



Community Report

2021 - 2022



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What It Means To Be EMCN

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

Mission To enhance the quality of life for newcomers and all Canadians.

To achieve this future, 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 Values

Social Justice

Creating a society that is based on the dignity of every human being with equal access to wealth, health, well-being, justice, privileges and other opportunities for all people, regardless of their legal, political, economic or other circumstances.

We strive to accomplish this through:

- Integrity
- Democracy
- Equal opportunities
- Integration
- Participation

Diversity

Giving every individual the opportunity to achieve their potential and to participate fully in the community through the practice or quality of including or involving people from a range of different social and ethnic backgrounds and of different genders, sexual orientations, etc.

We strive to accomplish this through:

- Respect
- Inclusion of culture, age, gender, values
- Strengths-based approach
- Spirituality

Compassion

Showing care, concern and empathy for others.

We strive to accomplish this through:

- Grace
- Love
- Hope
- Humility
- Fellowship

Responsibility

Acting to achieve our goals.

We strive to accomplish this through:

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

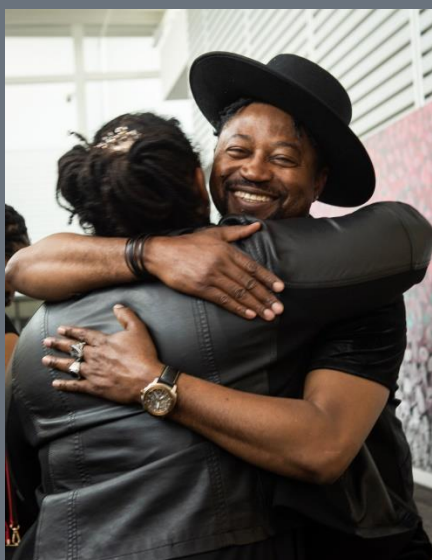
Edmonton Mennonite Centre for Newcomers (EMCN) is a government-funded, community-supported registered Canadian charity that has evolved into a large and diverse community agency.

EMCN started in 1981. First Mennonite Church, Lendrum Brethren Mennonite Church, and Holyrood Church are EMCN's Founders. EMCN was born to walk with newcomers in their integration process. Each year, we serve newcomers from more than 100 countries of origin.

EMCN is non-denominational, serving newcomers from all backgrounds. Our staff reflect the groups coming into Canada and represent a diverse range of languages, faiths, and cultures. Many of us were newcomers who accessed these services ourselves or can personally relate to our clients' experiences.

Our main pillars at EMCN continue to be:

- Settlement Services
- Language Services & Care for Newcomer Children
- Employment Services & Training Programs
- Community Engagement



What We Do

At EMCN, we:

- Work with up to 17,000 newcomers each year, from all parts of the world, out of four main locations and various community locations. We currently have a staff of 170 that together, speak over 60 languages.
- Use a 360-degree approach to serving newcomers. We take time to understand every newcomer's unique circumstances to ensure they receive the services and connections they need, either within EMCN or by referral to other agencies.
- Have pioneered support for LGBTQ+ refugees and asylum seekers (refugee claimants), positioning Edmonton internationally as a Sanctuary City and community that welcomes people who are persecuted for their sexuality or gender identity in their country of origin.
- Designed collaborative programs to fast-track foreign-trained professionals to get access to jobs in their field. We partner with post-secondary institutions. We have a significantly high rate of successful completion of our training programs and for our job placements.
- Offer women and girls' empowerment programs that address issues of cultural adaptation to relieve isolation through peer-to-peer support.
- Eliminate barriers to access our services by providing specialized and subsidized childcare options. Parents can bring their pre-school children while they have classes or appointments in our centres.

EMCN Service Locations

EMCN Central

10170 112 Street NW, Edmonton, AB, T5K 2L6

EMCN Language Centre

11713 82 Street NW, Edmonton, AB, T5B 2V9

EMCN Welcome Centre for Immigrants (WCI)

#200, Tower II, Millbourne Market Mall
7609 38 Avenue NW, Edmonton, AB, T6K 3L6

C5 North East Hub

14017 Victoria Trail NW, Edmonton, AB T5Y 2B6

EMCN Board of Directors



Bin Lau
Chair



Allison Peters
Vice Chair



Dr. Jennifer Braun
Past Chair



Paola Matallana
Treasurer



Daniela O'Callaghan
Secretary



Barry Andres
Director



Don Douglas
Director



Ejike Ohuegbe
Director



Harman Singh Kandola
Director



Helen Ngan-Paré
Director



**Kirsha
Campbell-Murray**
Director



Sunny Chattha
Director



Thomas Bumbah
Director

Message from EMCN Board Chair Bin Lau

Historians, when looking back at the early 2020s and the COVID-19 pandemic, will surely note that humanity persevered — demonstrating resilience, generosity and kindness in how we treated each other. A worthy example in humanity's journey would certainly be EMCN, here in the heart of Treaty Six territory, whose staff at every level repositioned themselves, accommodated the new world as it were, and continued to deal with newcomers as they always have — with kindness, compassion and sensitivity.

Though we were unable to celebrate our 40th anniversary milestone in the way we had hoped, EMCN's story remains steadfast and speaks volumes four decades after our founding in welcoming the arrival of Asians fleeing conflict in their homeland. Staff, volunteers and citizens of our remarkable city continue to welcome numerous waves of newcomers. Through the years, we have grown, innovated and enhanced how we walk with newcomers in their integration process. This is EMCN's testimony in our commitment and dedication that no pandemic can take away.

Newcomers' resolve was especially tested in the last two years. And yet, the Board heard only of staff's generosity of time, spirit and effort in ensuring that no one is left behind. That is what has always made Edmonton a welcoming place, working with tens of thousands of community members--families, individuals, and students--year in, year out. As clichéd as it may sound, EMCN definitely punches well above its weight.



Government, individuals, civil society and the private sector, as fellow travellers in this journey, have a critical role in ensuring that EMCN continues to be successful and effective. Our heartfelt thanks for your generosity and recognition that a more successful Canada depends on successful newcomers.

Our Board members reflect on the newcomer diaspora themselves. They are mindful of their obligation for overseeing EMCN's work in delivering its programs and services on strong financial footing. To our outgoing Directors, please accept my and your fellow Board colleagues' gratitude and that of our organization. On a personal note, I especially appreciated former Board Chair Jennifer Braun's leadership in guiding us through a once-in-a-lifetime pandemic with compassion.

As we look ahead, we serve as custodians for the many generations of volunteers and staff who will come after us. Long may EMCN's work continue to welcome all who seek a safe place to prosper, contribute and innovate.

Message from Executive Director Meghan Klein



This spring feels like emerging from a ‘winter’ that lasted 24 months. Two years ago, we were hit with a once-in-a-century whammy—a global pandemic—and the next spring, EMCN experienced significant funding changes that impacted our team. During this time, I have witnessed incredible resilience, compassion, and dedication from our team and the people we are here to serve.

We have accomplished much this past year, including launching a new website, starting a Refugee Donation Centre, and bringing back the RISE Awards after a two-year hiatus. Looking ahead, we are refining our post-COVID operations in the new hybrid world of work and serving our community members more flexibly in ways that best answer their needs. We are advancing our fund development program based in strong community connections, and we are looking to expand our programming to support career opportunities, women's empowerment and entrepreneurship, and community wraparound supports in new directions that serve emerging needs.

Our sincere thanks to our funders, investors, and donors. While too numerous to name all, I want to express gratitude to our funders from all orders of government for the flexibility that allowed us to navigate two years of uncertainty, and for the investment of the Stollery and Edmonton Community Foundations in helping EMCN to build our capacity and respond to urgent community needs.

Thanks to our C5 partners for the continued collaboration and to our EMCN leadership team for your dedication. This year, we bid farewell to Ricki Justice and welcomed Laurie Hauer into role of Director of Programs and Services. To our EMCN staff and volunteers, I can only say thank you. I am here to serve you so that you can do your important work. I offer my appreciation to outgoing Board Director Thomas Bumbah and to Dr. Jennifer Braun, our Past Board Chair, who led EMCN through many changes.

We cannot know yet what will grow from the seeds of change planted these past few years. As our city welcomes more newcomers from around the world, including those arriving in response to crises in Afghanistan and Ukraine, the need for EMCN's work grows ever stronger. After 40 years of serving the Edmonton community, we stand ready.



Settlement Services

Settlement Services



Current Settlement supports at EMCN Significant Developments

- Settlement Information Orientation
- Enhanced Settlement Workers in Schools (ESWIS)
- Settlement Complex Cases
- Settlement Zonal Outreach Services
- Community-Based Care for Newcomer Children (LINC support service)
- Donation Centre

Over the last fiscal year, the settlement team completed the following:

- Supported 470 clients with tax filing
- Fully Implemented the ESWIS program (*hiring, training, and implementing the new guidelines to support the youth programming and strengthening stakeholder relationships*)
- Worked with other settlement service providers to launch the Zonal Outreach Services program
- Completed the new Needs Assessment and Referral tool - a partnership project with several other settlement agencies
- Piloted new 'No Wrong Door' approach to Case Management service provision

Settlement Supports

For 2021-2022

Importance of Settlement Support Upon Arrival

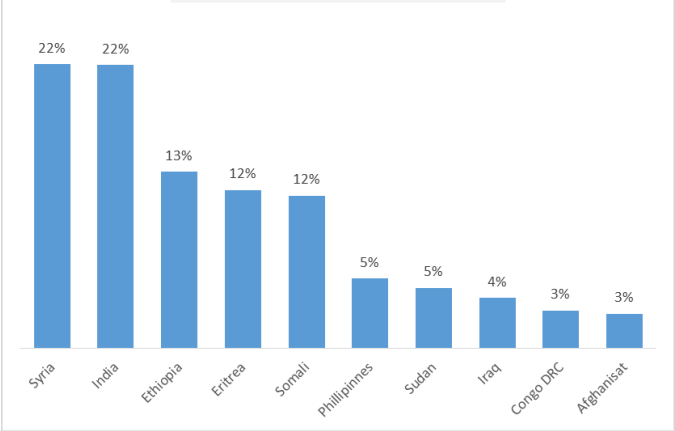
The initial months can be challenging for newcomers in their settlement journey in Canada.

Most immigrant and refugees arrive with little or no financial resources; and some arrive with nothing more than the clothes on their backs. On arrival, most are confronted with competing settlement challenges such as finding appropriate accommodation, figuring out transportation, finding employment, accessing language classes, upgrading academic qualifications; and for refugees, supporting family members still living in refugee camps elsewhere in the world or needing support back home.

Effective settlement services on arrival can have a significant influence on future settlement outcomes of new immigrants and refugees arriving in Edmonton.

Top 10 Languages		
1	Arabic	519
2	somali	233
3	Tigrinya	217
4	punjabi	155
5	spanish	144
6	Amharic	103
7	Oromo	86
8	Tagalog	77
9	urdu	75
10	Hindi	62

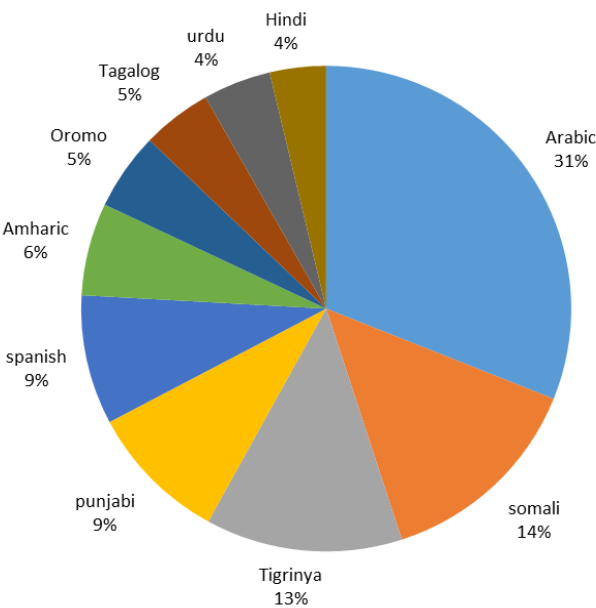
Top Ten Countries of Birth



Top Ten Countries of Birth (COB)

Countries	Number of Clients	
Syria	363	22 %
India	362	22 %
Ethiopia	225	13 %
Eritrea	202	12 %
Somali	195	12 %
Philippines	89	5 %
Sudan	77	5 %
Iraq	64	4 %
Congo DRC	48	3 %
Afghanistan	44	3 %
	1,669	100%

Top Ten Languages Spoken by EMCN Clients



Settlement Services

For 2021-2022



3,416

Number of clients that received individual holistic needs assessments.

91% of our 2021 goal

3,061

Number of Settlement Information and Orientation Sessions (1:1)

213% of our 2021 goal



2,239

Number of ESWIS Information and Orientation Sessions (1:1)

207% of our 2021 goal



446

Number of LGBTQ+ Information and Orientation Sessions (1:1)

310% of our 2021 goal



Community Impact

1 Client Story 'Isaac' - not his real name

Isaac, is a youth client we worked with through the ESWIS program. He arrived in Canada in May of 2020 with his mother and two siblings, an older brother and a sister. Isaac’s mother approached EMCN for support since she was struggling in navigating the healthcare services.

Initial Assessment

Upon completing initial assessment, the worker was able to identify the following needs and areas of support:

- Isaac had major dental health issues that needed to be addressed immediately
- Isaac was also experiencing respiratory issues and needed medical attention
- And because of all the medical challenges, his speech was delayed and it was affecting his academic performance
- Isaacs mother was not able to advocate for Isaac through school or with his family doctor due to language barrier

Results of actions taken to support the family:

- The staff was able to support the family in accessing dental supports through university of Alberta
- Isaac was referred to a sleep apnea specialist and is receiving the medical support he needs to address is obstructive sleep apnea
- Isaac was referred to speech assessment and is currently accessing speech therapy

Isaac is doing much better in school, his dental issues were resolved. He is waiting for surgery to address his sleep apnea and his mother is grateful for the support she received from the EMCN youth worker.



“A true community is not just about being geographically close to someone or part of the same social web network. It's about feeling connected and responsible for what happens. Humanity is our ultimate community, and everyone plays a crucial role.”

~ Yehuda Berg



Settlement Services

For 2021-2022



1,427

Number of people that attended group Settlement Information and Orientation sessions

248% of our 2021 goal

226

Number of women who participated in Community Connections group sessions

135% of our 2021 goal



424

Number of interpretation / translation sessions provided

212% of our 2021 goal



412

Number of crisis counselling sessions

119% of our 2021 goal





Language Services

Language Services



Active Language Programs

- Language Instruction for Newcomers to Canada (LINC) – 34 classes
- Care for Newcomer Children (CNC)
- Community-Based Care for Newcomer Children (CB-CNC)
- ECALA Seniors English as an Additional Language (EAL) – 7 classes
- ECALA Community Outreach – 5 classes
- Parenting & Literacy – 1 class
- ACE TESOL Teacher Training Certificate Course

Significant Developments

We have set up two classrooms with the technology to deliver hybrid instruction, and we've just started piloting hybrid teaching/learning in three classes.

We have continued to build our Chromebook lending library. We currently have 96 Chromebooks and this initiative has helped 171 unique clients attend virtual LINC classes online since August 2021.

Language Services

For 2021-2022



LINC Program

- Taught 645 unique newcomers
- Averaged 420 learners each week
- Helped 336 newcomers graduate to a higher Canadian Language Benchmark (CLB) level

ECALA

- Taught 175 students
- Each student attended 80 hours of class over the year



ECALA

- 94% of learners able to improve their skills
- 94% of learners felt the program was relevant
- 95% of learners felt classes were welcoming

CNC

- On-site: served 25 children | 25 parents
- Online: served 42 children | 38 parents

Community-Based CNC

- Served 354 unique children
- Served 234 unique parents
- Averaged 202 children & 131 parents each month

Language Services

Department Initiatives

Support and Adaptation for Language Services Clients

The Language Services team has worked hard to increase the technological skills of staff and students and to find computers for clients in need so they can attend online classes.

In-house childcare also offers online childcare programming and our community-based childcare team has worked hard to support parents and help them make the most of their learning during this time.

Going Paperless for LINC Student Materials

We continue to make progress in going paperless and improving our capacity to deliver virtual and hybrid work and learning environments.

The LINC team has set up e-portfolios for most of our students so they can showcase their achievements.

Activity Kits for Children

Our Care for Newcomer Children (CNC) team created and delivered multiple activity kits for children over the course of the year. These tangible items delivered to family homes enriched the interaction in virtual programming.

Evaluations

CNC is working to improve their program evaluation process with our new EMCN Research and Evaluation Coordinator, refining survey questions and ensuring we report back to families so we can continually enhance programming.



LINC Successes



1

LINC Training

Implementation of *Welcome to LINC Training* that provides learners with basic knowledge to participate successfully in online classes.

2

Technology Library

Library to lend Chromebooks to learners who do not have the technology so they can take online classes.

3

Variety of Class Styles

Offering and implementing face-to-face, online, blended and hybrid language classes to meet client needs.

4

Child Care

Offering community-based childcare for LINC learners Edmonton-wide, including learners taking online classes.

Providing in-house *and* virtual early childhood engagement programming for clients needing childcare.

5

Zoom Training

Zoom training for parents in our CNC program to help them transition.

6

Public Safety

Staff well-versed in health guidance and protocols to enable a safe return to on-site services.

7

Staff Training

All staff have improved their digital skills and expanded their beliefs about what is possible in program and service delivery.

Student Feedback

For 2021-2022



LINC students volunteering at the Edmonton Food Bank

"I used to have a hard time speaking with my doctor and explaining why I needed to visit her. When I went to the doctor, I always had someone with me because I was afraid I wouldn't be speaking English correctly, but since I started attending LINC English class, I've been more confident in my English. I am now able to go to my doctor without needing someone's help."

~ CLB 6 student

"I had an opportunity to share my culture and establish my identity in my class. The most thing that I liked during this session was the 20 minute speaking and sharing our culture and our identity."

~ CLB 6 student

"I think it is a great, flexible and new experience for children. Teachers are able to attract children."

~ CNC parent

"Until recently, the government required QR codes to prove vaccination status. We have been studying COVID since the pandemic began, and my returning students are now familiar with key vocabulary, the AHS website, and have the computer skills to access their records. I didn't realize how much they had learned until I had to get them to show me their QR codes online. I have three new students who didn't know what I was talking about when I mentioned vaccines and QR codes. The rest of my students immediately got their vaccine records and were able to tell me when they got their vaccines and show me their records in a breakout room. When I consider the amount of language and skills that this requires, I was quite humbled since many of them had previously zero English and little to no experience on computers."

~ CLB 2 teacher



Employment Services & Training Programs

Employment Services & Training Programs



Active Employment Programs

- Job Ready
- MatchWork
- Newcomers Essential Skills Training (NEST)
- Constructing Futures
- Careers in Business (CIB)
- In Motion & Momentum +

Client Feedback

"I am writing to thank you for the great services your organization offers to newcomers and also to commend your Career Practitioner, Christine Duong. I have been experiencing a hard time finding a proper job in the last 1.5 years. She was knowledgeable and friendly as she helped me to prepare a good CV and a cover letter in several meetings. I appreciate Christine's excellent work and EMCN's help and support."

"Without the privilege to be one of EMCN's clients I wouldn't have the chance to compete in the local job market. The program really makes a difference in my life and in the lives of Newcomers."

Community Impact

3

A newcomer from India, came to Canada in Fall 2021. He is married, living in a rented apartment with his wife and two young sons, and is now a Permanent Resident.

When he came to EMCN he had good computer skills, was fluent in speaking and writing English, had completed a Bachelor's Degree in Manufacturing Engineering in his country of origin and had over 10 years of work experience in manufacturing and data analysis in India and Singapore.

Unfortunately, he didn't have a Canadian driver's license or employment so was looking for transitional survival work to be able to provide for his family.

How EMCN supported him and his family:

- EMCN staff reviewed his experience, interests, and employment goals, as well as shared information about other available programs, services, supports and next steps for him to move forward.
- EMCN also helped him explore Edmonton's amenities, and provided information on licensure, on how to get a driver's license, and how to find and enroll his children in school.

Outcomes

As a man invested in making a better future in Edmonton for himself and his family, he:

- Completed EMCN Job Ready training.
- Refreshed his résumé.
- Followed up with employers after submitting his résumé.
- Completed LinkedIn training.

On February 7, 2022, he was hired full-time as a Production Supervisor, and is happy with his work and being able to provide for his family. He is still working towards his long-term goal of working as a Manufacturing Engineer here in Canada.



“Employees who feel a sense of belonging tend to stay engaged, productive and are far less likely to leave than those who feel excluded. So if you want your good employees to stay, invest in belongingness.”

~ Abam Mambo

Belongingness Strategist | Employment Lawyer | Corporate Speaker



Employment Services

For 2021-2022



Job Ready

- 1,450 individual clients served
- 72% of clients employed
- 18% of clients moved on to further education

MatchWork

1,200 clients have gone through this new interactive training tool that supports individuals who face barriers to employment



Constructing Futures

- 80% employed in project management
- 12% employed in other fields of work
- 5% moved on to further education

Job Ready

- 365 clients provided with training/exposure courses such as First Aid, Confined Spaces, H2S Alive, Fall Protection, etc.
- 152 clients provided with essential gear for their employment such as work boots, winter gear, tools, etc.



Employment Services

Department Initiatives

Job Ready YouTube Channel

Features short micro-trainings for newcomers and immigrants as well as other community members.

<https://www.youtube.com/c/EMCNJOBREADY/videos>

Building on the skills that exist in immigrant job seekers, we commit to supporting and empowering them to be Job Ready and successfully integrate into the labour market.

MatchWork

MatchWork is an interactive training tool developed locally that EMCN uses to support individuals who face barriers to employment. The tool supports and guides individuals in translating their unique skills into marketable employment and self-employment pathways.

MatchWork enables EMCN to support our clients more effectively to assist in the creation of meaningful employment opportunities through the assessment results. EMCN gains a better understanding of the individuals we support and why they are experiencing barriers to employment.

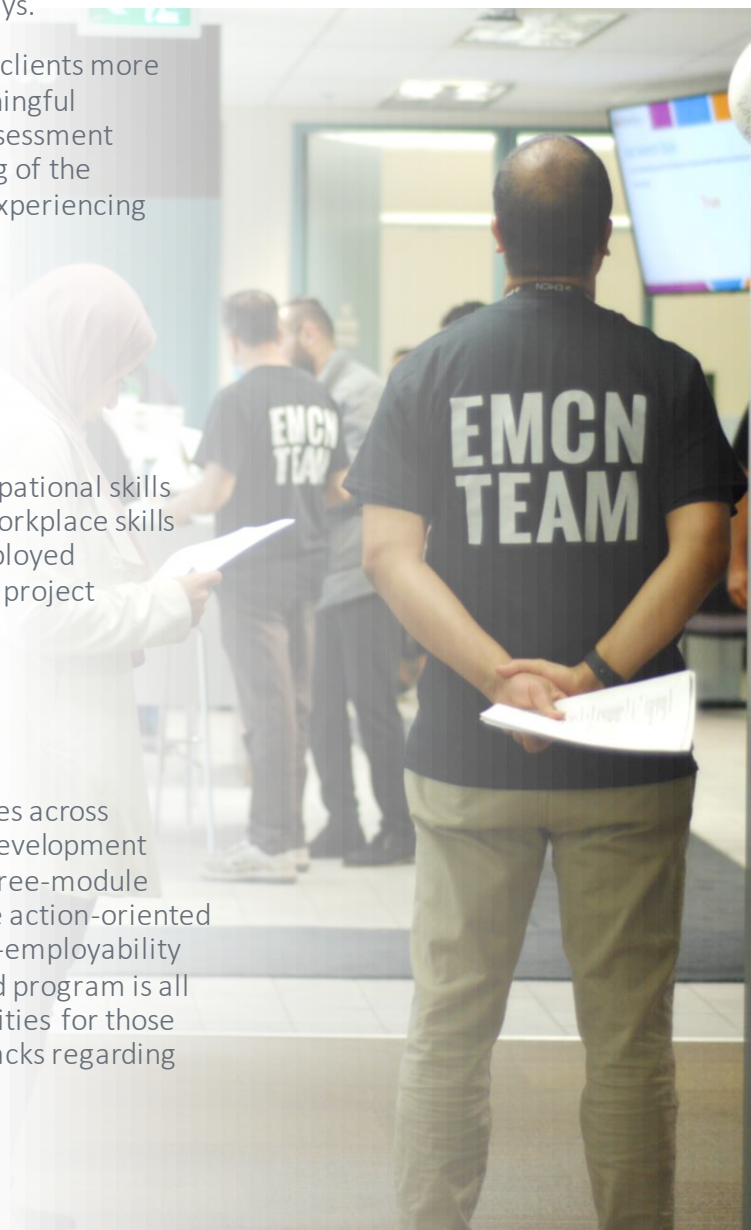
<https://www.mymatchwork.com/emcn>

Constructing Futures Program

Constructing Futures is an integrated occupational skills training program that provides essential workplace skills and access to the labour market for unemployed immigrants who want to pursue careers in project management.

In Motion & Momentum + (IM&M+)

Offered in partnership with several agencies across Canada, and through a Canadian Career Development Foundation grant, IM&M+ is a 13-week/three-module program explicitly created as an innovative action-oriented program that supports individuals at a pre-employability stage of their careers. This strengths-based program is all about providing experiences and opportunities for those who may have experienced repeated setbacks regarding traditional learning and/or work.



Employment Services

Department Initiatives

Newcomer Essential Skills Training (NEST) Program

NEST is a new training program, introduced in 2021.

This program offers an individualized and tailored approach to learning by providing individual coaching sessions, participatory group trainings focused on facilitated applied-learning, and workplace exposure.

NEST prepares and equips CLB level 3 and up newcomers and immigrants with the knowledge and skills needed to participate in the larger social, community, and economic environment.

Individuals who assess at a Level 1 or 2 essential skills level will be engaged in a 5-month full-time adult learning environment that is strengths-based and responsive to the individual needs of each learner. The NEST program builds essential skills and knowledge of the transferability of those skills to future life and employment experiences.

Careers in Business (CIB) Program

Careers in Business is also a brand-new program, introduced in 2021.

The Careers in Business program assists Internationally educated professionals with experience in business to enhance a broad range of employability skills and explore career paths directly related to their previous industry or sector or alternative paths to employment in small and medium local businesses, not-for-profits, professional associations and accreditation bodies.

Careers in Business provides employment preparation skills training to participants while they explore direct and alternative career paths in the Alberta labour market, and a practicum with an Edmonton employer.

The program offers an individualized and tailored approach to participants by providing individual coaching sessions, participatory group trainings, e-learning components, mentorship opportunities, and workplace practicums.





Community Programs & Therapeutic Services

Community Programs & Therapeutic Services



Active Programs

Program	# Participants	# Sessions
Civic Engagement by Newcomer Youth (CENY)	55	8,721 volunteer hours
Conversation Circles for Seniors	51	120
Global Garden (<i>Community Garden</i>)	17	41
Global Girls (<i>Girls Empowerment</i>)	35	33
Immigrant Women’s Integration Network (I-WIN)	160	218
Putting Down Roots (<i>Ethnocultural Group Capacity Building</i>)	179	33
SAFE Families (<i>Family Violence Prevention</i>)	40	30
Support for Kids and Youth (SKY) Club	66	280
Wintergration (<i>Canadian Winter Preparedness and Fun</i>)	10	1

We provided culturally-appropriate counselling to 877 unique clients who are immigrants and refugees (539 adults and 338 children) from 91 different countries.

Therapeutic Services

We provided a variety of therapeutic services including play, individual, couple, family, expressive art, and equine therapy sessions in the past year. With additional funding for specific programs, we were able to hire culturally-diverse therapists who speak different languages and to have more interpretation services when needed, which helped our clients express themselves better and feel more understood and supported in their mother tongue.

We also supported our clients through a hybrid model of in-person and online therapy, and we met our clients where they felt comfortable and safe for in-person sessions (e.g. offices, homes, parks, coffeeshops, etc.) This therapeutic service flexibility helped reduce the barriers to accessing therapeutic services (such as transportation and childcare) and increased clients' attendance. Our clients reported the improvements in addressing and managing mental health issues including depression, anxiety, trauma-related concerns, anger, bereavement, and marital/family relationship concerns.

EMCN Transition to Tele-counselling During Pandemic

We had 23 clients and 10 therapists participate in a short survey carried out by doctoral students from University of Alberta. The survey included a qualitative and quantitative data analysis. Highlights of the report include:

- 80% of our clients found the transition from in-person to online relatively easy
- 87% of clients stated that their attendance increased
- 91% of clients would prefer a hybrid model moving forward

It was like 'winter proof' as a client noted that the challenges of traveling in severe winter weather were mitigated. In addition, the difficulty of securing childcare did not prevent clients from accessing services.

However, some of the challenges that came with online service have been the limitation of visual information for therapists (e.g. body language), and technological difficulties creating communication impairments.

We provided 4,415 counselling/therapy sessions that include 4,278 individual therapy sessions and 137 family/counselling therapy sessions.

Therapeutic Services

Challenges

Recruiting competent therapists with the knowledge and skills to provide service for the newcomer population has become increasingly challenging. Additionally, from the candidates who applied, some declined when we were in the process of offering the position since they were being offered less than what they could earn elsewhere. We modified our posting to show a range of salaries, and expanded posting platforms that led to a successful outcome of onboarding of new candidates this year. However, the process took longer than anticipated. We were in the process of hiring throughout the year and the orientation/onboarding has taken a different form due to the online working arrangement.

We continue to struggle to secure funding for our equine therapy work. Despite the lack of substantial support that we maintained minimal service provision which led to 64 clients being served this fiscal year.

Success Stories

The following two success stories demonstrate the positive impacts of EMCN’s therapeutic services on the lives of our clients as well as the intricate nature of the way our therapists support clients in a truly client-centered way.

Community Impact

‘Nia’ – as written by therapist

We provided counselling to an African woman, who we will call Nia. Shortly after arriving here to join her husband, Nia discovered that he had multiple families here that he had not told her about. When she confronted him about it, he beat her severely and left her unconscious.

When EMCN received the referral, the client was living in a women’s shelter.

Because there was a child of the marriage, Nia had family law matters and immigration issues to consider. The son has Canadian citizenship through the father but, because Nia had to flee her country suddenly because of threats to her life, he was still in Africa living with relatives. Nia had been jailed and tortured based on the political situation in her country. She desperately wanted to be reunited with her child, but for this reason, could not return to her country. Nia was only in Canada on a visitor visa. After the violent incident with her husband, she thought that he might support their child if she did not ask police to press charges, but her husband did not support her or their son in any way.

Although she had a good career in her home country with a higher than average income, she knew little about Canada and Canadian culture, social services, laws and institutions. Nia found people’s ways of speech and behaviour puzzling. Nia had never traveled outside of her country and was rooted in a rural and strongly traditional culture. She had a need to know about and adapt to Canada, and she also needed to make sense of it in relation to her own culture, customs, and values.

She applied for and was granted refugee claimant status just around the time EMCN therapists started meeting.



**“Although the world
is full of suffering, it
is also full of the
overcoming of it.”**

~ Helen Keller

Nia had received a bill for several thousand dollars from Alberta Health for her ambulance trip and hospital care after the incident because she did not have Alberta Health coverage. Her husband has not paid anything towards that bill.

After 18 sessions, her depressive symptoms were gone. Nia is now starting to make friends, which relieves some of her sense of loneliness. She is generally buoyant in mood, and is joyously taken up with the care of her child. Though she has many of the challenges of new immigrants, she can see the way forward in the practicalities of her situation and has an evolving acceptance of her ex-husband’s treatment of her and their child. There is still the Refugee Claim hearing, probably sometime in 2022. Although that decision has potentially life-altering consequences for her, she is generally focused on the present. We are currently having sessions every other week by phone, because her son has not yet started school.

Community Impact

‘Susan & Jacob’ – as written by therapist

I started working with Susan and Jacob (not their real names) approximately 3 years ago when their mother was suddenly and unexpectedly deported back to their home country in Africa. Their father was working full-time while their mother worked part-time and took care of the family. He was thrown into a very difficult situation very quickly and understandably called EMCN desperate for help and support for him and his children who were 6 and 9 at the time their mother was forced to leave the country.

Both children (Susan and Jacob) were traumatized, especially the boy who began to regress in school and at home. Jacob began exhibiting separation anxiety and clingy behaviour, became withdrawn, and began overeating, stealing, and finding it difficult to process and synthesize information. Susan became the parentified caretaker for the family and was exhibiting hyperactivity, anxiety, difficulty sleeping and depression.

Over the last 3 years I met with the children in my office for play therapy and had several horse therapy sessions, and since COVID we have met through Zoom sessions. Sometimes we met regularly and sometimes went for a few months in between sessions. In many ways I became not just a therapist but a safe and consistent female adult figure in their life during a crucial time when their mother was not physically here.

I also met with Dad periodically for therapy and support in being a single father, working and trying to bring the children’s mother and his partner back.



**“Once you choose
hope, anything is
possible.”**
~ Christopher Reeve

EMCN provided legal, immigration, and social work support to them as well as providing a donated computer to the family. In addition, I liaised with the children’s school to provide additional support during the first year that their mother was gone.

Happily, their mother was able to return to Canada and rejoin her family just two months ago! The transition is going well but is also difficult since she has missed three years of their life. Our recent session was about helping them bridge this transition of having their mother back after three years and navigating all the changes that have happened since she left.

Compared to three years ago, the children are more well-adjusted and balanced. Susan is less parentified and Jacob has made many strides in overcoming his anxiety and withdrawn behaviour. They are amazing and resilient children.

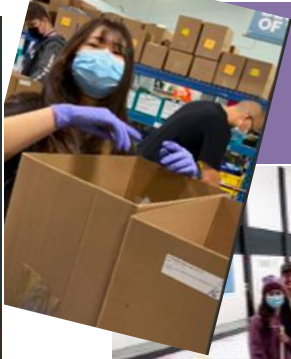
Community Highlights

For 2021-2022



Community cooking for ethno-cultural groups:
EMCN Empowered Communities Team and C5 work together to support ethno-cultural groups through community cooking.

CENY
Graduation



I-WIN and Wintergration teams jointly organized curling events for I-WIN participants and their families. It was such a fun activity and a great example of program collaboration.



Volunteer activities of newcomer youth in CENY:
Youth participants of our CENY (Civic Engagement by Newcomer Youth) program volunteered with Christmas Bureau, Salvation Army, Edmonton's Food Bank, and Lady Flower Gardens.

They also did bottle drives and raised enough money to receive a matching grant with UNICEF to send school supplies to children in refugee camps.

Community Impact

CENY Leadership Conference in Banff

Testimonial from Vidhushi (CENY participant) and her mom, Menka, about CENY's Leadership Conference:

Vidhushi:

"I, Vidhushi, am a Centre High School student, an amiable girl with a zealous spirit to explore new adventures and learn innovative ideas. I feel extremely jubilant to share my wonderful experience at Banff youth conference organized by EMCN.

I extend my profound gratitude to EMCN, it's mentors Amena, Harika, Emanuel, Joseph and everyone who went above and beyond to make this conference an amazing memory for all of us. I built connections for a lifetime and I can proudly say that friends I made in this conference already hold a special place in my heart. EMCN chose the perfect place—Banff—for this conference because we enjoyed and gained knowledge at the same time. From sumptuous meals, Rocky Mountain adventures, sightseeing, cozy stay, violin concert to the fruitful conference, everything was impeccable and beyond words, stupendous.

I am glad that I took the wisest decision and joined this program. I am very hopeful that this is going to help me a lot in future. I recommend everyone to be a part of such programs whenever offered because such programs are hard to find where knowledge and skills get amalgamated with fun and frolic.

Thank you EMCN for giving the best time of my life."



**"They're
not just kids.
They're
future leaders."**

Menka:

"I would like to thank you for providing us with this opportunity where my kids learned and enjoyed at the same time. They had a wonderful experience at Banff, made good friends for lifetime and had a memorable time. Such amazing platforms are so helpful for their overall growth and development. Initially, being a mother, I was little worried to send them as I mentioned earlier because I never sent them away alone, but I am glad that I made this decision and was able to provide my kids with the best experience. All thanks to you and your guidance because I just know you in the group and thank you once again for letting me know about this programme and involving my kids."



Community Impact

EMCN's SKY (Support for Kids and Youth) Club

EMCN SKY Club:

- Provides homework and language literacy support for newcomer children and youth.
- Organizes bridging activities that support newcomer and second-generation youth to succeed in their journey to a better livelihood.
- Provides an inclusive and safe space where the participants feel a sense of belonging and develop social skills.
- Achieves its goals by having youth workers who speak the same languages, share similar cultures, and have a deep understanding of immigrant experiences.

Muhammed Ismael Jema is a parent of two children in EMCN's SKY Club program. Here is his feedback.

"I'm really proud of sharing the story that the kids go through during the program support. I really appreciate Rita and Joseph for their great job and support for my children. My two kids joined the program in 2021 and attend it every Saturday. One of them is 10 years old and the other is 8 years old. The elder one is in Grade 5 and the younger one is a Grade 3 student.

The main reason to join this program was to improve their educational performance and get support for their English to improve. Since we come from South Sudan, Arabic-speaking countries, they speak a language other than English, so this language support helped them to learn a lot of things from their classmates.

They had a problem with how to write and speak English but now they know how to write and speak. They can now communicate with their friends and classmates. They have got an opportunity to get connected with other children and have got more friends. They benefitted from this program through one-on-one tutoring support on how to read, pronounce, and write English.

If this program was not available for my children, it might be challenging for us to afford the cost of registering for such special support programs. Because other special support programs in English cost at least \$500 per month. You can imagine how it will be difficult to afford such a huge cost for the newcomers.



**“We cannot always build
the future for our youth,
but we can build our youth
for the future.**

~ Franklin D. Roosevelt”

I will continue to bring them to the program to help them to achieve better grades in their class, which helps them to feel happy and have sense of achievement. Even I will continue to bring them until they start to contribute their part in helping others.

It is also a fun-making and networking opportunity for my children to connect and play with others. I hope the program will continue with the existing great support and it will continue benefiting our children to improve their English. The most important thing that I liked about the program support is it helped my children to improve their English speaking and writing skills. Even my children told me that they liked the way they were supported to get connected, having games, drawing sessions, and all the social interaction with other children.

Initially, when I bring my children to the program, I didn't have that much connection with many parents. But right now, I know many families and I always recommend other parents to bring their children. There are newcomers here and they have children of the same age. I always call Rita to provide them support to get connected with the program and allow their children to attend the special English support class. I would like to say thank you to all the staff, Joseph, and teachers. Especially my kids always told me that the drawing teacher and Rita are nice to my children. It is my honor to appreciate their commitment and support for my kids' success. Thank you."

Community Highlights

For 2021-2022



CENY Music & Art Fest Event for YESS

Civic Engagement by Newcomer Youth (CENY) participants raised \$500 through community donations at their Music & Art Fest event, which they donated to YESS (Youth Empowerment & Support Services). The cheque was issued to them on March 5, 2022.

Thank you message from YESS:

"Thank you so much for your support of youth in our community and thank you for choosing us! It was such a pleasure meeting all of you today and learning about the motivations behind your civic engagement. It was inspiring and I cannot wait to see our future accomplishments together."

Putting Down Roots

Urji Women Support Association of Edmonton

Urji Women Support Association of Edmonton (Urji) was founded in 2019 by a small group of Oromo women interested in supporting members of their community in both Edmonton and Ethiopia. Not long after, Urji and EMCN started working together through EMCN's Putting Down Roots organizational capacity building program for ethnocultural community groups.

Early 2021 found Urji distributing groceries and other basic necessities to community members, using funds secured through their second successful application to the Red Cross's emergency supports program. Urji's project reached over 300 community members, and EMCN supported Urji to create and submit interim and final reports to the Red Cross to highlight their achievements.

At the same time, Urji wanted to create opportunities for its members to learn more about other supports and services available to newcomers and partnered with EMCN to organize a community information session on EMCN's full range of programs and services. Urji was also able to present an overview of their own services to EMCN's Complex Cases team, raising their profile among established service providers as an organization offering accessible, community-based support to newcomers.

Another high priority for Urji was starting the process to sponsor community members living overseas for resettlement in Canada. Urji and EMCN investigated different sponsorship options together, and Urji chose to move forward with an application to act as a community sponsor. Urji and EMCN held regular follow-up work sessions together, reviewing drafts of the community sponsorship documents and developing a settlement plan.

EMCN also worked with Urji to support their operations as a non-profit. They explored sponsorship and the financial requirements associated with this raised their interest in developing a fundraising plan. After meeting with EMCN to explore fundraising options, Urji carried out a successful fundraising barbecue during the summer 2021, and continued to raise funds through social media platforms for the rest of the year. EMCN supported Urji to investigate grant funding opportunities, and determine which options aligned with their own vision and goals for their programming.

Urji ran their second virtual AGM in late 2021, and EMCN held several planning meetings with Urji's leadership to support their development of an annual report, audit report, and virtual facilitation plan. Urji ran this year's AGM independently, without day-of support from EMCN.

Urji also wanted to secure a space that would allow them to both offer programming on site, and store donated items before distributing them to community members. Urji explored different space options, informed by conversations with EMCN about balancing the cost of space rental with their other programming and community support priorities. Urji applied independently to the City of Edmonton's space rental subsidy, and their success allowed them to rent a space that met their needs. This experience encouraged Urji's leadership to continue pursuing funding opportunities independently: at the end of 2021, they were developing an application to the Government of Alberta's Women's Economic Recovery Challenge grant program to offer a basic skills training program for newcomer women.

Over the past year, Urji has continued to build the foundations of a strong, sustainable, and effective community organization. Most importantly, their leadership's confidence in their own capacities has grown, pushing them to explore different opportunities to achieve their goal of supporting newcomer women and their families to thrive.

Community Highlights

For 2021-2022



Global Garden Harvest

On Sept. 11 & 13, 2021, we had harvest days at the Global Garden. Our gardeners harvested kale, potatoes, carrots, beets, radish, zucchini, Jerusalem artichoke, lettuce, herbs, and much more. Our gardeners also finished up working on their compost system, which includes a composter, a shed, and a shredding table. The gardeners also started working on making compost for next year.

We had dinner together at the garden on the last day of harvest. It was a wonderful time, and all our gardeners were able to come together to enjoy the end of another successful garden season.

I-WIN Graduation Speech

By Sabrina M. – I-WIN Graduate

“On this graduation day, I would like to congratulate everyone on their work and persistence. On sticking together as individuals and as a group.

I personally know myself for starting so many things at the same time, and not being able to fully commit to ALL projects equally. I-WIN taught me how to be disciplined and show up because I was motivated.

I was motivated by the quality of the course content, the amount of useful information I learned and the skills I could improve. I was motivated by the way the course delivered. Large content can be overwhelming and dense but not with a team that knows how to bring lightness and fun, how to involve and encourage all participants.

Arzoo, Ilham and Harika is a dream team. They joined their strengths and competencies to guide our steps all through the course. I-WIN brought me confidence and consolation. The I-WIN family made me feel appreciated and supported. Strength, motivation and self-esteem are essential for us, newcomers, to be able to understand, to be resilient and get ready to set a firm foot in a new life. I-WIN helped me make new friends and connexions by teaching me that ‘together we are stronger’! If I could take a cup of I-WIN program every morning, I would because it has become more than just a program to me; it is the daily dose of energy that keeps me going.

I truly believe that the program should be mandatory! The waiting list to take the I-WIN program should be as long as the North Saskatchewan River. I hope it will run for a long, long time. I can but imagine how much women and families would miss out if they did not know about I-WIN.

A huge shout out to you all: Staff, classmates, EMCN and congratulations!”



“Empowered
women,
empower
women.”



Workshops for I-WIN graduates:

EMCN’s I-WIN team organized RBC’s workshop on Careers in Banking for I-WIN graduates on Nov. 9, 2021. It was a successful event so we will organize more workshops based on their interests and requests.

I-WIN graduates felt connected and appreciated EMCN’s continued support.

Community Programs

For 2021-2022



8,721

of volunteer hours contributed to
community for 55 CENY participants
in 2021

280

Contact sessions for 66 participants
of the SKY Club



218

Sessions for 160 participants
of I-WIN program



120

Sessions for 51 senior participants in
Conversation Circles for Seniors



Community Impact

Our EMCN Empowered Communities team works in partnership with ethnocultural community groups and organizations to develop their capacities and access resources to meet their goals in different areas including board development, volunteer recruitment, strategic planning, community engagement and grant writing.

One of the ethnocultural community groups we have been working with applied for a grant independently after learning from us about grant writing and getting our one-on-one support for their previous grant applications. The grant application that they did by themselves for the first time successfully got accepted. We are proud of the group, and this is one of the key outcomes of our Empowered Communities team's capacity building activities.

Testimonials from Conversation Circles for Seniors' participants:

(translated from Chinese to English)

"The key point is that our English is very limited. Now we can take a bus, ask for directions, understand the map and transportation information, etc. Which day is today, when the bus runs, know how and when to say excuse me, thank you, etc. we appreciate this program which supports us very well."

"This program is very good because we have very little chance to talk to local Canadians. This program helped us communicate with them. We could talk for an hour about everything. That is why I said teachers [volunteers] are not only teachers [volunteers], but also friends...this class is unique. I don't think any other classes have similar functions."

"This program connected me with more people, decreasing my isolation. I am not feeling lonely when I stay at home. Learning English helps me understand words and people. Before I walked away when the doorbell was ringing or meeting the non-Chinese, now I am ok with it a little bit."



**"All of us share
the responsibility
and the
opportunity
to co-create
a better world."**

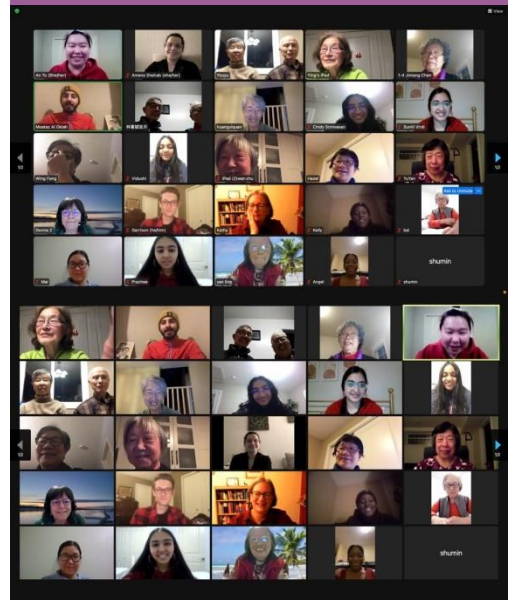
~ Christiana Figueres

Testimonial from a CENY participant:

"I always hesitated to talk to people but after joining CENY, my communication has improved; now I raise my voice up when I have any questions, especially in school. It could not have been possible without CENY."

Abrahaley Chirom
 Ahmed Abduhafid
 Aidan Jones
 Alvin Mok
 Alyssa McPhail
 Annelisa Koroluk
 Annette Tyrrell
 Anzelane Songa
 Ariene Jane Cadd Carpina
 Ashley Azer
 Branden Mann
 Brayden Biccum
 Breanna Bland
 Brenda Beekman
 Caryn Tong
 Chelsea Nabirye
 Cheryl Wang
 Christine Mallett
 Cindy Srinivasan
 Cristian Kerns
 Danae Strelau
 Darian Glendenning
 David Strayer
 David Brandenburg
 Dena Kravet
 Donna-Jean Zubko
 Edwin Dieu
 Esther Lee
 Evan Gamache
 Evan Haile
 Garrison Dyck
 Hailey Lothamer
 Ibilola Adegun
 Jaehwan Kim
 Irene Baergen
 Jemila Essa
 Jennifer Easaw
 Jihoon Jang
 Jun Feng
 Lydia McKernan

Kalkidan Bedassa
 Kathy Garnsworthy
 Ken Creegan
 Lester Betancourt
 Lloyd Ramirez
 Lukas Muliawan
 Lydia McKernan
 Madi Corry
 Makaela LeMaistre
 Maria M. Gracia
 Melvina Tamakloe
 Michelle Vafaei
 Mukta Nistandra
 Nardos Teklay
 Nikky Aderinto
 Olivia Dul
 Patrick Nurse
 Pratibha Gupta
 Princess Tanneh Tarpeh Ford
 Rebecca Toronchuk
 Ruchi Mehta
 Sabrina Leung
 Salma Ahmed
 Sama Munawar
 Sarah Coffin
 Sheree Robichaud
 Smiley Arora
 Sneha Pathrose
 Suha Rehman
 Suniti Verdi
 Sultana Heetun
 Tatiana Zelentsova
 Taylor Pelletier
 Teresita Sitanlon
 Tran Nguyen Tran
 Tyler Annett
 Tyler LeDrew
 Valencia Das
 Wendy Yu
 Yasmeen Abuomar
 Zak Hallworth



VOLUNTEER

RECOGNITION

Volunteer Numbers

For 2021-2022



3,254 HOURS

Total number of Volunteer Hours
in 2021-2022

20

Years of partnership with
Community Service Learning -
University of Alberta



11

Number of Community Volunteers
who have supported EMCN for
more than a year



3

Average number of Volunteers
who assist weekly at the
EMCN Refugee Donation Centre



Volunteer Highlights

For 2021-2022



954 hours	Conversation Circles for Seniors
622.5 hours	SKY Club
442 hours	EMCN Refugee Donation Centre
405 hours	Settlement Services <i>Christmas Bureau special project through CENY</i>
400 hours	Employment Services
166.5 hours	EMCN Board of Directors
144 hours	CENY Youth Conference
120 hours	English Services
A LOT	Tax Clinic Most volunteers come through E4C

Conversation Circles for Seniors

EMCN started the Conversation Circles for Newcomer Seniors program in 2020. The intent was to help seniors build computer literacy, language confidence, and social connection through weekly online conversation practice.

When we started this program, a group of volunteers came together to help build this online learning community with EMCN staff. Fast forward two years later, and three of the volunteers from that group are still here with us today. Some of them even started to mentor new volunteers and help them to learn how to lead conversations for the seniors.

Together they continue to build an online learning community where many friendships flourish.

Intergenerational Volunteering

EMCN Volunteer Services is creating an ‘Intergenerational Meet & Greet’ for newcomer youth or youth and newcomer seniors.

In 2020, we did two groups of intergenerational volunteering with CENY youth where 27 youth came in to visit the seniors online and share stories together.

Last year, we did two more sessions with the newcomer youth where they created their own conversation topics and questions, including getting to know each other, learning about each other's cultures, and asking for life advice.

For the newcomer youth, many of them had grandparents living with their families back home, and the grandparents are the respected elders at home who are looked up to and asked for guidance. When the youth learned that they were doing a volunteer project with the newcomer seniors, all of them were very excited to get to know the seniors and share stories with them. By bringing the youth to the group, it also gave the seniors a sense of purpose as they can share their life experiences and perspectives with the youth.

Volunteer Services



New Volunteer Opportunities

EMCN Volunteer Services has been working with C5 to find ways to share volunteers among our C5 partners. It is an ongoing collaboration.

We are also looking for more newcomer volunteer opportunities that act as unpaid work experience. EMCN does not currently have roles based in an office available; however, we have many newcomer volunteers coming through our doors looking for Canadian experiences in fields such as administration, accounting, childcare, etc.

Additional volunteer opportunities are needed for newcomers who are beginner English learners.

20 Years of Partnership with Community Service Learning (CSL) University of Alberta

EMCN and the University of Alberta have a relationship that extends back to 2004 and beyond. Throughout our partnership, we have been able to take on many interesting projects, which are relevant and valuable to the communities we serve.

Together, we have created videos, conducted interviews, offered new and innovative programming and taken on important and illuminating research projects. Most importantly, CSL has supported EMCN youth's program SKY Club for many years to help build capacity for the homework club and create a caring and engaging environment for newcomer children and youth. THANK YOU!

Feels Good To Volunteer

From David Strayer

“After finishing a career in IT, and having had EMCN recommended to me, I looked to their website for volunteer opportunities. Within days my inquiry was answered, within days. An To, EMCN Volunteer Coordinator, interviewed me online, and very soon I was invited to be part of the Conversation Circles for Seniors.

What an enthusiastic and happy environment I found! Very professional and earnest teachers. Tremendously organized lesson plans were always provided by the EMCN staff. The students? So joyous, so interested, so enthusiastic!

I am very appreciative to An for giving me the opportunity to help with the Conversation Circles for Seniors. I can only hope I live up to the trust An has shown in me. And as big as that is, it is the students whom I have come to know that give me such a positive, uplifting feeling.

Each time after class is over, my feelings of wellbeing are so high. ‘My’ students provide so many joyous moments with the sentences they create, the laughs that we have, and their dedication in being there every week. I am so proud of them.

Thank you EMCN! Thank you An To.”

Active programs that community volunteers support:

- Conversation Circles for Seniors
- SKY Club (Support for Kids & Youth)
- English Services – CLB/LINC & ECALA
- Employment Services
- EMCN Refugee Donation Centre
- Empowered Communities – Global Garden
- EMCN Board
- I-WIN



“It is the students
whom I have
come to know
that give me such
a positive,
uplifting feeling.”

— David Strayer
EMCN Volunteer





**Collaborating
for Change**



**Collaborating
for Change**

C5 is a partnership of five local Edmonton agencies working collaboratively to provide a 'one-stop shop' for vulnerable populations to provide them with a full spectrum of holistic programs and services to move people out of poverty, help them access affordable housing, and help them navigate the social system and access government supports.

Since 2015, C5's partners include:

- Bent Arrow Traditional Healing Society
- Boyle Street Community Services
- Edmonton Mennonite Centre for Newcomers
- Norwood Child and Family Resource Centre
- Terra Centre for Teen Parents

Across the C5 organizations we serve Indigenous individuals and families, teen parents, newcomers (immigrants, refugees, asylum seekers), vulnerable kids, families, and some of the most economically, socially, and culturally-marginalized children, youth, and families in Edmonton.

While each organization individually specializes in serving a specific population, collectively they collaborate at the C5 North East Hub, Community Market, and Clareview Recreation Centre.

Active C5 Programs

- Community Hub Programs
- Community Market
- Early Childhood Development Programs
- Employment Programs
- Financial Literacy
- Parent/Caregiver Programs
- Seniors Supports
- Systems Navigation / Social Supports
- Ubuntu
- Youth Hub & Programs



30,000

Edmontonians served collectively
by the C5 agencies each year

5,195

Individuals and families served
from the C5 North East
Community Hub in 2021



800

Families served each month (approx.)
out of the Community Market for
food security support



45

Participants/youth supported daily
at the Clareview Community
Recreation Centre



A Collaborative Partnership

C5's 'one-stop shop' is focused on supporting vulnerable populations struggling with poverty, houselessness, mental health challenges, food security, lack of natural supports, isolation, with particular focus on Indigenous and racialized minorities.

Our full spectrum of holistic programs and services assist them in moving out of poverty through food security, mental health supports, employment supports, parenting supports, programming for vulnerable youth, access to affordable housing, and help navigating the social system and accessing government supports.

The C5 North East Community Hub model is based on wraparound supports and a holistic approach to supporting individuals and families. We work to address all challenges in one place rather than referring them elsewhere. This means that people who most need our help do not have to run all over the city telling their stories multiple times, to multiple organizations, to get the help that they need.

What's New?

The C5 adds programs and services to the Hub based on community need. One new partnership is with the Edmonton Humane Society through their Prevent Another Litter Subsidy (PALS) program, which reduces our community's homeless pet population by assisting people who do not have the financial ability to spay or neuter their animals.

This partnership has the PALS remote surgical unit set up at the Hub throughout summer 2022 to give our community members access to subsidized veterinary care.

Service Locations

C5 North East Community Hub

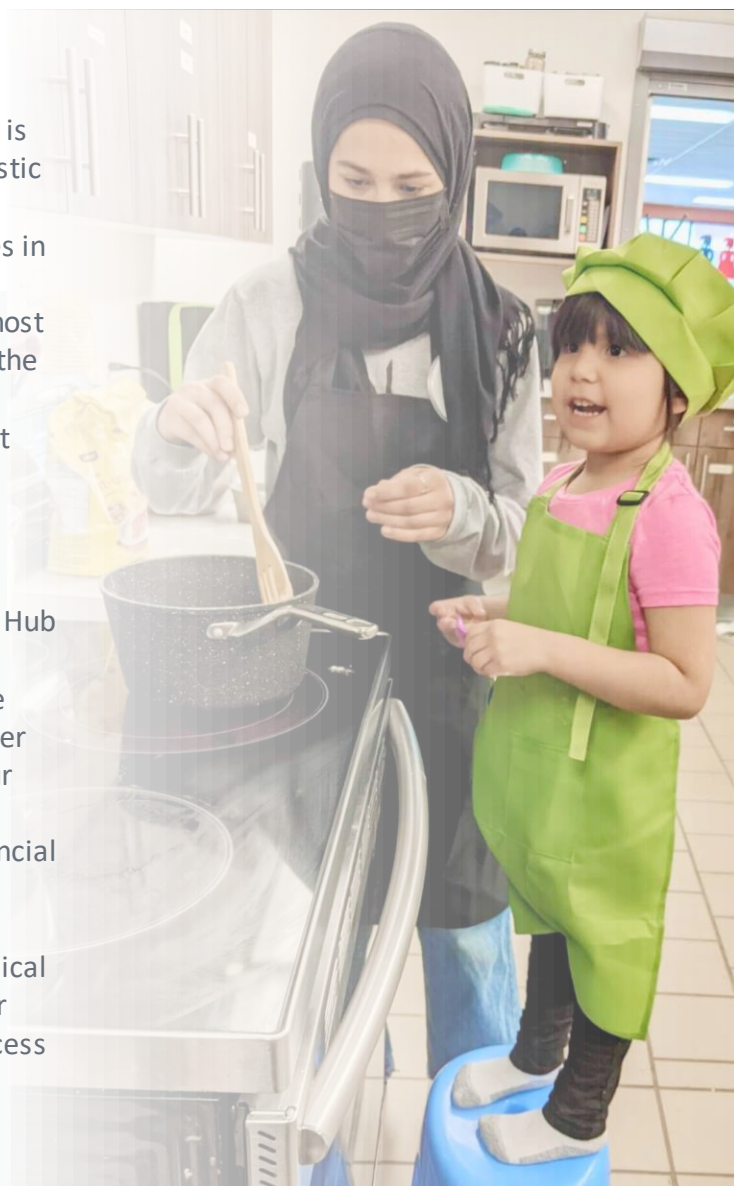
14017 Victoria Trail NW

C5 Community Market

13508 Victoria Trail NW

C5 at Clareview Community Recreation Centre

3804 139 Avenue NW





3,522

Unique individuals that accessed the Pantry Program through the Community Market

2,202

Unique individuals that accessed services and/or programs at the C5 Hub



987

Number of immigrants, refugees, Indigenous and other newcomers to Edmonton that engaged with the C5 Hub



20

Number of community volunteers involved in the C5 Hamper Program



Community Impact

EMCN is a crucial part of the C5 success. In particular, EMCN's contribution to providing employment supports at the C5 Hub is an essential aspect of the success of our community members.

1 “Glen walked into the C5 Hub in February 2022. At the time he was homeless, had no ID, no income, and was unable to access many government programs because he had not filed his taxes in several years. Our team at the C5 Hub helped Glen get his ID, file his taxes, and get him set up in his first stable home in many years through our Successful Living program. Glen also received support through our employment hub and recently started a new job in the oil and gas industry.”

2 “Ali came to the C5 Hub as a newcomer from Africa in January 2022. He is a refugee claimant who had no work permit, and no income. Our staff supported Ali to apply for his work permit. We have continued to support him with bus tickets and food from the C5 Community Market. He accessed several free safety tickets to get job ready, prior to being able to legally work in Canada through the employment hub and will now officially be starting his first job in Canada next week.”

3 “Cassidy attended our first Food Works program and showed he was ready to work during the class with an infectious positive attitude and work ethic. Our instructor, Cindy, was able to connect Cassidy with an employment opportunity at Culina on the Lake after he completed the program and he has since started working weekends and will be working more hours in the summer when school is out.”



“For a community to be whole and healthy, it must be based on people’s concern for each other.”

~ Millard Fuller



C5 Successes



1

Expanded Partnership With the City of Edmonton

We have continued to grow our partnership with the City of Edmonton in the past year at the Clareview Community Recreation Centre, which has provided us with consistent space to provide programs and services typically geared towards youth. Space at this location was crucial to providing in-person programs during COVID restrictions.

2

STEM Lab

We have become a major referral point for many youth through the C5 space at the Clareview Community Recreation Centre and have established a Science Technology Engineering and Mathematics (STEM) Lab for youth in partnership with Skill City Institute. This lab builds digital literacy and technology skills for youth in areas such as coding, robotics, and digital media design to better prepare them for future employment opportunities in the modern digital economy.

3

Clareview Community Recreation Centre

Beyond recreational activities offered at this venue, we are able to provide wraparound supports and referrals to our main C5 Hub. Families continue to receive free access to the gym, play space, and swimming pool which made significant mental health impact for our community members, particularly during the pandemic. This venue is an important access point along with our main C5 Hub for us to be able to organically connect with community members and provide them with the proper information and program referrals.



4

Skills & Training Programs for Youth

These programs have been extremely successful at teaching practical life skills that enable youth to get their first job and some financial independence. Programs include FoodWorks where youth learn from a professional chef how to cook and work in an industrial kitchen. Following their completion of the course they receive resume and interview prep support from our team and the professional chef facilitator helps to connect them to employment opportunities and acts as a reference. The majority of youth who have taken this program have already acquired employment!

5

C5 Community Market

Establishing the C5 Community Market has been an incredible resource not only for the kids and families to access food security, but also to connect families that came to the market with C5 wraparound supports that may not have previously been involved with the C5's other programs and services. Similar to the Clareview Community Recreation Centre, the C5 Community Market serves as a vital access and referral point in providing families with wraparound supports through integrated service delivery.

EMCN Refugee Donation Centre

EMCN started a donation centre at our 82 Street location in response to the closure of the Edmonton Emergency Relief Services Society (EERSS) in August 2021. This closure was a huge service gap in our community, particular for newcomers and refugees. EMCN's donation centre is currently open only to refugees, most of whom are directly referred from other support agencies.

With the recent humanitarian crises in Afghanistan and Ukraine, the need is higher than ever to support refugees and other vulnerable newcomers. While visiting the donation centre, clients also receive wraparound supports including help getting settled here, finding a place to live, getting a job, learning English, affordable childcare, mental health services, opportunities for youth, and so much more.

Our long-term vision for the donation centre is to work with our C5 partners and other organizations to build a sustainable community resource available for any person or family in need of a "new start" to find the life and household essentials they need, paired with one-to-one service that connects them to holistic, wraparound supports for housing, childcare, training, employment and community connections that sets them on the path for lasting security and success.

Since opening in Fall 2021, the EMCN Refugee Donation Centre has served over 550 individuals.



Mawji Family Gives Back

Zainul and Ashif Mawji believe in giving back to the community. This is a value they want to teach their sons. As part of their TELUS Days of Giving activities, the family spent a day supporting refugee families at the Donation Centre.

Thank you!



Want to help?

Financial donations allow us to purchase medicines, specific sizes of items, supplement basic needs, and respond to emergencies.

Donate through the link on our website www.emcn.ab.ca or call our main line to donate household goods.

EMCN RISE Awards

EMCN's *Recognizing Immigrant Success in Edmonton* or RISE Awards began in 2003 as a direct response to the disturbing increase in xenophobia, Islamophobia, and racism toward racialized immigrants stirred up in the aftermath of the 9/11 terrorist attacks in the United States.

The RISE Awards demonstrate the many positive aspects that come from welcoming immigrants and refugees to our community. RISE Awards offer ongoing recognition and celebration of the contributions of newcomers, local employers, businesses and social service organizations to helping our community thrive and create a more welcoming and inclusive community for us all.

Due to the COVID-19 pandemic, we recognized the following 2021 award recipients on May 6, 2022.

A huge thank you for our generous supporters and community partners in helping to make this year's RISE Awards happen:

- Presenting sponsor - City of Edmonton
- Media partner – CTV
- Award sponsors :
 - + ASET – The Association of Science and Engineering Technology Professionals of Alberta
 - + CPA – Chartered Professional Accountants of Alberta
 - + ECF – Edmonton Community Foundation
 - + NorQuest College
 - + RBC
- Program sponsor - C5
- Video sponsor - Explore Edmonton
- In-Kind partners:
 - + Edmonton EXPO Centre
 - + 720 Productions
 - + Chris Sikkenga
 - + Henday Media







Financials

Sources of Funding	2022	2021
Grants:		
Federal Government	10,016,581	10,671,021
Provincial Government	2,829,827	2,828,676
Other organizations	1,062,178	941,618
Municipal Government	194,304	730,673
Donations	147,882	192,440
Course Fees	11,828	24,138
Investment Income	8,308	17,501
Rental Revenue	2,722	11,401
Fundraising Events	600	2,090
Other Income	376	-
COVID Funding	-	1,016,051
	14,274,606	16,435,609

Use of Funding	2022	2021
Salaries, Wages and Benefits	9,980,806	11,641,451
Rent, Utilities and Maintenance	1,792,793	1,963,222
Contract Services	1,138,576	1,147,377
Administrative	442,774	517,551
Program Resources	321,009	747,528
Interest and Bank Charges	166,991	213,654
Supplies, Repairs and Maintenance	58,361	172,582
Bad Debts	16,497	7,998
	13,917,807	16,411,363

Excess of Revenue over Expenses before other non-cash items:	356,799	24,246
Amortization of deferred lease inducements	246,841	246,841
Amortization of deferred capital contribution	15,770	15,770
Amortization of capital assets	(530,112)	(542,390)
Excess (deficiency) of Revenue over Expenses	89,298	(255,533)

Our complete audited financial statements for 2021/22 and previous years are available on our website at:
<https://emcn.ab.ca/about/community-reports/>.

Financial Sustainability

Our goal: Diversify our sources of revenue so that funding for the programs and services provided by EMCN is less dependent on traditional government funding and we can be more responsive to emerging community needs.

Submission of Grant Funding Requests:

- Over the past year, EMCN submitted 35 grant proposals to the federal and provincial governments as well as corporate and community foundations. Of the grant applications, 15 were successful and 6 are still pending.

Secured one-time funding to address emerging needs:

- The Edmonton Community Foundation supported the COVID vaccine clinics for newcomers. The Clinics were delivered jointly with the C5 North East Community Hub, Boyle Street Community Services and the Africa Centre in June/July 2021.
- We received additional funding from Alberta Health Services for EMCN’s therapeutic services.
- Our application submitted under the New Horizons for Seniors Program (NHSP) was approved. The project, “Overcoming Barriers - Building Language Skills”, will help immigrant seniors to expand their ability to communicate in English through a conversation circle and social activities.
- We secured funding from the Good Food Access Grant for grocery cards for refugees and other newcomers in need.
- The Global Girls Program received targeted funding from the RBC Future Launch Program for one year.
- We sent a proposal to the Alberta Association of Immigrant Serving Agencies (AAISA), and we were selected to develop and deliver the course of “Trauma Informed Care” targeting settlement practitioners in Alberta and the region.

Support for the Refugee Donation Centre:

- The Edmonton Community Foundation, TELUS Friendly Future Foundation, Butler Family Foundation, Stollery Charitable Foundation, and an anonymous donor provided support for the ongoing operational expenses of the EMCN Refugee Donation Centre.

Financial Sustainability

New organizational funding received:

- Our proposal to the Stollery Charitable Foundation and Edmonton Community Foundation (ECF) for organizational capacity development was successful in securing 3-year funding from the Stollery Foundation and 1-year supplementary support from ECF.
- Capital funding from the Government of Alberta through a CFEP grant for technical upgrades of the HVAC system at our 82 Street Building and through a CIP grant for EMCN's new client relationship management (CRM) database.

Program extensions granted:

- SKY Club received an extension by United Way Capital Region for 2 years until March 31, 2024.
- The employment program Constructing Futures, funded by Alberta Community and Social Services, received a 2.5 year extension.
- Putting Down Roots, which supports capacity building of ethnocultural organizations, was extended by 1 year through Family and Community Support Services (FCSS).

Establishment of a Social Enterprise:

- The McConnell Foundation, via the Innoweave Program, is supporting a capacity development project to establish a social enterprise with the goal to diversify funding streams.
- EMCN is working with the Social Innovation Academy to develop a business plan to convert the EMCN Refugee Donation Centre into a sustainable enterprise including a thrift store.

Evaluation and Research Partnerships Expanded:

- EMCN is a member of an Evaluation Community of Practice (CoP) with Bissell Centre, Catholic Social Services, Terra Centre, John Howard Society, Norwood Child and Family Resources Centre, Edmonton Immigration Services Association, and others.
- EMCN is working with universities, associations, and researchers including MacEwan University, University of Alberta, University of Calgary, and others on community research projects.



Community Investment



Individuals

- Anonymous Donors
- Donald Baergen
- Morley and Val Blanch
- Don and Marilyn Byers
- Deborah and Brian Caney
in memory of Tom Coffin
- Martin Garber-Conrad
- Madi Corry
- Darryl Diletzoy
- Joanne Ellison & Ray Benton-Evans
- Dawn and Les Finnigan
- Renee Frank
- Dianne George
- Mark Heule
- Tegan and Elena Hryciw
- Roger Delbaere & Lynette Husum
- Meghan & Jorey Klein
- John Kolkman
- Bin Lau
- Ms. Sandra Maygard
- Frank & Netta Phillet
- Lydia Middleton and Austin Ritchie
- Annette Rothrock
- Helen Sadowski
- Lida Somchynsky
- Cheri Blain, Jim Struthers & Family
- Maureen and Cal Towns
- Roy and Trudy
- Marie Butler & Harvey Voogd
- Andrea & Derek Watts
- Crystal and Blair Willie

THANK YOU DONORS

Considering the challenges brought by the pandemic, the crises in Afghanistan and Ukraine, and the disruption to our economy and way of life, our community rallied in support of those in need and showed its resolve. Guided by the strategic direction developed by our Board of Directors and senior leadership team, EMCN welcomed many new donors in 2021.

Programs at EMCN truly do improve and save lives, and their success is thanks to all of our donors, funders, and community partners. We know that 2022 will bring new challenges and opportunities. EMCN is prepared to embrace what comes to continue making lasting positive change for all in our community.

Thank you to all the individuals, corporations, foundations, and community organizations for your generosity this past year!

Rose Family Fund

Reflections from Hilary Rose, past EMCN Board member and donor:

"I am an immigrant to Canada and arrived here alone, but immediately felt welcomed. Canada has been good to me; me and my Canadian family are very happy here in our lives and careers.

English is my first language and my professional credentials were fully recognized when I arrived. However, many people who arrive in this country have a harder time as they learn the language, adapt to Canadian culture and start a new life for themselves and their families. When they get the help they need, they quickly become part of the community and contribute so much to Edmonton, to Alberta and to Canada.

This is why I think EMCN is so important, and why its programs and supports are a vital part of our welcome to those who come here from far away.

My family decided to work with the Edmonton Community Foundation (ECF) to set up the Rose Family Fund. Our aim is to support women who are newly arrived in Canada to pursue advanced education or training in the professional fields where we have pursued our careers—accounting, law, engineering, or business.

We know that these women need to look after their families as they pursue their professions, and we hope that our support from the Rose Family Fund will help to make their dreams come true."



RBC Foundation

"Newcomers to Canada have many elements to consider as they settle in their new home country.

EMCN empowers refugees and immigrants on their journey by providing support with language, employment, settlement, and community outreach.

The EMCN team is known for consistently supporting newcomers in achieving their goals to enhance their quality of life and for helping them to enjoy living in the City of Edmonton that they now call home. Our RBC team has appreciated partnering with EMCN, and we believe in the great work they do toward providing welcoming spaces to learn and connect with people, services, and resources that newcomers need for a successful integration into the community.

Our EMCN partnership aligns well to one of our core RBC values – Diversity and Inclusion. That's also one of our greatest strengths, as an organization and as a country. We're proud of our longstanding history and commitment to supporting newcomers whom we know to be integral to helping our communities prosper across Canada. We value the opportunity to educate, advise, digitally enable, and inspire newcomers settling to Canada by making it easier to access credit and get their first credit card, first car and first home."



THANK YOU DONORS

Corporate and Foundation

Access Pipeline Inc.

Larry & Janet Anderson Learning Access Endowment Fund
(via ECF)

Anonymous

Axiom Mortgage Solutions

Benevity

Butler Family Foundation

Canada Online Giving Foundation

CanadaHelps

Canderel Management (West) Inc.

Celestial Fund (via ECF)

Chiu Law Office

Cinders Fund (via ECF)

Civic Service Union 52 (CSU52)

Edmonton Community Foundation (ECF)

Edmonton Lifelong Learners Association

Edmonton Region Immigrant Employment Council

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First Mennonite Church

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Teach a Man to Fish Fund (via ECF)

Team RBC

TELUS Community Foundation

United Way of The Alberta Capital Region

Witten LLP

THANK YOU FUNDERS

EMCN Thanks Our Amazing Funders



National Funders



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and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



Employment and
Social Development Canada

Emploi et
Développement social Canada

Funded by the
Government of Canada's
New Horizons for Seniors Program



Provincial Funders



Municipal & Community Funders

