

EDMONTON MENNONITE
centre *for*
newcomers

“A world of services to newcomers”

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EDMONTON MENNONITE

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Community Report



2014

COMMUNITY REPORT
EDMONTON MENNONITE
CENTRE FOR NEWCOMERS



Introduction

The Edmonton Mennonite Centre for Newcomers (EMCN) is an immigrant settlement agency whose focus is the successful and integrative settlement of newcomers to Edmonton. The agency operates in an inclusive environment, with a welcoming atmosphere and a holistic approach to settlement practices. EMCN offers comprehensive settlement services, including support for the most basic of needs as well as more intensive support for newcomers with multiple barriers. EMCN revolves its practices around the values of social justice, diversity, compassion, and responsibility, and strives to achieve these values while improving the quality of life for all newcomers and Canadians alike.

VISION

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 PURPOSE

“To enhance quality of life for newcomers and all Canadians”

VALUES

SOCIAL JUSTICE

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

- Integrity
- Democracy
- Equal opportunities
- Integration
- Participation

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

COMPASSION

Showing care and empathy for newcomers.

- Grace
- Love
- Hope
- Humility
- Fellowship

Greetings



Over 30 years ago members and representatives of the five Mennonite churches then worshipping in Edmonton joined together to assist individuals and families coming to Canada as the war in Vietnam drew to a close. The Edmonton Mennonite Centre for Newcomers (EMCN) was established shortly thereafter. EMCN continues to welcome and support newcomers and the organization still features prominently in the Mennonite commitment to community and service in Edmonton and beyond.

Although the organization has experienced significant growth over the past 3 decades, and our funding, operational and governance models have evolved to support a wider range of more complex programs, our commitment to welcoming newcomers and to intentionally building community has not wavered – and we are convinced that

the need for organizations like EMCN will continue to grow along with the population of Edmonton and the capital region, and as an increasing number of newcomers decide to call Edmonton home. The work of the Truth and Reconciliation Commission over the past 5 years, and the national event earlier this year in Edmonton, also remind us that so many of us are newcomers to Edmonton – and to the lands of Treaty 6 – and that we can only create genuine community in concert with the descendants of the original inhabitants of this region.

Today, EMCN receives the majority of its funding from the 3 levels of government, with the federal and provincial governments providing the biggest contributions, and we are grateful for the support of these funders, and appreciate the confidence that they have in our people and our programs. The number of people and families served by EMCN continues to grow and this report details the extensive and increasingly complex work of EMCN and the many programs and services offered.

On behalf of the Board, I would like to thank the members of the Society and the many volunteers who continue to support the work of the organization and remain committed to creating welcoming communities where the benefits that accrue through immigration and settlement are experienced by newcomers and recognized by those of us who already call Edmonton home. I also want to thank our government funders and individual and corporate donors

who support our work and confer their trust through their contributions. But the work of EMCN could not be accomplished without the significant and daily contributions of a diverse and very talented staff and a committed and capable management team. Long-serving employees attest to the enduring importance of this work and the organization's ability to recruit new and talented staff speak to the relevance of EMCN's vision and core values.

Finally, having had the honour to serve as Chair of the Board over the past year, I want to thank the Board members for their support and for their commitment to the staff and volunteers of EMCN. I want to acknowledge the significant contributions of Maria Jagiello-Cathcart, Mathew Wiens, Akash Khokar, Peter Inglis and Daniel Eggert who have stepped down from the Board over the past year, and to welcome Adrienne Wiebe, Wray Steedsman, Herb Kuehne, Patrick Kukanu and Tonya Syvitski who have joined us. It has been a pleasure to serve the Board and EMCN!

Rick Enns,
Chairman of the Board



In the past year EMCN has continued to grow and has strengthened relationship with our key stakeholders, including funders, partners, staff and clients. Our capacity to provide a full range of services to our clients has been considerably enhanced with new and expanded programing, and through new and innovative partnership.

We have worked hard to build a reputation as an important community agency, one capable of working well with other agencies, funders and policy makers. We see EMCN as a leader in Edmonton and

have fostered relationships that enable us to play an important role in building a better city. Our Board of Directors have been instrumental in setting this vision for EMCN and continue to provide leadership in the development of strategies that provide EMCN with direction, focus and long term goals.

The staff at EMCN continue to demonstrate tremendous work ethic and dedication in supporting our clients with the best possible service. While our staff are gifted, skilled and knowledgeable, it is their compassion and commitment which enables them to provide truly exceptional service. It is a humbling responsibility to lead a group of people who care so much about making a difference in people's lives.

Throughout this report you will find photographs and stories about just a few of our many clients who have found success in this new land with the support of EMCN. These people truly represent what our agency is all about.

Erick Ambtman,
Executive Director



Programs & Services

Language Services

One of the most critical steps to settling in Canada is learning English, and EMCN strives to help newcomers meet this need. EMCN provides English classes that accommodate the various realities of individual and families' lives. By providing part-time classes and community outreach programs, EMCN aims to deliver accessible English classes to as many newcomers as possible. Language Instruction for Newcomers to Canada (LINC) is offered part-time during the morning, afternoon and evening. As well, a childcare centre is available for the children of LINC students. This service makes it possible for many individuals to take English classes that would be unable to do so otherwise.

Community ESL programs are EMCN's way of reaching newcomers who are unable to access regular LINC classes due to eligibility or transportation issues. Classes are available in seven outreach sites, including the Welcome Centre for Immigrants and Edith Rogers School in Millwoods, SAGE and the First Baptist Church downtown, Ormsby Community Centre, and Balwin School.

Language Services is committed to helping newcomers learn the language in the classroom that they need to pursue their goals, whether that's applying for a job, meeting with their children's teachers, reading to their grandchildren, or navigating daily life from doctor's appointments to riding the bus.

What makes Language Services at EMCN unique, beyond its adaptability to newcomers' needs, is the meaningful connections made in the classrooms. For many newcomers, their English class becomes the highlight of their day. Due to their language limitations, many feel isolated and unable to connect with their geographic community. ESL students are not only increasing their language skills but also building a new community. With supportive staff who nurture students potential, along with EMCN's welcoming agency culture, English class turns into a family gathering for many students.

“People are resilient. And people that move to a new country have to be very resilient. They really are inspiring.”

— **Jacqueline Scott,**
EMCN Language
Services Manager

LANGUAGE STORY

One student's success in ESL is credited to the support services available at EMCN. This mother entered Level 2 of the LINC program when she had just moved to Canada in 2008. With two small children however, her progress was slow as her attendance was inconsistent. She ended up leaving the program when she became pregnant with her third child. Staff remained committed to her success, however, and she was eventually able to return to the LINC program. With encouragement, support from our Child minding Centre and the flexibility she needed, she will soon graduate from LINC 5 and is exploring options for college or university.

Settlement is a longer process for some people, but with the right support, success is very achievable.

“*Irrespective of ones color or language, we all smile in the same language.*”

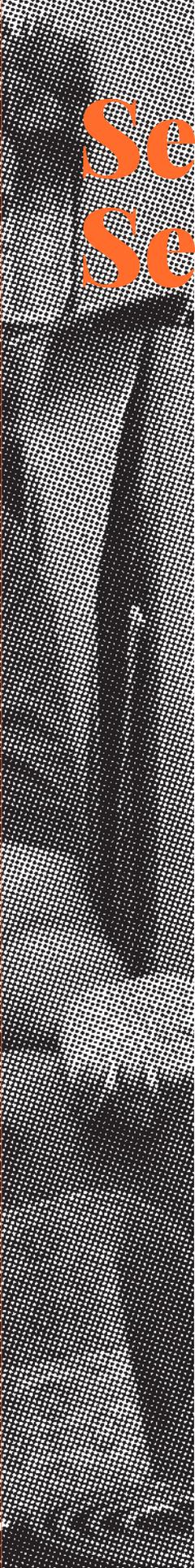
— EMCN Staff Member

2014 Language Statistics

- Number of English Learners:
2,275
- Number of students on the waitlist:
448

* For more information on Language Services refer to page 28





Settlement Services

EMCN is often a newcomer's first stop to receiving support in adjusting to life in Canada. Settlement Services at EMCN help newcomer families and individuals adapt to life in Canada by supporting their various settlement concerns upon arrival. Services support newcomers in achieving their basic and immediate needs such as housing, health care, transportation, and crisis counseling. EMCN also assists newcomers with immigration concerns and support these individuals and families as they navigate the citizenship process.

Settlement Services also offer programs targeted at families, youth and children such as the Parenting and Literacy program and Settlement in Schools. Parenting and Literacy is a program for newcomer parents and their young children the goal of which is to provide a safe and nurturing community for the families to build their literacy and language skills. Settlement in Schools is a support service for families and youth. It includes after-school homework clubs, academic tutoring, parent-teacher communication support. Ethno-cultural community workers work as cultural liaisons to build understanding between school staff and newcomer families.

Settlement services at EMCN recognize that settlement issues for newcomers are not solved independently. Collaboration among the programs and a holistic approach to settlement ensures the sustainable success of newcomers to Canada. What makes

EMCN settlement services exceptional is the ongoing sources of support provided as trust and rapport is built with newcomers. Staff provide supportive referrals and follow up with newcomers to ensure their settlement needs are met. As well, by recognizing, celebrating and promoting individuals' strengths, newcomers feel empowered as they settle in a new culture and city.

PARENTING & LITERACY

Parenting and Literacy is an integration program for newcomer parents of young children. These parents are often mothers who are isolated and without jobs and, therefore, the program is their first step out of the home. The Parenting and Literacy program works to build a safe and nurturing community for these parents. Staff recognize parents' strengths and potential within English classes that work on building literacy. Their children are cared for in a trustworthy and fun play area that nurtures the children's growth. Mothers feel confident in the care their children receive as they interact with staff after class over a light lunch and song and story time with the children.

PARENTING & LITERACY STORY

One of our Parenting and Literacy participants is a mom with two sons. She moved to Canada 11 years ago and has been raising her young sons independently. She became isolated in Edmonton, however, as she had limited English. Without family or a support system, she fell into depression. Upon accessing the Parenting and Literacy program, she was given the opportunity to start a new life. Not only did her language skills increase exponentially, but she was also able to receive counseling services for herself and her sons. As her confidence increased, so did her trust in the community of support she built with the staff and other mothers of the Parenting and Literacy program. This mother now is a leader in the classroom and her sons are thriving in their relationships with other children in the program.

“I learnt a lot here. Information, how to get help, improving English.”

— Parenting and Literacy Mom

SETTLEMENT IN SCHOOLS

Two young brothers from Sudan began attending the Sky Club, a weekend homework support program, over four years ago. At that time the young boys were experiencing familial problems that were affecting their participation in school. With support from Settlement Practitioners, the boys began to get help for their behavior and overall wellbeing. They also began attending Sky Club every weekend. This is where they learned about appropriate peer interaction and had continuous positive adult support. Volunteers and staff at Sky Club consistently challenged the brothers to be engaged and supported them through their studies. These relationships built with

peers and adults have led to a successful school experience now for the boys. Sky Club is an important piece of their life and is a place they feel a sense of belonging. They even call EMCN every Friday to make sure Sky Club is on the next day!

HOUSING STORY

Many newcomers do not have previous references necessary to be able to rent housing for their family. A mother of six from Yemen experienced this problem when she immigrated to Canada as a refugee. As a single mother, struggling with mental and physical limitations herself, finding appropriate housing for her family was a huge obstacle to overcome. While living in a small apartment her family experienced many setbacks in obtaining and maintaining housing. With EMCN as an advocate for her and a source of support she was able to persevere, and after 2 years of waiting, she secured a home for her family. With her children together, under a safe and comfortable roof, she now has the peace of mind to continue her goal of attaining Canadian citizenship!

2014 Settlement Statistics

- *Individuals served:*
3,277
- *Families brought out of isolation:*
55
- *Social return on investment:*
5.79:1
- *After School Programs:*
 - *Children and youth with increased academic and social capacity:*
195
 - *Hours of programming:*
834
 - *Children and youth served in the Balwin Summer program:*
90



* For more information on Settlement Services refer to page 28

*“I was under stress,
alone with a baby,
had no family and
was depressed. Now
it’s like a new life
for me, to make new
friends and learn to
speak English.”*

— Parenting and Literacy Mom

Employment Services



Many newcomers to Edmonton arrive with experience and education from their home country, yet are unable to transfer these skills to the Canadian workplace. Employment programs are provided to support these newcomers in upgrading their skills, prepare for the application process, and search for suitable employment positions. Workshops, resume writing support, interview guidance, and job fairs are part of employment services to support newcomers' success in finding meaningful work.

Within Employment Services, specialized programs ensure certain populations of newcomers are finding success in the Canadian labor force. These programs include outreach workshops, Bridging and Training programs, CESI (Canadian Employment Services for Immigrants), and I-WIN (Immigrant Women's Integration Network). Outreach employment workshops are offered at different institutions, such as NAIT (Northern Alberta Institute of Technology), to educate immigrant students on the Canadian workplace culture and prepare them for the interview process. As well, EMCN acts as a liaison between employers and newcomers to set up suitable employment matches. Bridging and Training programs ensure skilled and educated newcomers are able to utilize their previous experience in areas such as accounting and engineering, in the Canadian labor market.

Many newcomers who come through EMCN's doors have been to previous employment

programs without any success and feel discouraged in their search for employment. What EMCN staff offer newcomers, unlike other programs, is empathy and compassion for clients as they support newcomers through the employment process and after, to ensure the sustainability of their success.

The Bridging and Training programs work with newcomers who have previous training and education and are looking to transfer this experience to the Canadian workplace. The Training Program, specifically, is offered to newcomers of any educational background that are looking to learn a new skill, such as a payroll assistant. The Bridging Program focuses on newcomers with professions, such as engineering and accounting, who need to upgrade their skills in order to integrate into the Canada labor force. These newcomers may have gaps in their communication skills, lack of understanding of the Canadian workplace culture, or need technical upgrading. After completing this intensive four-month program they are continuously supported by EMCN to ensure their success outside of the program is sustained.

Canadian Employment Services for Immigrants (CESI) is a program for newcomers looking for entry-level or low-skill level jobs. These newcomers have multiple barriers to gaining employment in Canada, including: cultural differences, transportation, limited experience, and language limitations. The CESI program matches these newcomers' skills and abilities with suitable employers that they would be otherwise unable to find independently.

“We all have assets and gifts to offer. When we can offer them to the community we feel more powerful and we belong to the community.”

— I-Win Participant

OUTREACH STORY

After living in Canada for three years, an Iranian immigrant left his family in Montreal in hopes of finding work in his field in Edmonton. He had applied for numerous land surveying positions for which he was qualified, yet had not received even a single interview. After working with EMCN as an Employer Liaison, however, he was connected to whom he had already applied. With the positive referral from EMCN, he received a phone call the very next day asking to schedule an interview with him. Although they had seen his resume before, having EMCN's advocacy gave the employer confidence in the applicant's abilities. Once he received the position and experienced success in the company, he was able to move his family from Montreal and they are now reunited in Edmonton.



BRIDGING PROGRAM STORY

One of the Bridging Program's brightest stars was the most unlikely of candidates. Trained in engineering in China, this participant had applied to the program with the lowest language abilities and confidence out of all the other applicants. After six weeks of the program, which ran every day, she still hadn't spoken a word in class. One of her classmates, however, made the extra effort to make her laugh one day and sparked a change in the participant. Her mindset and approach to the program took an unexpected turn and her involvement steadily increased as she began to come out of her shell. At the end of the program, the once nervous and anxious individual was able to confidently present her final report with ease. She became a top student at NAIT, achieving straight "As" and went on to receive a managerial position in an engineering firm. Her new level of confidence and English-speaking ability, developed in the Bridging Program, gave her the ability to express herself and grow into the professional she was capable of being in Canada.

CESI STORY

One of CESI's newcomers that had been in Canada under a year was matched with an employer looking for someone with exceptional sewing skills. This newcomer not only was well-suited for the position, but also excelled in the position and impressed the employer. After six months he had been promoted to be a supervisor and was interviewing and training new employees referred from CESI, just like him!

“Students feel a sense of belonging by working in Canadian society and contributing.”

— Mana Ali, EMCN Child and Family Services Coordinator

2014 Employment Statistics

- Successful employment rate:
75%
- Number of people enrolled in our bridging program:
174
- Employers involved:
60

* For more information on Employment Services refer to page 28

Adjunct Services

EMCN GLOBAL CHOIR

Initially the music program at EMCN was primarily focused on teaching English to newcomers through music. However, things took a different turn. When the director started bringing in songs to learn, members began to say “hey we sing that in my language!” They would get up and sing, and everybody would learn it in that language.

The exchange was very easy and people enjoyed sharing parts of their culture. This was important for everyone and it created a learning environment where choir members better understand each other’s cultures and backgrounds. It became a tool for belonging and to date, has become a place where new friendships are formed, people can self-reflect and grow as a community.

“Music is the great uniter. An incredible force. Something that people who differ on everything and anything else can have in common.”

— Sarah Dessen

The choir meets weekly, starting with a small lunch and then gathering to sing choir favourites, or learning new songs. The choir also looks forward to sharing their repertoire in various venues. Last year we supported the Norwood Child and Family Resource Centre’s 50th anniversary and Worley Parson’s Multicultural Day through sharing our songs.



A woman with dark hair is looking down at a child who is also looking at a tray of colorful pom-pom toys. The scene is set in a room with a window in the background. The overall tone is warm and educational.

CHILD CARE CENTRE

Many students in LINC classes are parents of young children and are able to attend classes because of the childcare available at EMCN. Daycare is provided for children aged six months to six years old as their parents attend English class. EMCN's Child Care Centre prides itself on being welcoming and accommodating for families of all cultures. Cultural sensitivity is at the forefront of daycare daily activities. From food choices to play activities, staff at the childcare centre make it a priority to ensure families' cultures are respected and encouraged.

Within the childcare setting, children are introduced to natural and cultural objects, outdoor play, Canadian winter play, and other exploration activities. By celebrating various holidays, providing multicultural snacks and meals, and singing songs in different languages, the children experience intercultural interaction and play. EMCN also makes a conscious effort to promote a multicultural team of staff. This diversity promotes a multicultural space and also acts as a source of support for families.

With relatable staff who speak a variety of languages, parents are better able to understand services and feel comfortable with the care their children receive.

The EMCN Child Care Centre goes above and beyond to make sure parents and children feel encouraged and supported to express themselves and their culture. With cultural competency, childcare staff recognize significant achievements in the children, especially those who have limited communication in English. This growth is documented and shared with parents, instilling a sense of respect and pride for these families.

VOLUNTEER SERVICES

EMCN's volunteers come from all walks of life. They are young and old, immigrants and Canadian born, men and women, people of faith, students, teachers, parents, working people, professionals and retirees. They enrich our work and are enriched in turn by the newcomers they meet at EMCN. We could not deliver our services without these warm, talented and energetic people.

Some volunteers arrived at EMCN through volunteering partnerships. The University of Alberta Community Service-Learning (CSL) program, for example, sent 31 students to volunteer this year. They tutored young

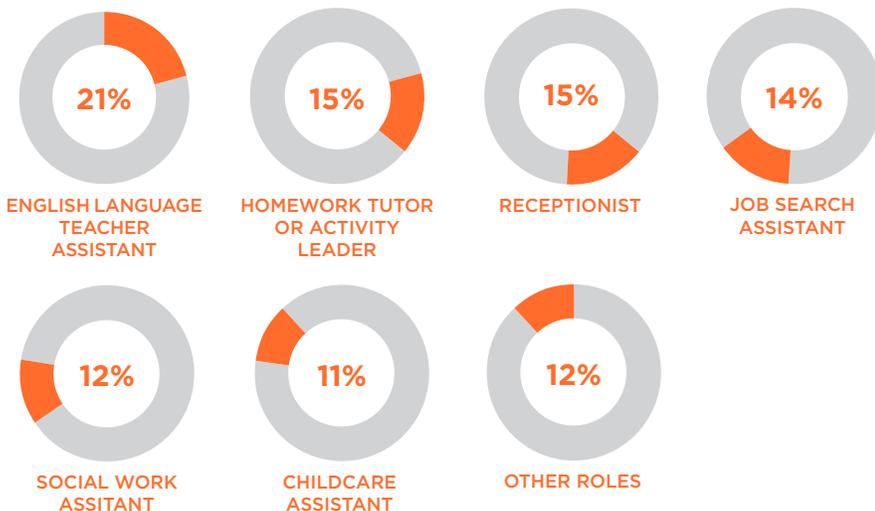
people in 4 Edmonton schools, including Queen Elizabeth High School, where they made a big difference at exam time.

The CSL volunteers also ran Philosophy for Children workshops at the Saturday Sky Club. They joined EMCN Global Choir, taught music to Nuer youth, developed social media and helped evaluate the Volunteer Program.

Other partners that provided invaluable volunteer support were: Campbell College, CDI College, First Baptist Church, Grant MacEwan University, Mennonite Central Committee, Metro Continuing Education, the Nigerian Student Association, NorQuest College and the University of Alberta Visiting Student Programs.

Together with newcomers, volunteers build a sense of home and belonging. Their good-natured energy, ideas and fresh perspectives inspire us to do our best as we work to build a rich and vibrant multicultural Edmonton.

VOLUNTEERS GAVE 12,370 HOURS OF SERVICE THIS YEAR:



* For more information on Volunteer Services refer to page 28

We asked newcomers at EMCN for their thoughts and feelings, and they said: “The volunteers...”

“...helped me, so in return I help others”

“...helped me get the job I wanted”

“...guided us at government offices”

“...make me feel at home”

“...stand by you”

“...support people with their power”

“...helped me pass academic upgrading”

“...taught me to fill in forms”

“...became our friends”

“...bring the outside world into our English class”

“...showed me how to dress for winter”

Homework club participants speak:

“The volunteers go out of their way to help us with not only homework but other things also. Whenever you are feeling down or something really good happened, you're not scared to tell them unlike when you're with other people. They also care about you. I guess what I am trying to say is that our volunteers are the best and aren't volunteers, they are our friends.

— Barnabas Kenxi

“The volunteers at the homework club are extremely nice and caring to all of us on a personal level. If you have issues with school or in your personal life then the volunteers here will be there for you through thick and thin. I honestly think that this club has the very best volunteers.

— Sarah Gore

“EMCN provides hope to people and help to people who have come to our city to start a new life.”

— EMCN Staff

WCI Partnership

“*I am a new immigrant and I arrived here in October 2013. Within 6 months I get a job! Thank you WCI Team!*”

— WCI Client

As a fiscal agent of the Welcome Centre for Immigrants (WCI), EMCN ensures the smooth running of this centre which operates as a partnership between Catholic Social Services (CSS), EMCN and Indo-Canadian Women’s Association (ICWA). WCI, located in the Millbourne Market Mall, offers services to newcomers who have settled in south Edmonton. The services and activities include settlement, employment, job fairs, and outreach to seniors and women. We provide assistance to newcomers in their job search activities from preparing resumes, guiding them through job search strategies, mock interviews and provide them with the supports and resources for a successful entry into the job market.

The strength of WCI is that newcomers who access the Centre are able to draw on the expertise and programming of three settlement agencies to support their successful integration. While CSS and ICWA support settlement issues such as sponsorship of family members, support for in-home caregivers, and support on issues of domestic conflict, EMCN provides employment services and organizes job fairs for this part of the city.

Clients who receive services at the WCI come from a number of countries including India, Pakistan, the Philippines, Somalia, Bangladesh, Ethiopia, Columbia, Egypt, Nigeria and Nepal. Many languages are spoken at the Centre including Somali, Arabic, Hindi, Urdu, Gujarati, and Punjabi.

In 2013-14 a total of 3500 clients which is an increase of 15% over the previous year, were assisted at the WCI by its partners. In addition the WCI supported 4 potluck lunches at the centre to create opportunities for newcomers to build meaningful connections in their new community. A total of 273 children were cared for between July and March 2014.

In 2013-14, the EMCN Team provided services to 802 clients. A total of 46 Employment Workshops and 8 Job Fairs were held at the Centre during the year in which a total of 602 clients participated.

RISE Awards

This year marked the eleventh annual celebration of the RISE Awards, which aim to Recognize Immigrant Success in Edmonton. The Awards, held this past May, continue to represent the growing support for and recognition of the need for welcoming and integrative workplaces and communities throughout Edmonton. This year's event hosted top-notch local entertainment, a multicultural buffet with global dishes, spectacular décor and guest activities, and an enlightening keynote presentation by Founder and CEO of Foundry Communications, Zahra Al-Harazi.

The aim of the RISE Awards is twofold. The RISE Awards are intended to celebrate the social and economic success of newcomers as well as businesses who operate under best practices, inclusion, and diversity in the workplace. EMCN feels it is important to acknowledge the efforts made by newcomers and their employers to ensure Edmonton continues to become a vibrant and welcoming home for newcomers and all Edmontonians. Also EMCN believes that it is necessary that the greater Edmonton community, its officials, and its contributors, recognize the importance of agencies such as EMCN in the successful and full inclusion of immigrants into Edmonton society. EMCN aims to use the event not only to celebrate the achievements of newcomers and those who support them, but also to raise awareness of the agency's integral role in the settlement and employment processes of many of those newcomers.

The 2014 RISE Awards marked a milestone for the event. Unprecedented numbers of attendees shared in an evening not soon to be forgotten. Organizations and individuals came in masses to celebrate and recognize the achievements of 5 individuals and 2 businesses who have contributed to the



success of Edmonton's newest members. Enbridge Pipelines earned the recognition of Welcoming Workplace of the Year, while All Weather Windows took home the Workplace Innovation Award for their unique approaches to cultural and religious inclusion in the workplace. The Wildman Institute, a group who works to support the entrepreneurial goals of immigrants, was recognized in the Community Leadership-Non-Immigrant category, while Oliver Kamau's work with youth earned him recognition in the Community Leadership-Immigrant category. Linar Dahir Wiliyi's unending efforts to support her family and community led her to be recognized with the Youth Achievement Award, while Erika Vela Namsechi was honoured with the Arts and Culture Award. Finally, Dr. Man-Joe Watt was honoured with a lifetime achievement award for his work in pediatric rehabilitation.

The event began with a networking reception, where guests were able to meet and greet each other, while enjoying an entertaining performance by Jason Kodie, a local street performer known for his Roving Piano act. Guests were also able to participate in an EMCN art project, called the Faces of EMCN. Thanks to the artistic photography of Suzanne Gross, attendees were given a glimpse into the diversity of those served at EMCN. Guests were invited



to add their faces to the art, by using the Do It Yourself Photobooth, and pinning their pictures to a canvas.

Once inside, Masters of Ceremonies Josh Classen and Sofia Yaqub welcomed guests to the event, and invited them to join in the multicultural buffet for dinner. Dinner was followed by a high-paced program, kicked off by Lion Dancers from Hong De Cultural and Athletic Association. Viter Ukrainian Dancers, Booming Tree Japanese Taiko Drummers, and the elegant Nuela Charles entertained guests throughout the evening, while special guests, including Premier Hancock, Councillors Amarjeet Sohi and Dave Loken, Friend of EMCN Barbara Walker, Member of the Board Daniel Eggert, Minister of Human Services Manmeet Bhullar, Member of the Board Darrell Wiens, Executive Director Erick Ambtman and Honourary RISE Chair Stephen Mandel spoke of the importance of events like the RISE Awards, the necessity of ensuring all Edmontonians feel welcomed and included, and the vital role of agencies like the Edmonton Mennonite Centre for Newcomers in supporting newcomers to our city. Keynote Speaker Zahra Al-Harazi awed the crowd with her personal account

of immigrating to Canada, overcoming adversity, and becoming one of the most successful women in the country.

The Edmonton Mennonite Centre for Newcomers would like to thank everyone who participated in the RISE Awards, as a sponsor, a guest, or as a volunteer, for your commitment and dedication to the longstanding Edmonton tradition of the RISE Awards.





Financials

Funding Report

As a not-for-profit agency, the Edmonton Mennonite Centre for Newcomers relies exclusively on funding and investments from organizations and individuals to continue our support of Edmonton's newest members. Every effort is made on our part to ensure that your contributions are recognized and acknowledged in a timely and relevant manner. As investors, we value your loyalty and commitment to EMCN. We depend on your generosity and belief in our mission to serve newcomers and support their successful integration into Edmonton's communities and workplaces.

This year, the Edmonton Mennonite Centre for Newcomers ran an extremely successful annual campaign. As members of the immigrant-services sector, our staff are continually reminded of the everyday challenges that newcomers face when arriving in Canada. Even the most simple of tasks can be daunting when everything is new, and responsibilities that Canadians accomplish without effort can become entirely overwhelming to a newcomer. This year, we highlighted those challenges and presented them to you throughout our "What Would You Do" campaign. We reminded you of the challenges and roadblocks newcomers often encounter, and you responded! This year was our most successful internal campaign to date, and thanks to your support, generosity, and compassion, EMCN was able to raise funds for some core programs areas that required

a little extra support from our investors. We asked for help, and you delivered! Now, with your help, EMCN has been able to ensure that client support can continue for more and more newcomers, as the numbers we serve increase every day. On behalf of the Edmonton Mennonite Centre for Newcomers, our staff, and our clients, we wholeheartedly thank you for your enduring commitment, generosity, and belief in our agency. Without your investment in our programs and services, we cannot continue to provide value to those we serve.

Every investment you make in EMCN is valued and appreciated. We encourage you to connect with our team to discuss your contributions, to ask questions, and to learn more about why your commitment is essential to our success. Without you, the road to service provision would be daunting and potentially insurmountable. But with the continued commitment of our friends and supporters, EMCN will be able to provide programs and services to successfully and completely settle newcomers into our communities. It is only with your unconditional support that we are able to continue to affect change in our city.

Thank you!

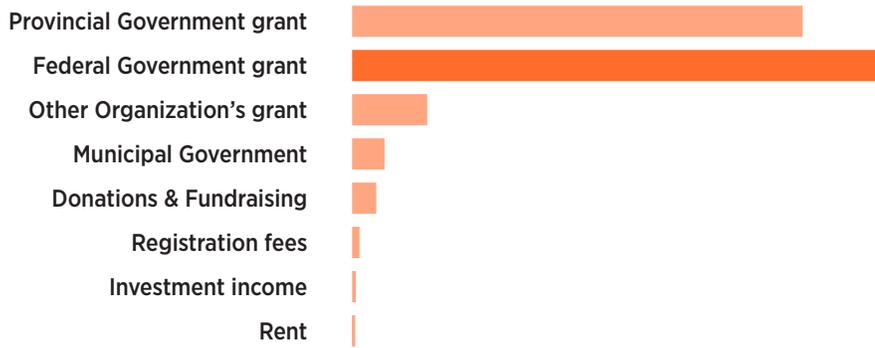
REVENUE	2014	2013	2012
Provincial Government grant	3,430,146	3,200,318	3,339,939
Federal Government grant	4,044,052	3,048,870	2,893,349
Other Organization's grant	553,542	793,476	856,840
Municipal Government	259,416	305,596	287,374
Donations & Fundraising	193,257	289,222	206,255
Registration fees	59,094	65,372	45,873
Investment income	22,018	15,116	3,456
Rent	3,885	1,815	232,877
Total:	8,565,410	7,719,785	7,865,963

EXPENSES	2014	2013	2012
Salaries & Benefits	5,407,480	5,054,097	5,013,421
Rent, utilities & maintenance	1,273,466	1,207,732	1,409,823
Contract services	759,776	592,392	778,230
Administrative	337,138	342,342	350,618
Resources	340,847	299,303	219,137
Amortization	116,881	101,728	88,854
Equipment, repairs & maintenance	113,240	84,558	47,290
Total:	8,348,828	7,682,152	7,907,373

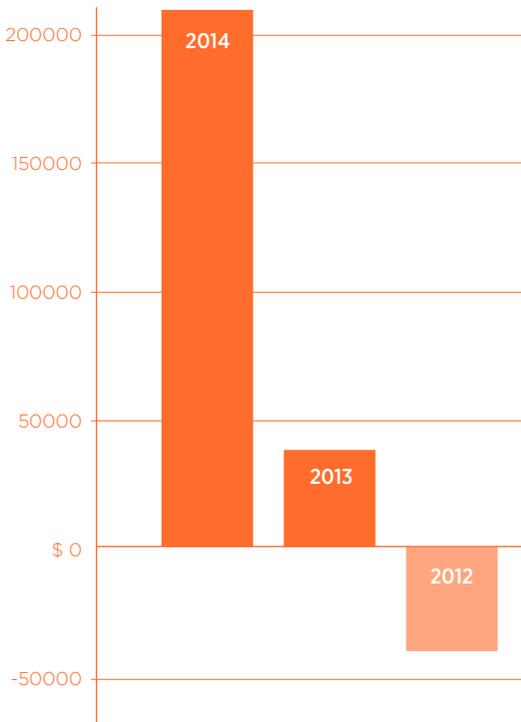
EXCESS OF REVENUE OVER EXPENSES	2014	2013	2012
Total:	216,582	37,633	-41,411

ASSET RATIO	2014	2013	2012
Current Assets	1,812,829	2,170,344	1,315,818
Current Liabilities	1,721,667	2,314,910	1,516,991
	91,162	-144,566	-201,173
Total Assets	2,012,665	2,342,590	1,540,258
Total Liabilities	1,879,334	2,427,031	1,660,831
Total:	133,331	-84,441	-120,573

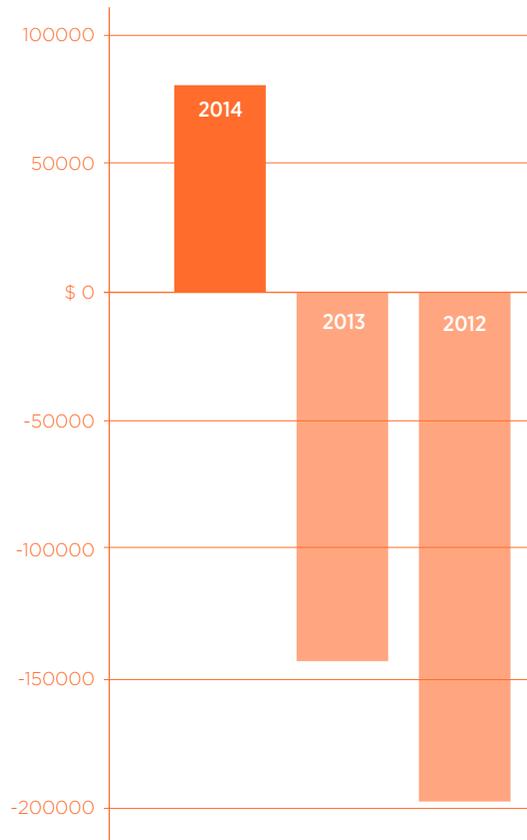
REVENUE 2014



EXCESS OF REVENUE OVER EXPENSES



ASSET RATIO



Funders & Partners

This past year, EMCN's executive founded an external committee, called the Friends of EMCN. The Friends, comprised of influential corporate and community leaders from Edmonton and area, meet twice a year to advise EMCN's Executive Director on strategic initiatives and to provide insight into the emerging trends and opportunities in Edmonton. The committee met in September of 2013 to discuss EMCN's image and brand awareness throughout Edmonton's diverse communities, and then again in January of 2014 to advise the agency on their upcoming RISE Awards as well as the value proposition EMCN presents for the community. The Edmonton Mennonite Center for Newcomers would like to thank the members of the Friends of EMCN for their generous donation of time and wisdom to support the betterment of the agency. Our staff, clients, and communities thank you!

EMPLOYMENT BRIDGING PROGRAMS

- NAIT
- Alberta Human Services
- The Association of Science and Engineering Technology professionals of Alberta
- CGA/CMA Alberta
- Edmonton Regional Immigrant services
- McElhanney
- Worley Parsons
- KPMG
- Deloitte
- Landmark Group
- Judy Saylor
- PCL
- Flint Energy
- Engineers without borders
- Sherrit
- Rotaflow Controls

SETTLEMENT SERVICES

- Citizenship and Immigration Canada (CIC)
- Edmonton Public school board
- Region 6
- SCIF
- United Nations
- Jobs, Skills, Training and Labor (JSTL)
- Welcome Centre for Immigrants (WCI)
- Catholic Social Services
- Indo-Canadian Women's Association
- Capital Region Housing

Practicum students from:

- GMCC – Social Work program
- Norquest College – Social Work program
- CDI College – Business and Administration program
- Campbell College – Office Administration

LANGUAGE SERVICES

- Alberta Innovation and Advanced Education
- CIC
- ECALA
- City of Edmonton
- SAGE
- First Baptist church
- Edmonton District Public schools
- Aga Khan foundation
- Parks Alberta
- LINC projects office

PARENTING & LITERACY

- Alberta Legal Aid
- Norwood Family Resource Centre
- Oliver Centre
- Alberta Health Services
- ASSIST Community Centre
- Edmonton Public Library
- FCSS

FAMILY & CHILD SERVICES

- Alberta culture
- Multicultural coalition
- Action for healthy communities
- Multicultural health brokers
- Assist community services
- City of Edmonton
- Alberta Health
- Edmonton & area child & family services
- Edmonton Public school board

WCI

- Catholic Social Services
- Indo-Canadian Womens Association

COMMUNITY DEVELOPMENT

- Alberta Health Services for the Wellness Network
- City of Edmonton
- Edmonton Somali Community Centre
- Iraqi Canadian Society
- First Baptist Church

RISE

- Maytree
- Enbridge
- Western Union
- Government of Alberta
- HRIA
- Stollery
- United Way
- Northlands
- CTV
- Edmonton Regional Immigrant services (ERIEC)
- NAIT
- Norquest
- Worley Parsons
- Servus Credit Union
- Safeway
- The Association of Science and Engineering Technology professionals of Alberta (ASET)
- Edmonton Oilers Community Foundation
- Butler Family Foundation
- TELUS
- EPCOR
- Canadian Tire Jump Start
- Muttart Foundation
- Royal Alexandra Hospital
- Employees Charitable Giving

I-WIN

Guest speakers (free of charge) from:

- The Welcome Centre for Immigrants (both EMCN and Catholic Social Services employees).
- Edmonton Catholic Schools: One World One Centre
- Millwoods Library
- Bredin Centre for Learning
- Immigrant Access Fund
- EMCN bridging and training courses
- ABC Headstart
- Money Mentors
- Edmonton Region Immigrant Employment Council (ERIEC)

Free space to use from:

- Assist Community Services Centre (and has done extensive recruiting for us)
- City of Edmonton: Social Workers (Millwoods and Clareview).

VOLUNTEER SERVICES

- Campbell College
- CDI College
- First Baptist Church
- Grant MacEwan University
- Mennonite Central Committee
- Metro Continuing Education
- Nigerian Student Association
- NorQuest College
- Parks Alberta
- University of Alberta Community Service-Learning
- University of Alberta Visiting Student Programs

Program Activities

EMPLOYMENT SERVICES PROGRAM

- Resumé writing
- Employment workshops and counselling
- Bridging programs for Engineers, Technologists, Accountants
- Payroll certificate programs
- Supported job referrals, job fairs, clubs, supported job search
- iWin – Immigrant Women Integration Network
- Unskilled Labour employment services

SETTLEMENT SERVICES PROGRAM

- Help with filling out forms e.g. Child Tax Benefit, Permanent Resident Card, Family Sponsorship, Citizenship application, Income Support application, Food Support application, etc.
- Housing support
- Parenting and Literacy
- Settlement in School
- Crisis Support
- Therapeutic and Social Services
- Community Outreach (e.g. collective kitchen, basic entrepreneurship training, ethno cultural community networking and capacity building, etc.)

LANGUAGE SERVICES PROGRAM

- Language Instruction for Newcomers (LINC)
- English as a Second Language (ESL)
- Child care services for our English Learners

EMCN'S VOLUNTEERS...

- Teach English classes
- Tutor students
- Lead sports
- Teach computers applications, yoga, music, art, photography, etc.
- Sing and perform in EMCN global choir
- Tell stories
- Lead reflective learning
- Support mums and kids programs
- Develop social media skills
- Evaluate services
- Answer inquiries
- Facilitate job searches
- Support social workers
- Help run special events, camping trips and day outings
- Organize other volunteers

