



VISION — We see a future where many citizens walk with newcomers to bridge their transition into the 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 the community.

CORE PURPOSE — To enhance the quality of life for Newcomers and all Canadians.



EMCN

MESSAGE FROM ERICK AND HERB

EMCN has been supporting newcomers of all faiths and cultures to integrate into the Edmonton area for more than 38 years. We want to continue making this an inclusive environment for anyone who chooses to live and work here, but we've outgrown our space. That is why, in 2018, we made the biggest decision in our history that will impact Edmonton for generations:

- To purchase our 82 Street building and transform it into a world-class English Language Centre
- To expand our services into 50,000 sq feet of space located at 10170 112 Street in the Oliver Community

By removing limits to language services and centralizing our services downtown, we can reach more people so they can thrive and prosper, both socially and economically. Through the new downtown location, we will offer employment, settlement and community development services in one convenient location that is also close to other necessities newcomers often access, such as family and mental health services.

Since our humble inception, we have rolled up our sleeves and tackled big challenges head-on. It is no small feat to understand the complex issues that newcomers and our

community encounter every day. We know that to continue building and strengthening our city through immigration, we can't always operate within the parameters of past experiences. Sometimes, we need to step outside of our comfort zones to address new issues or trends, and we're not afraid to do that. We don't sit still; we evolve every day, responding to newcomer needs, forming valuable partnerships, and driving positive community change.

Purchasing our 82 Street building was a daring decision that will afford us the financial stability to continue to respond to new trends and newcomer needs. For example, we host an LGBTQ 2SA+ newcomer group, which is a safe gathering place for up to 65 newcomers every Friday and we offer a Rainbow Refuge settlement program that specifically supports the unique needs of those fleeing persecution due to sexual orientation or gender identity. By diversifying our funding streams, we can continue to offer sustainable programming that supports newcomers on their settlement journeys.

Without community support, it would not be possible for us to make bold decisions or offer innovative programming. To that end, we want to thank our donors, funders, sponsors and volunteers for joining us in supporting newcomers to thrive.

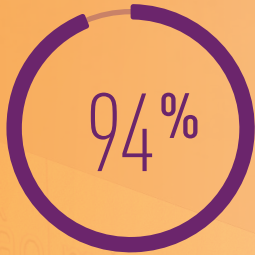
**ERICK
AMBTMAN**
EXECUTIVE DIRECTOR



**HERB
KUEHNE**
CHAIR, BOARD OF DIRECTORS



OUR SERVICES



OF **NEWCOMERS** ARE
TAKING ACTION TO ACHIEVING
CAREER GOALS IN CANADA.

- Herb Kuehne
- Jennifer Braun
- Hilary Rose
- Kevin Guenther Trautwein
- Wray Steedsman
- Brian Kwan
- Brian Ladd
- Anna Priemaza
- Bin Lau
- Nasim Charkhandeh
- Barry Andres
- Paola Matallana

BOARD OF DIRECTORS

SETTLEMENT

SETTLEMENT AND ORIENTATION SERVICES

- Settlement and Orientation Services
- Complex Case Management
- Relentless Connectors
- Mental Health & Well-being Services
- Youth Multicultural Liaisons in Schools
- Community Outreach
- Rainbow Refuge

EMPLOYMENT

JOB READINESS

- Helping Immigrants Reach Employment
- Employment Preparation Services
- Immigrant Women Employment Success

BRIDGING AND TRAINING

- Accountant's Bridging Program
- Engineering Technologists Integration Program
- Payroll Certificate Program
- Constructing Futures

COMMUNITY ENGAGEMENT

- SKY Club
- Global Girls
- Global Choir
- Wintegration
- Community Garden
- Immigrant Women's Integration Network
- Safe Families
- Volunteer Services
- Parenting & Literacy

EMPOWERED COMMUNITIES

- Capacity Building for Ethnocultural Communities
- Civic Engagement by Newcomer Youth: Diverse Actions for Social Change

LANGUAGE

- Language Instruction for Newcomers (LINC)
- Community-Based English as Another Language
- Advanced Consulting for Education TESOL
- Citizenship Preparation Program
- Care for Newcomer Children
- Community-Based Care for Newcomer Children



OF **NEWCOMERS** MAKE
NEW FREINDS IN **LINC** CLASS.

A background image showing two men, one older with glasses and one younger, looking intently at a screen. The image has a teal overlay.

JOB READY

Our Employment Team recognizes that the labour market has become increasingly complex, and so too have the challenges our clients face within it. The Employment Team also recognize that traditional approaches to providing employment service to our clients are no longer sufficient for tackling complex challenges; challenges to which there are no easy answers, and answers that demand action by not just EMCN, but our clients, employers and the labour market systems themselves.

Using a human-centred approach, the employment team has worked for a year to understand these complexities in new ways. They invited clients, employers, community members and other stakeholders to contribute and used respect and trust while collaborating for change. They then developed solutions by using these newly learned different perspectives, all the while acknowledging fears that are attached to making changes.

The reward for all of this hard, but exciting, work is Job Ready.

Job Ready acknowledges that being ready to work means more than having a targeted resume and passing an interview and that getting a job is not just about earning money. Job Ready allows EMCN clients to understand their potential, develop skills that relate directly to maintaining employment, connect and contribute to the Edmonton community, and most importantly make progress.

What sparked the creation of Job Ready was the question, "What makes us different?" The team reflected on this question a lot, and the following quote from poet Maya Angelou provides the best answer to this question:

"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."



COLLABORATING FOR CHANGE

EMCN is part of the C5 collaborative – together with Bent Arrow Traditional Healing Society, Boyle Street Community Services, Norwood Child and Family Resource Centre, and Terra Centre for Teen Parents. The C5 develops programs in the community where collective action means stronger outcomes for individuals and families, and the C5 informs and influences social policy with all levels of decision makers.

In 2018, the C5 solidified its reputation as a knowledgeable community resource, growing relationships at all three levels of government to ensure that the voices of our 30,000 clients are represented in policy development, particularly around housing and children's services.

The C5 also formally opened the community hub in North East Edmonton, where people can access employment, housing, parenting and mental health supports. There's also a community space and collective kitchen, where people can get together, cook, eat and feel more connected to their community. Community groups put together different programming such as Palestinian and Syrian dance groups, Dads' evenings, as well as senior and youth groups. Everyone is welcome!



CLIENT STORY

The following message was written by our client, Maysaa, who graduated from our LINC program and is now enrolled in our Accountant's Bridging & Training Program.

Good things don't come easy; the road is lined with pitfalls. Learning and speaking English is an important step in the settlement process. It helps newcomers obtain better jobs, get better education, and become active and happy members of Canadian society.

It was not easy for me to start a new life, be in a new country and a new culture. It was difficult finding a job and making friends. I knew that the most important part that would help me break through these barriers was learning the language.

I thought that maybe I couldn't live here because I didn't know English. I asked myself many times, "How can I communicate with people without knowing their language?" How could I go shopping and pay my bills? So, I finally decided to start the first step and take English classes.

During that time I met Canadians and Arabic people who came to Canada. They were especially kind and they helped me understand and be understood. I started to feel that I shouldn't be afraid and that my knowledge of English would come in time. It was then that I connected with EMCN. The English courses I took were very useful for me and provided me with the right way to solve any problem I faced. I had enough English to ask questions and I learned that it is ok to ask.

Learning English opened the door for me to meet another EMCN team member who advised me to join their Accountant's Bridging program. I am not studying in this program and believe it will help me to continue my career.

Now I feel like I can pursue my life and education and eventually a better job, thanks to EMCN. I will be an active and happy member of Canadian society and I am grateful to EMCN for that.

THANK YOU,
Maysaa Faroun

IRENE ALWAYS BRINGS JOY, HOPE, KINDNESS, COMPASSION, WISDOM AND PEACE TO OUR CLIENTS, STAFF AND VOLUNTEERS. I CAN'T THANK HER ENOUGH. SHE IS A GREAT ROLE MODEL FOR US!

—
Eun Jin Kim

VOLUNTEER STORY

My story with EMCN starts in 1979, after the collapse of Saigon, when the exodus of Vietnamese, Cambodian and Laotian people began. In Edmonton, we did not know very much about these people but we knew they were looking for safety and we wanted to help them. My good friend Anne Falk was here in Edmonton when they began to arrive. She was a nurse who had worked for years under MCC in Vietnam during the war. She spoke Vietnamese and knew the Canadian medical system well, and was thus invaluable in supporting the settlement of the Vietnamese coming to Edmonton.

From this work, and the churches' interest in sponsoring and welcoming refugees, the idea emerged to open a Centre where newcomers could go to get extra help. This was, in many ways, an extension of the hospitality that had emerged through the private sponsorship option for sponsoring refugees to Canada. The sponsorship groups supported small tasks like opening a bank account, and showed hospitality by organizing opportunities to learn about each others' cultures. The Centre would support newcomers in navigating more complex systems, such as the health care and education systems,

and support people in learning English and finding work. Most of this work was done by volunteers from the churches, and anyone else who wanted to help. We all took direction from Anne and Don Baergen – the two original staff of EMCN.

Now, all these years later, I still support the work of EMCN by volunteering every Friday at the Welcome Centre for Immigrants – one of the satellite offices of EMCN. I love this role because I meet so many people from many different countries. I enjoy welcoming them to Canada with a smile and always get a big smile in return. Even though we often can't speak the same language we can usually talk about the weather, especially in the winter.

I am grateful for the opportunity to support the hospitality and good work EMCN offers newcomers throughout the past decades.

THANK YOU,
Irene Baergen



RISE AWARDS

October 3rd, 2018 marked the 15th Annual RISE Awards Gala, which welcomed over 450 guests to celebrate the outstanding achievements and contributions of individuals, employers and organizations who create a welcoming and inclusive city for all.

EMCN would like to thank everyone who supported the 15th RISE Awards, whether you were a nominator, jury member, award recipient, presenter, sponsor, volunteer or guest, your presence and support makes it possible to Recognize Immigrant Success in Edmonton.

BUILDING FUTURES INDUSTRY
Police and Youth Engagement Program (PYEP)
COMMUNITY LEADERSHIP
Sahra Hashi

RBC RISING STAR YOUTH
Kondeh Mansaray
ARTS AND CULTURE
Pedro Rodriguez de los Santos

WELCOMING WORKPLACE
ALIF Partners
CPA LIFETIME ACHIEVEMENT
Khalid Tarabain



FUNDERS



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



Service
Canada



Alberta



2019 REVENUE

FEDERAL GOVERNMENT GRANTS	\$11,801,352
PROVINCIAL GOVERNMENT GRANTS	\$3,966,433
OTHER ORGANIZATIONS GRANTS	\$1,084,098
MUNICIPAL GOVERNMENT GRANTS	\$361,096
FUNDRAISING EVENTS	\$93,509
DONATIONS	\$52,246
COURSE FEES	\$42,860
RENT	\$46,838
INVESTMENT INCOME	\$29,897
TOTAL	\$17,478,329

2019 EXPENSES

SALARIES, WAGES AND BENEFITS	\$11,678,023
CONTRACT SERVICES	\$2,709,304
RENT, UTILITIES AND MAINTENANCE	\$1,772,011
ADMINISTRATIVE	\$555,554
RESOURCES	\$454,122
AMORTIZATION	\$131,999
SUPPLIES, REPAIRS AND MAINTENANCE	\$89,134
OTHER ADMIN COSTS	\$8,419
TOTAL	\$17,398,566

FINANCIALS

FOR THE YEAR ENDED
MAR 31, 2019

2019

**COMMUNITY
REPORT**