innovative approach to delivering a new and creative entrepreneurship initiative for immigrants. It fills a gap in the current supply of entrepreneurship support for newcomers who are struggling financially, but who have creative business ideas and the passion to contribute.

The program has expanded to include mentorship, with the help of the Immigrant Entrepreneur Mentorship Program sponsored by Business Link. Our goal is to link immigrant entrepreneurs with Albertans who have experience doing business in our province and city. A total of 54 entrepreneurs were trained during the year with the help of more than 500 hours of coaching hours.

### 2) ETHNO-CULTURAL

#### ORGANIZATIONAL CAPACITY BUILDING

The Capacity Building Project is a partnership of four organizations supported by the City of Edmonton Community Services Department. The partners include Action for

Healthy Communities, Multi-cultural Coalition, Edmonton, Alberta Culture and Community Services, and the Edmonton Mennonite Centre. In 2011, a total of 15 community workshops - a set of three workshops covering five areas of organizational capacity building -- were delivered with the overall goal of increasing the capacity of ethno-cultural community leaders to serve their communities. A total of 203 people, representing 29 different ethno-cultural communities, attended the workshops.

### 3) THE COMMUNITY PARTNERSHIP

#### LEADERSHIP CHALLENGE

The partnership group is a group of 17 ethno-cultural community leaders that have been working together for three years to find solutions to their community challenges. They meet monthly to network and motivate each other in order to better support their communities.

IF YOU WANT TO TOUCH THE PAST, TOUCH A  
ROCK. IF YOU WANT TO TOUCH THE PRESENT,  
TOUCH A FLOWER. IF YOU WANT TO TOUCH THE  
FUTURE, TOUCH A LIFE. AUTHOR UNKNOWN

#### 4) YOUTH SUPPORT

Throughout the school year EMCN is been involved in many in and out of school programs for immigrant youth including St. Francis of Assisi Homework club, Saturday EMCN homework club and Edith Rogers Girls group, which have all made tremendous progress. There have been workshops and guest speakers on bullying, self esteem, body image, public speaking, gambling, leadership, and art projects. Through an Inner beauty celebration, field trips and recreation the youth have been able to feel empowered to become leaders in not only their schools but in their communities. More than 70 youth have participated in the programs.

#### 5) I-WIN

Immigrant Women Integration Network (IWIN) was an 18 month project funded by Status of Women Canada. The goal of I-WIN was to work with immigrant women to build their leadership skills, broaden their networks by linking the women to volunteer opportunities and community resources and by using a strength-based approach to help the women work towards their career and personal goals. The project concluded in November of 2011 with a completion rate of 85% of the participants. The success of I-WIN is not about the completion rate but the impact it has made on the lives of the 98 participants. To date most of the women have formed networks and have monthly meetings and several have been employed within EMCN on contractual and full time jobs.





# ISP

## EMPLOYMENT

### READINESS CLASS

The Integrated Services Program employment team at EMCN provides Employment Readiness Classes for newcomers to Canada in order to help them improve their job readiness skills. The class covers Canadian work culture, labour market information, resume/cover letter writing, job search, job application, interview preparation, rights and responsibilities in the work place, training/funding information, financial literacy and other settlement resources. ERC students participate in different group activities including role play interviews. Guest speakers in different areas such as banking and law are invited to provide information useful for newcomers. We also invite employers to mock interviews, which all ERC students greatly appreciate. After completing ERC, students receive a certificate and meet with job developers who assist them with job search in the Job

Club. Most ERC students enjoy learning new skills and making new friends in the group. Many of them still keep in touch to support each other. ERC graduates often find work in their fields (e.g., accounting, engineering, sales, marketing, pharmacy and administration) and are making a valuable contribution to Canadian society.

One of the past ERC graduates originally came to Edmonton from Jamaica as an independent immigrant in 2010. She obtained her Bachelor of Science Degree in Professional Management and had customer service and administration experience in aviation, accounting and automotive sales companies. When she attended the ERC, she was quite new to Edmonton and did not have much information related to employment. She wanted to find work in the customer service or administration fields. She actively participated in all group activities and successfully completed the ERC. As soon as she started sending her resumes to different employers, she received interview phone calls. She successfully landed a Registry Clerk job at Alberta Gaming and Liquor Commission in 2010 and was promoted to an Executive Assistant position with the same employer in 2011.



# CIIP



## THE CANADIAN IMMIGRANT INTEGRATION PROGRAM

CIIP provides free pre-departure orientation to Federal Skilled Workers, Provincial Nominees, their spouses and adult dependents, while they are still overseas during the final stages of the immigration process. CIIP helps immigrants prepare for economic success by providing information, planning and online support through partners in Canada.

Total number of clients served by the EMCN Online Advisor for the period April 2011 – March 2012:

# 463

CIIP graduates are better prepared than other immigrants for integration into Canadian labour market and the success rate is much higher: 73% found employment within 3 months after arrival; 93% within 6 months; 59% were employed in the same or related occupation (first job); and 22% at the same level or higher (first job).





# 2011-2012 EMCN STAFF

1	Abakar, Reiman	48	Grover, Shikha	95	Pratoomporn, Sam
2	Abdulkadir, Abdufatah	49	Guleed, Nuro	96	Raulin, Laurel
3	Adamowicz, Karol	50	Hagenimana, Jerome	97	Rempel, Judy
4	Afzal, Muhammad	51	Hall, Beth	98	Ripley, Daniel
5	Agbor, Frankline	52	Haq, Riazul	99	Ruhigisha, Joy
6	Ali, Hiba	53	Hassan, Aisha	100	Sabour, Arzoo
7	Ali, Mana	54	Hassan, Ayan	101	Sabra, Sanaa
8	Ali, Nima	55	Hauer, Laurie	102	Saksaranrome, Wanna
9	Allaf, Nahid	56	Huizinga, Dolores	103	Salat, Ashish
10	Ambtman, Erick	57	Ivanyk, Lesya	104	Sami, Lubna
11	Aminzadah, Sharif	58	Jeannotte, Amy	105	Schmuhl, Chissa
12	Ancy, Rani	59	Johal, Rajinder	106	Schmuhl, Derrick
13	Andriuk, Terry	60	Johnson, Elsie	107	Scott, Jacqueline
14	Atia, Nadra	61	Kater, Marilyn	108	Shahid, Muhammad
15	Au, Veronica	62	Khader, Rukhsana	109	Shan, Ying
16	Baba, Randa	63	Khalema, Ernest	110	Shebanksy, William
17	Baergen, Don	64	Khan, Aftab	111	Sicilia, Juan
18	Begashaw, Lule	65	Khan, Noreen	112	Sillito, Judy
19	Beiner, Susann	66	Kim, Eun-Jin	113	Siltan, Asmarech
20	Bekono, Adelaide	67	Klettke, Meghan	114	Singh, Amarjot
21	Bhavsar, Karuna	68	Klinck, Louise	115	Smolova, Klara
22	Bradley, Karen	69	Kurien, Bonnie	116	Sommers, Jane
23	Budnick, Annie	70	Lako, Lucia	117	Sotonwa, Nicole
24	Cai, Qing	71	Lawson-body, Yolande	118	Stevens, Amy
25	Cerna, Ariela	72	Linschoten, Karin	119	Stogrin, Nicole
26	Chan, Mei-Chi	73	Lopez Villegas, Nayar	120	Sugulle, Hussein
27	Chang, Jianmin	74	Lopez, Digna	121	Swayne, Ludivina (Marcella)
28	Chell, Wanda	75	Lopez, Greg	122	Tadaiyon, Sepideh
29	Chernaeva, Elena	76	Loteka, Rita	123	Tesfaslasie, Zige
30	Chin, Wendy	77	Lu, Peiwen	124	Trembly, Rispah
31	Croll, Su	78	Luri, Joseph	125	Ukubalidet, Yosief
32	Cudmore, Valerie	79	Mahdi, Ali	126	Uwera, Margaret
33	Davis, Ronda	80	Manginsay, Glynis	127	Villegas, Adarve Nancy
34	Dean, Doreen	81	Mann, Elaine	128	Virji, Yasmin
35	Deen-Kamara, Bandalay	82	Matthews, Karen	129	Warsame, Halimo
36	Diaz, Dorys	83	Mendoza, Deanna	130	Wiyual, John
37	Doane, Gail	84	Muganga, Lawrence	131	Woldehanna, Meseret
38	Duong, Christine	85	Nunez, Ana	132	Woldeyohannes, Tigist
39	El Saghir, Mohamed	86	Nur, Fatima	133	Wong, Betty
40	El Saghir, Siham	87	Nutter, Monique	134	Wong, Nettie
41	El-Bouhali, Chouaib	88	Odegard, Charlynn	135	Yesufu, Rafiat
42	Eltayb, Ala	89	Oliver-McBride, Marty	136	Yirsaw, Yohannes
43	Fatona, Olutoyin	90	Orobio, Jaime	137	Yousuf, Tuttun
44	Garang, Aluk	91	Osman, Said	138	Yussuf, Hodan
45	Garcia-Hoyt, Delmy	92	Parekh, Sunita	139	Zacharias, Lillian
46	Gross, Suzanne	93	Patel, Prakash	140	Zalcik, James
47	Grossi, Daisy	94	Phan, Oanh		

# LANGUAGE SERVICES



EMCN delivers a wide variety of part-time options for English language classes and continues to be a leader in the city in LINC and in creative programming that responds well to the needs of non-traditional students - those with little formal education and literacy skills in their first language, with multiple barriers to learning including financial and time stressors, large families, and minimal supports.

This year we embarked on a national pilot project sponsored by Citizenship and Immigration Canada to introduce portfolio-based language assessment (PBLA) into the federally-funded Language Instruction for Newcomers to Canada ( LINC) program.

Here are our statistics for the year.

Summary of Language Services			
Type of Class		Number of students per year	
LINC Classes	20 part-time classes; childcare available	800	
LINC for Seniors	1 class serving Bhutanese refugees with disabilities	40	
Community English Language Classes	7 classes held downtown and west end	200	
English language for Seniors	6 classes held downtown	250	
English language for parents in Transition Schools	4 classes held at Balwin and McCauley Schools	100	
Parenting and Literacy	4 classes for moms with pre-school children, childcare included	75	
English for Temporary Foreign Workers	Inexpensive fee-for-service classes in the evening located downtown	40	
ACE TESOL Teacher Training Program	Offered twice a year; 100 hour program plus 20 hour practicum; recognized by TESL Canada	20	
		<b>1520</b>	



# 2012 RISE AWARDS





THE RISE AWARDS ARE THE SIGNATURE EVENT FOR EDMONTON MENNONITE CENTRE FOR NEWCOMERS. THROUGH THEM WE RECOGNIZE THE INVALUABLE SUPPORT OF EMPLOYERS AND INDIVIDUALS WHO SHOW LEADERSHIP, RESPONSIBILITY AND A COMMITMENT TO THE COMMUNITY.

The 2012 RISE Awards were held on Wednesday, May 30th at the Westin Hotel. The Employer Awards ceremony was an enjoyable event that focused on the dedication and passion of the recipients.

**Strategic Leadership Award:** Enbridge Pipelines. This award recognizes an employer who demonstrates strategic leadership through the development and implementation of an initiative that breaks down employment barriers for employees.

**Individual Achievement Award:** Martha Vega-Smith (Enbridge Pipelines). Ms Vega-Smith is recognized for leadership and innovation in integrating internationally trained professionals.

**Small Business Excellence:** Upside Software. This company has implemented programs and practices that address one of the following: attraction, retention, integration or development of internationally trained professionals.

**ERIEC Mentoring:** OMNI Television. This award acknowledges an employer for outstanding contributions in supporting and promoting career development of through mentorship in an organization or in the community.

**Outstanding Workplace Award:** Canada Safeway. This award recognizes an employer that has established cultural diversity, practices and initiatives that facilitate success in the workplace.

The Community Awards were also held at the Westin as a reception in the evening. Well over 230 people attended this colourful event that featured dance, music and poetry.

**Community Leadership Award:** Abdul Aziz Khan. Dr. Khan has reflected leadership qualities since his arrival to Canada in 1975. He is a well known and respected volunteer in the Edmonton Muslim community.

**Community Initiative Award (Individual):** Wilson Daved. Mr. Daved is a respected business professional as well as a leader in the area of refugee sponsorship and support.

**Arts, Culture and Athletics Award:** Ahmed Ali. A Somali born Canadian poet, Ahmed Ali is a strong role model for youth and is the poet in residence at EMCN.

**Youth Achievement Award:** Abdurashid Ali. Currently a student at Queen Elizabeth High, Abdurashid came to Canada in 2005 from a refugee camp in Kenya. He is well respected by his Somali peers.

**Community Initiative Award (Organization):** Edmonton Heritage Days Festival. For over 30 years this festival is Canada's largest multi cultural celebration. The 3 day event attracts 300,000 people who are eager to learn about and celebrate different cultures.

**Lifetime Achievement Award:** Hank Zyp. Mr. Zyp came to Canada with little education and finances in 1953. He succeeded in becoming a teacher and, with his wife Tillie, led a life dedicated to helping others both here and abroad.

Edmonton Mennonite Centre for Newcomers would like to acknowledge our sponsors and partners for the RISE Awards. We especially acknowledge and thank NorQuest College which has supported the event for the last three years.

NorQuest College  
CTV  
WorleyParsons CoSyn  
NAIT McElhanney ERIEC  
The Westin InviteRight  
Edmonton Mennonite Centre for Newcomers





# LEARNING THE LANGUAGE

# LEARNING THE LAND



This year EMCN sponsored five weekend camping trips for immigrant families: three trips to Miquelon Lake, two trips to Dinosaur Provincial Park and one weekend excursion to Jasper National Park. In Jasper, newcomers had the chance to hike, cycle, go rock climbing, participate in campfire games led by volunteers from Scouts Canada and share their food with others around a collective camp kitchen.

The Global Voices Choir visited Dinosaur Provincial Park where they performed at a special Citizenship Ceremony. The weather all day was spectacular and the people - all first time campers - were filled with excitement. After everyone was snuggled down in the tents, however, a rainstorm blew in unexpectedly. Several tents were flattened by the heavy wind, pegs began to dislodge, and the thunder and lightning added full drama to the event. The first time campers were frightened as staff ran from tent to tent to secure tents and reassure campers. In the morning the sun was warm and brilliant. The campers emerged from their tents bursting with pride and eager to recount their stories. They now felt truly "Canadian". In varying degrees of English, the campers talked about this as their first time to display their own personal courage since coming to Canada, and they felt a renewed confidence in themselves.

This program is unique in its merging of educational objectives in language learning and environmental literacy with an integration experience in a parks setting and thus has received public interest. A team of researchers from Mac Ewan University and St Francis Xavier University released a full research report and has published several academic papers about the project; and a crew from OMNI television has just released a full-length documentary about the camping trips called Nature's Invitation.

## GLOBAL VOICES CHOIR

Global Voices Choir continues to sing the message of EMCN values throughout the city and province. Comprised of over 40 people, this group of Canadians and newcomers, young and old, employees of EMCN and people using singing as a way to learn English, performs monthly at a variety of public events. This year they performed at City Hall, at World Refugee Day, at fundraisers and community events and for a special Citizenship Ceremony held at Dinosaur Provincial Park. The Choir was also nominated for the YMCA Peace Award.



NOBODY CAN DO EVERYTHING, BUT

EVERYONE CAN DO SOMETHING.

AUTHOR UNKNOWN



The year 2011-2012 saw 335 wonderful volunteers perform

**9, 578** hours of valuable work for The Edmonton Mennonite Centre for Newcomers.

As interim Coordinator of Volunteer Services, I had the privilege of meeting many very interesting and talented people. Also, through their volunteer placements, I learned much more about the scores of services offered by our agency. The more I learn, the more I am awed by the dedication and vision of all the staff and volunteers who are involved with this agency.

Each year there are many people who come through EMCN looking for volunteer work. They want to give back, or they want to gain experience or develop skills. Some admire the work done here and want to be a part of it. Some are with us for just a few months but their contributions are invaluable. Others are with us for years, adding consistency to programs as well as their own personalities, passion, talent and dedication.

In recognition of all our volunteers, this past March we unveiled a large permanent mural; trees against a blue background with “brass” engraved leaves. All staff who work with volunteers in their programs were asked to submit adjectives that described the volunteers in terms of personal qualities or the work they do. We had these words engraved on the leaves then placed them throughout the branches of the mural.

The next phase of this project is to add the names of long term volunteers. To begin, we have added the name of one particular volunteer, Pat Zimmer, in recognition of the outstanding dedication she has shown to the Edmonton Mennonite Centre for Newcomers. Pat has worked with us since the 1980s, longer than most of the staff!

In the months ahead we will add more names to the mural and in this sense it is an ongoing project. If you haven't seen it, it can be found on the main floor at our headquarters building.





THANK YOU  
2011-2012

# EMCN VOLUNTEERS

Abdolrazaghi, Azadeh  
Abdullah, Radhda  
Abdullah, Taha  
Abel, Elise  
Abla, Esenam  
Adria, Kathy  
Afele, Guenet  
Afzal, Farah  
Ahmed, Faiza  
Alemi, Bekele  
Alemseged, Maskalam  
Ali, Hiba  
Almaouad, Ghadah  
Alsherbiny, Roba  
Alwedo, Joan  
Amaratunge, Malsha  
Amirult, Wilma  
Ashraf, Zozan  
Assefa, Zelalem  
Atique, Humna  
Attar-Hannan, Widad  
Au, April  
Au, Veronica  
Baergen, Irene  
Baergen, Joyce  
Baergen, Don  
Banks, Pat  
Bargen, Neil  
Bartel Nickel, Lynnea  
Bauer, Bonnie  
Bekono, Adelaide  
Bentley, Donna  
Bentley, Noel  
Berih, Zufan  
Bestman, Miranda  
Bhavsar, Karuna  
Bobol, Margaret  
Bosson, Atande Paulin  
Boyd, Alicia

Bradley, Karen  
Brodacki, Jennifer  
Brown, Erica  
Brunn, Margot  
Cadrin, Nicole  
Campbell-Pearse, Shirley  
Cart, Kathy  
Castro, Danrie  
Cerna, Ariela  
Chacon, Daniel  
Chambers, Desiree  
Chammout, Jomana  
Chau, Wendy  
Chernik, Alicia  
Chute, Dennis  
Clarke, Shannon  
Collins, Megan  
Connell, Cindy  
Couch, Joanna  
Crowell, Vicki  
Cruz, Teodelette  
Cvijic, Jelisava  
Davies, Christine  
Dawson, Bonnie  
De Boeck, Nycki  
de Santos, Mery  
Dean, Doreen  
Dehlehosseinzadeh,  
Hamid  
Demeter, Kelsey  
Dennis, Sheena  
Derian, Jalal  
Dixon, Kimberlyn  
Donald, Taryn  
Du, Mary  
Du, Sophie  
Duran Lopez, Magdalena  
Dyck, Carol  
Ediger, Alyse

Eggert, Daniel  
Elassal, Suleima  
Elena, Maria  
El-Kalany, Wadih  
Enns, Rick  
Entz, Donna  
Entz, Loren  
Erickson, David  
Esau, Shaun  
Espiritu, Anita  
Ewenson, Linda  
Facette, Michelle  
Fan, Dian  
Farah, Deqa  
Feser, Tiffany  
Fikremarim, Georegiorgis  
Fish, Jim  
Fraser, Helen  
Gallo, Adriana  
Gao, Miao  
Garcia, Dinorah  
Garcia, Marina  
Garcia, Roger  
Garpan, Peter Maliah  
Gebraselasie, Lemien  
Gebremedhin, Kibrom  
Gill, Jaspreet  
Gordon, Andrea  
Gowreesunker, Praveer  
Gross, Naomi  
Grover, Shikha  
Guillaume, August  
Habiballa, Shama  
Hagos, Freweian Kidane  
Hallam, Bill  
Hamamoto, Saki  
Hanson, Karie  
Haq, Riazul  
Harcus, Jeanette



Hassan, Amal  
Hassan, Omar  
Heine, Dorothy  
Henderson, Kailey  
Henderson, Leslie  
Hermila, Rodas & Rawel  
Hernandez, Jose Barreda  
Hicks, Mary  
Ho, Wilma  
Hoyt, Michael  
Huizinga, Melle  
Hurlburt, Nora  
Iki, Ayana  
Inglis, Peter  
Ippolito, Bob  
Jagiello-Cathcart, Maria  
Janzen, Sue  
Jeanotte, Amy  
Jess, Allen  
Jin, Yu Chao  
Jobal, Nasrin  
Johnson, Elsie  
Johnston, Margaret  
Kamal, Anita  
Karbani, Yusuf  
Kargbo, Dorcas  
Karmali, Sofia  
Kaushal, Santosh  
Kaw Ku, Shar  
Keji, Christine  
Kendal, Elaine Jean  
Key, Scott  
Khader, Rukhsana  
Khoja, Amina  
Khoja, Laila

Kihuyu, Maina  
Kings' University Group  
Kirbyson, Celia  
Klettke, Meghan  
Kopecky, Janice  
Koyama, Tatsuya  
Krill, Justin  
Kuai, Sulan  
Kyakuwa, Margaret  
Lacoursiere, Kristin  
Ladd, Brian  
Lakew, Alemetsehay  
Lama, Deepak  
Lane, Carlie  
Laurie, Dave  
Laurie, David  
Laurie, Janet  
Laurie, Joan  
Laurie, Katharine  
Lee, Jeong Hee  
Lewis, Russel  
Lila, Naslan  
Link, Karen  
Liu, He  
Logan, Augustus  
Lopez, Digna  
Lopez, Magdalena  
Lu, Cathy  
Lu, Dahai  
Lu, Tiantian  
Lu, Wendy  
Lu, Yujie  
Lynch, Ruth  
Lyone, Jayne  
Macaraig, Julita

Machtoub, Janet  
Maelwas, Rolly Bryan  
Magana, Jesus  
Mago, Metchel Gedaya  
Magak, Yai  
Mahon, Ashley  
Manginsay, Glynis  
Mann, Elaine  
Mari, Laura  
Mauthe, Maria  
Mazumder, Sultana  
McCoy, Danielle  
McDonald, Kelsey  
McIntosh, Jo Ann  
McKeen, Scott  
McLung, Penny  
Mehari, Zuftan  
Melhem, Layal  
Mendoza, Peter  
Mengsteab, Teberh  
Miller, Bob  
Miranda, Luz Maria  
Mirza, Sohera Sahar  
Mirza, Tariq  
Mirza, Zareen  
Mohammed, Ivie  
Mohammed, Malak  
Murekatete, Esperance  
Murphy, Kara  
Nayanika, Kumar  
Nepal, Prekshya  
Nieuwenhuis, Greg  
Nikakhtari, Zara  
Nisa, Ashraf Un  
Norrbom, Stacy



WE CANNOT ALWAYS BUILD THE FUTURE FOR OUR YOUTH, BUT WE CAN BUILD OUR  
YOUTH FOR THE FUTURE. FRANKLIN DELANO ROOSEVELT

THE BEST WAY TO FIND YOURSELF, IS TO LOSE YOURSELF IN THE SERVICE OF OTHERS.  
MOHANDAS GANDHI



Nshimirimana, Claudette  
Nunes, Nicole  
Nyanzaza, Beathie  
Oanh, Phan  
O'Brien, Allen  
Oliver-McBride, Marty  
Ongkiko, Pilita  
Orobio, Jimmy  
Orr, Chantel  
Osman, Said  
Ozarko, Galyna  
Panchal, Samir  
Parram, Donath  
Paudel, Krishna Shrama  
Pelletier, Janet  
Petrosky, Jillian  
Petrov, Daniela  
Pich, Anthony  
Poon, Violet  
Power, Pauline  
Provencal, Wayne  
Qingping, Cindy  
Quapp, Mary  
Radyo, Anna  
Raghe, Warda  
Rahman, Tamalika  
Raulin, Laurel  
Remesovscaia, Ana  
Remple, Judith  
Remple, Lee  
Rennie, Trina  
Reynolds, Janice  
Ros, Naryrath  
Roulson, Chris  
Sabour, Arezoo  
Said, Janate

Sakriye, Mohamed  
Salinas, Dilma  
Sandoval, Maria Jocelyn  
Sawyer, Lynn  
Schmuhl, Chissa  
Scott, Aubrey  
Scott, Jacqueline  
Scott, Lowell  
Sekhon, Surpreet  
Serrano, Jun  
Shaposhnikov, Irit  
Shaposhnikov, Michealla  
Sharma, Jyoti  
Shawa, Agnes  
Sherk, Marta  
Sifuentes, Zoila  
Situ, Samuel  
Slobod, Charity  
Soares, Fatima  
Sommers, Jane  
Song, Benton  
St. Arnault, David  
Stork, Jeremy  
Strauss, Chris  
Strong, Sharon  
Sultana, Irfan  
Sumar, Shazin  
Sutton, Harry  
Syeda, Parveen  
Taira, Noriko  
Tam, Albert  
Taniguchi, Ron  
Tegenge, Genet  
Terada, Taichi  
Tesfamariam, Dawn  
Tesfamarian, Salome

Thiessen, Meagan  
Thursby, Dorothy  
Toews, Guenther  
Toews, Ruth  
Toro, Edwin  
Trinity Manor Tenants  
Ukubalidet, Yosief  
University of Alberta International  
Velasquez de Soto, Carmen  
Vervoorst, Sylvia  
Vieira, Renata Fraga Barbosa  
Visser, Louise  
Vriend, Norma  
Wagenvoort, Jessica  
Wall, Karleen  
Wang, Bobby  
Wang, Kun  
Way, Robert  
Weghata, Salome  
Weston Benjamin  
Wevik, Helen  
Wiens, Mat  
Williams, Sarah  
Wilson, Rod  
Wintonyk, Leah  
Wong, Nettie  
Woodward, Amanda  
Yan, Jun  
Yaqub, Sofia  
Yesufu, Rafiat  
Yussuf, Hodan  
Zacharias, Lillian  
Zahir, Nasim  
Zheng, Judy  
Zielsdorf, Margaret  
Zip, Erin

# COLLABORATIONS AND PARTNERSHIPS

EMCN is blessed by the many rich partnerships that have evolved over the years as we collaborate to combine talents and expertise to deliver programs and services for newcomers. Below are the projects that have benefited from collaborative partnering:

Program/Project/Event	Partner(s)/ Sponsor(s)
RISE (Recognizing Immigrant Success in Edmonton)	Edmonton Regional Immigrant Employment Council (ERIEC); Norquest ; NAIT, Worley-Parsons Co-syn; McElhanney; CTV, OMNI
Language Services	City of Edmonton, First Baptist Church, Aga Khan Foundation, LINC Projects Office
Learning the Language Learning the Land: Camp-ing for Newcomers	Parks Alberta, Jasper National Park, Elk Island National Park, Brewster Bus lines, Mountain Equip-ment Co-op, Scouts Canada, City of Edmonton Parks, OMNI
After-school and summer programming for children and youth	REACH Edmonton – Schools as Hubs, Family Centre; Action for Healthy Communities, YMCA, Edmonton Public Library, Islamic Family Social Ser-vices Association, City of Edmonton
REACH Immigrant and Refugee Initiative	Multi-cultural Health Brokers Coop; Changing To-gether, Catholic Social Services
Community Development Partnership: Working Group	Alberta Culture, Action for Healthy Communities; Multi-cultural Coalition, City of Edmonton
Entrepreneurship Training	Wildman Institute, Business Link- Immigrant Entre-preneurs Mentorship Program
Community Kitchen	First Baptist Church, Alberta Health Services
Employment Bridging Programs	NAIT , The Association of Science and Engineering Technology Professionals of Alberta (ASET), Certi-fied General Accountants (CGA), Edmonton Region Immigrant Employment Council (ERIEC), McElhan-ney, Certified Management Accountants of Alberta, Chartered Accountants of Alberta, Worley-Parsons, KPMG, Deloitte, Landmark Group, Judy Saylor, Co-Syn, PCL, Flint Energy, Enbridge, Sherit, Rotaflow Controls, Engineers Without Borders
Temporary Foreign Worker program	Catholic Social Services, Temporary Foreign Worker Advisory Office, ActAlberta, Edmonton Community Legal Centre, Multicultural Health Brokers, Edmon-ton Immigrant Services Association (EISA)
Welcome Centre for Immigrants (WCI)	Catholic Social Services, Indo-Canadian Women's Association, Edmonton Community Foundation, City of Edmonton
Housing Works	Capital Region Housing Corporation
Practicum work experience	MacEwan Nursing , Child and Youth, Social Work Programs; Norquest Social Work Program; Univer-sity of Calgary Social Work program
World of Story	Multi-cultural Health Brokers Coop, ASSIST Com-munity Services
Health & Wellbeing Services Partners	Multicultural Health Brokers Coop, Edmonton Cath-olic School Board (St. Elizabeth School), REACH Edmonton, Government of Alberta: Child & Family Services (now part of Human Services), Addiction & Mental Health, Edmonton Public School Board, City of Edmonton, Catholic Social Services, Changing Together, Oromo Community, The Good Food Box



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Sheron Pickard  
Andrew and Maria Cathcart  
Angie Laberge  
Stephen and Lynn Mandel

LIFE IS NEVER SO BUSY THAT THERE IS NO  
TIME TO SERVE. AUTHOR UNKNOWN

Said Osman  
Edith McKeen  
Duncan McKeen  
Mary Kutschke  
Robert and Gretchen Brundin  
Monique Nutter  
Douglas J. Roche  
Wayne Provencal  
Matthew and Kimberly Wiens  
Donald and Shirley Campbell-Pearse  
Dolores Huizinga  
John and Eleanore Rempel-Woollard  
Lillian Zacaarias  
Morley and Val Blanch  
James and Gweneth Mabbott  
D.H. or Mary E. Quapp  
Tim and Emily Vanderwekken  
Henry and Jadwiga Kalke  
Carol Allen  
Michael Tilleard  
Ronald A. and Herta M. Thiessen  
Jeff and Jessica Klassen-Friesen  
Jacob D. and Hella Harder  
Prakash A. Patel  
Timothy Hartnagel  
Waldemar Friesen  
Henry Groenendyk  
Adolf and Eileen Loeffler  
Tzgereda Tesfaslaslie

Judy Sillito  
Lorne Buhr  
Simon Yu  
Thomas and Nancy Van Driel  
Deanna Mendoza  
Erick Ambtman  
Ronald and Lavon Holgate  
Erich and Laurel Raulin  
Bandalay Deen-Kamara  
Don Baergen  
Chouaib El-Bouhali  
Muhammad Shahid  
Tracy Apoll  
Harvey Krahm  
Sofia Karmali  
Henry Janzen  
William Hallam  
Peter Macaskill  
Judy Rempel  
Sheila Holzer  
Charles Neill  
Alan Hodgson  
Anna Smallwood  
Diane Klassen-Friesen  
Shirley Stinson  
Marian Williams  
Mario and Glynis Manginsay



# TEMPORARY FOREIGN WORKER

## SUPPORT SERVICES 2011-2012

Edmonton Mennonite Centre for Newcomers  
Temporary Foreign Worker Support Services  
Program provided a range of services to a total  
of **1351** workers during the past year.

These included outreach, group information sessions, permanent residence workshops, referrals and basic supports including food, emergency shelter and a wide range of other essential services. The majority of the workers were from Mexico and the Philippines.

EMCN has been hosting inter-agency meetings with agencies like the Edmonton Community Legal Centre, Edmonton Immigrant Services Association, Multicultural Health Brokers and Act Alberta and participating in monthly meetings with the Temporary Foreign Workers Advisory Office to network with other frontline workers and service providers to address critical issues and trends. We have had an incredible year in terms of doing collaborative work to case manage difficult files and build working relationships with employers and other community stakeholders.

Many of the challenges and problems that arise for foreign workers are of an immigration and legal nature. We have noticed that there has been an increasing need for affordable and accessible legal services in Edmonton and we have developed a strong partnership with Edmonton Community Legal Centre to coordinate referrals for those who cannot otherwise access affordable legal services. Clients are extremely grateful for the services that are provided through evening and weekend clinics, and educational workshops.

The Program's Settlement Practitioners are proud to have assisted several individuals whose successes included wages recovered from employers by Employment Standards, emergency assistance to bridge workers through difficult times, informed guidance for work permit applications and paths to permanent residence.

As a program and an agency, we continually strive to increase our capacity, knowledge and avenues for open communication with others to find solutions in areas of extreme sensitivity. To encourage a sense of community and show our support of appreciation for workers and their families, the Program hosted a Christmas party. The First Baptist Church provided the venue, and Helping Hands of Hope provided the funding, the cooks and volunteers to cater the event. Over 200 people participated in the festivities. In the upcoming year, we are exploring some new and innovative approaches to providing services.





CHARITY SEES THE NEED, NOT THE CAUSE.

GERMAN PROVERB





OUR PRAYERS FOR OTHERS FLOW MORE EASILY THAN THOSE FOR OURSELVES. THIS SHOWS WE ARE MADE TO LIVE BY CHARITY.

C.S. LEWIS



## THANK YOU TO OUR GENEROUS FUNDERS

Government  
of Alberta

Government of Alberta  
Employment and Immigration

THE CITY OF  
**Edmonton**



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Foundation



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Ressources humaines et  
Développement des compétences Canada

### Edmonton Mennonite Centre for Newcomers (EMCN)

11713 - 82 Street, Edmonton AB T5B 2V9  
Phone: 780-424-7709 Fax: 780-424-7736

### EMCN Career and Employment Services

8914 - 118 Avenue, Edmonton AB T5B 0T6  
Phone: 780-421-7400 Fax: 780-428-4252

### EMCN at the Welcome Centre for Immigrants

#335, Tower II, Milbourne Market Mall (38 Avenue and Millwoods Road), Edmonton AB T5K 3L6  
Phone: 780-462-6924 Fax: 780-466-6594