

Newcomer Centre's

Report to the Community

2025-2026



NEWCOMER
CENTRE

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We envision a community where every newcomer to Edmonton has the opportunity to thrive.

To go beyond meeting immediate needs by fostering long-term inclusion, resilience, and prosperity for all newcomers and their families.

Our values reflect who we are, what we stand for, and how we work together to achieve our mission. They are the foundation of the Newcomer Centre culture and guide our interactions with newcomers, colleagues, community members, and partners. These values shape not only what we do but how we do it, ensuring that we stay true to our philosophy of fostering inclusion, empowerment, compassion, and accountability in all aspects of our work.

We believe trust comes from taking responsibility for our actions, following through on our commitments, and upholding integrity along the way.

We believe care, empathy, and understanding build lasting connections that positively impact lives.

We believe people thrive when they have the information, tools, support, and opportunities to shape their own path.

We believe we are all connected — our collective progress and well-being depend on the relationships we build with each other and our community.

For as long as the sun shines, the rivers flow, and the grass grows... we honour that the lands we reside and work upon in ᐱᓂᑦᕈᕐᕋᐅᐸᐃᐅᐸ (Amiskwacî-wâskahikan), Treaty 6 Territory, are the ancestral homelands and traditional gathering places for many nations including the Nêhiyawak (Cree), Niitsitapi (Blackfoot), îyârhe Nakodabi (Stoney Nakota Sioux), Haudenosaunee (Iroquois), Dene, Ojibway / Saulteaux / Anishinaabe, Inuit, Métis, and other distinct Peoples whose histories, cultures, and languages infuse the spirit of this land. We are settlers here on Turtle Island. As we welcome newcomers to this beautiful place now called Edmonton and Alberta, we remain committed to ongoing learning and engagement with Indigenous Peoples as we reconcile with the past and journey together toward an inclusive future.

IMMIGRANTS HAVE A ROLE TO PLAY

in the Future of a
Prosperous Alberta

Supporting immigrants strengthens our communities, bolsters our economies, and reinforces our shared humanity. Immigrants bring diverse skills, cultural richness, and fresh perspectives that drive innovation and enhance the social fabric, while often filling essential roles that sustain our communities.

By ensuring fair policies, equitable access to programs and services, and protection from discrimination, we enable newcomers to fully contribute and develop a genuine sense of belonging. In supporting immigrants, we uphold the values of dignity, opportunity, and mutual respect—principles that benefit society as a whole.

Our organization proudly delivered a wide range of essential services to support almost 8,100 individuals and families in their journey toward stability and growth.



SETTLEMENT SERVICES

4,725

We assisted 4,725 clients, helping newcomers successfully adapt to their new environment with guidance on housing, healthcare, education, and daily life.



EMPLOYMENT SUPPORTS

2,311

We served 2,311 individuals, providing job readiness training, resume assistance, and connections to meaningful employment opportunities.



COMMUNITY PROGRAMS

279

Outreach initiatives reached 279 participants, fostering inclusion and belonging by creating opportunities for social engagement and community involvement.



LANGUAGE SERVICES

764

Supported 764 clients, equipping them with the communication skills needed to navigate everyday situations and pursue personal and professional goals.

Together, these services reflect our commitment to empowering individuals and strengthening our community.

CLIENTS SUPPORTED THROUGH INDIVIDUAL PROGRAMS:

1,751

access our employment resource centres

615 provided therapeutic & counselling services	1,424 supported through federally-funded employment services	887 supported through provincially-funded employment services	3,710 provided basic settlement supports
426 provided complex settlement case management supports	279 accessed community programs and connections	745 accessed our Rainbow Refuge LGBTQ+ newcomer supports	516 newcomer youth supported through our ESWIS supports

DID YOU KNOW?	Almost one in five or approximately 20% of privately-owned businesses are owned by Albertan immigrants.	Immigrants are projected to account for 50% of Canada's working-age population by 2041. (Stats Canada)
In Edmonton, immigration has increased by more than 25% since 2016. (City of Edmonton stat)	Edmonton has a retention rate of newcomers of almost 82%, which is the highest of any city in Canada. (City of Edmonton stat - 2023)	More than 30,000 newcomers made their homes in Edmonton in 2023. (City of Edmonton stat - 2023)

LEADING THROUGH CHANGE



Board of Directors



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Vice Chair



Bilal Abdu
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Kirsha Campbell-
Murray
Director



Sumira Duggal
Director



Taras Nohas
Director

Senior Leadership Team



Sam Juru
Executive Director



Laurie Hauer
Director of
Programs & Services



Darryl Diletzoy
Director of
Finance &
Operations



Anne Hayes
Director of
Development &
External Relations



Cristina Wong
Executive
Coordinator &
Board Liaison

BOARD CHAIR



Over the past year, I have seen courage in many forms: in newcomers arriving in Edmonton and beginning again with hope, resilience, and determination; in our staff and leadership team, who continue to serve with compassion and commitment despite uncertainty and growing demand; and in this organization, as we responded to challenges with strength while staying true to our mission.

This was a year of transition and forward momentum for the Edmonton Newcomer Centre. We welcomed our new Executive Director, Sam Juru, and began bringing our new strategic plan to life. Grounded in a newcomer-centered approach, that plan will help ensure our services continue to evolve alongside the changing realities of immigration and settlement.

This year also brought real challenges. Funding cuts created uncertainty, while global crises continued to shape the journeys of many newcomers in our community. Yet through strong leadership, careful stewardship, and the support of our community, we kept our doors open and remained focused on those we serve.

I am deeply grateful to our donors, funders, and community partners for standing with us, and to my fellow Board members, our leadership team, and staff for their dedication and care. Most of all, I thank the newcomers who place their trust in us. Your courage inspires us every day and reminds us why this work matters.

Thanks,

PAOLA MATALLANA

Board Chair



EXECUTIVE DIRECTOR

As an immigrant myself, I am deeply honoured to serve as Executive Director of the largest settlement organization in Edmonton. Change is constant, and leading through change must be purposeful and resolute.

Since September 2025, the Newcomer Centre has focused on strengthening integrated service delivery and enhancing internal processes to better evaluate our performance and remain responsive and adaptable to evolving immigration dynamics.

Our most significant challenge emerged toward the end of this fiscal year as we faced federal funding reductions. Despite this, we were able to mitigate much of the impact through prudent financial management and by leveraging relationships developed through our fund development efforts. By engaging other levels of government, private foundations, and corporate partners, we have taken important steps to stabilize our financial position.

Therefore, thank you to former Board Chair Harman Kandola for guiding the agency through a period of growth and transformation, and for helping lay the foundation for our 2025–2028 Strategic Plan. This plan represents a pivotal roadmap for our future, grounded in a clear commitment to being newcomer centered and ensuring that the needs and aspirations of those we serve remain at the heart of everything we do. My thanks also go to Paola, our new Board Chair, who has had some early success in strengthening board stability and fostering a collaborative leadership approach.

My appreciation includes Meghan Klein for her four years of dedicated service as Executive Director, Laurie Hauer for providing steady leadership as Acting Executive Director during the transition, and to the Newcomer Centre team for holding true to delivering the care and service we all deserve.

Thank you.

SAM JURU
Executive Director



REBUILDING DREAMS & DESIGNING FUTURES

PROGRAMS AND SERVICES



Settlement Programs

- Case Management
- Citizenship Application Info Sessions
- ESWIS - Enhanced Settlement Workers in Schools
- Family Sponsorship Info Sessions
- Newcomer Settlement Info Sessions
- Rainbow Refugee Program
- Rainbow Refugee LGBTQ+ Newcomers Group
- Settlement Supports



Language Programs

- LINC - Language Instruction for Newcomers to Canada
- Community English for All
- English for Seniors
- Care for Newcomer Children (CNC)
- Community-Based Care for Newcomer Children (CBCNC)



Community Programs

- Empowered Communities - Ethnocultural Group Capacity Building
- Global Garden
- Global Girls
- I-WIN - Immigrant Women's Integration Network
- Youth Leading Change
- Volunteer Services



Employment Programs

- Culinary Skills Program
- Employment Resource Centre
- Job Ready Program
- NEST - Newcomers Essential Skills Training Program
- STEP - Support through Training, Employment and Pathways Program



Therapy & Counselling

- Counselling for Individuals, Children and Youth, Couples, and Families
- Play and Art Therapy

For more than four decades, the Edmonton Newcomer Centre has stood alongside individuals and families starting over their lives in a new country, helping them navigate the Canadian system, build meaningful connections, and supporting them to harness their potential. What truly defines the Newcomer Centre though, and what makes this work impactful, are the stories of people who demonstrate what courage looks like day by day.

A DREAM REBUILT FROM THE ASHES OF WAR

14 years ago, Marwa Alshara fled Syria with her family as war engulfed their home. She arrived in Edmonton with little more than determination and hope. Through the Edmonton Newcomer Centre's youth and community programs, Marwa found mentors and a safe place to dream again. She rebuilt her confidence step by step until she was ready to pursue what once felt impossible.

Today, Marwa is a licensed architect in Alberta and British Columbia, contributing to schools, community hubs, cultural spaces, and First Nations projects across Canada. She now mentors emerging professionals and advocates for inclusive design because she knows exactly what it means to rebuild a future from the ground up.



**“The support I received
helped me rebuild my life.
That first step changed
everything,”**

Marwa Alshara

Her journey shows what becomes possible when courage is met with support. Marwa once stood where many newcomers in Edmonton stand today, full of uncertainty but also full of potential and hope.

RISING THROUGH LEARNING

Leteyesief arrived from Eritrea with minimal understanding of English which posed barriers to employment and integration. With perseverance and the right support, she progressed in her language development and went on to earn her qualification in Childcare Levels 1 and 2 which was her springboard to a new career in early childhood development.

Today, she is gainfully employed, supporting her family and inspiring others to thrive as she is.

Her story reflects the heart of the Edmonton Newcomer Centre's work: creating pathways where we empower individuals and families in a manner that further drives change for sustainable development in communities.



Every year, thousands of newcomers bring talent, culture, experience, and wisdom that enrich Canada.

OUR SHARED JOURNEY



The Journey Thus Far — Launching Our History Book *Strangers No More*

On November 8, 2025, we gathered at the First Mennonite Church for a truly special reunion, the launch of *Strangers No More*, a book authored by Gary Garrison that captures over four decades of stories, resilience, and the shared journey of welcoming newcomers to Edmonton.

Copies of *Strangers No More* can be purchased from Amazon, Barnes & Noble, PageMaster Publishing, Apple Books, Kobo, Google Play Books, and Goodreads.



This gathering of friends brought together the many hands and hearts who shaped our beginnings, as the Edmonton Mennonite Centre for Newcomers (or EMCN). Although the name changed to the Edmonton Newcomer Centre on May 6, 2024, the spirit of friendship and community carries forward to today.

We reflected on the legacy that continues to inspire our work, impact memories that illuminate our path forward to empower newcomers who not only call Edmonton home but also contribute to strengthening Alberta's economic, social and cultural structure.

Welcome Centre for Immigrants (WCI) Reopens in South Edmonton

Following comprehensive consultations with Immigration, Refugees and Citizenship Canada (IRCC), the decision to reopen the service centre in South Edmonton was reached for the greater good of serving immigrants in South Edmonton.

Considering the concentration of immigrant population in South Edmonton, our focus is to meet newcomers right where they are, in a manner that optimizes resources. With service facilities situated downtown Edmonton and North Edmonton, a presence in South Edmonton will ensure that newcomers can access services and the much-needed support to thrive from various parts of the city.

WCI, formerly located in Millbourne Market Mall, was closed on March 14, 2025, due to operational restructuring for service efficiency, and reopened in the Mill Woods Town Centre Professional Building on February 19, 2026.

“We heard from communities that there was a need to continue with services, particularly social services, in the south. Reopening WCI which has been a community hub and a first point of contact for immigrants in South Edmonton for over two decades is a step in the right direction as we progress on a strategic direction to provide newcomer-centered services while remaining visible and accessible to the communities that we serve.”

Sam Juru, Executive Director, Edmonton Newcomer Centre.

Keren Tang, City Councillor for Ward Karhiio, where the Newcomer Centre’s WCI office is located, said it’s important that the Newcomer Centre keep a location in the south, she added that the changes in the organization seemed to match what’s happening in the federal government with immigration.



“I continue to hear from constituents who are new to the city, who are new to the country, that they don’t know how to navigate. I think it’s really interesting that they’re pivoting based on some of the current immigration landscape, and offering some of the more focused services,”

Keren Tang, City Councillor for Ward Karhiio



ANNE FALK MEMORIAL EDUCATION ENDOWMENT FUND



Congratulations to 2025 Recipients

On Jan. 27, 2026, Shaina Sierra (*registered in Practical Nursing at NorQuest College*) and Wanruo Zhang (*registered as a nursing student at MacEwan University*) were each presented with a \$1,000 cheque as the 2025 recipients of the Newcomer Centre's Anne Falk Memorial Education Endowment Fund.

This legacy is made possible through the generosity of donors and community members who believe in investing in newcomer talent and potential.

About Anne Falk and the Fund

Anne Falk, who was a dedicated nurse, played a pivotal role as a founder and original staff member of the Edmonton Newcomer Centre. Anne's life was a testament to unwavering service to God through the compassionate care of fellow human beings. Notably, she had a deep affection for the Vietnamese people, forging close connections through years of Mennonite missionary work overseas and collaborative work here in Edmonton.

In commemoration of Anne Falk's impactful legacy of caring for others, especially newcomers to Canada, the Newcomer Centre established the Anne Falk Memorial Education Endowment Fund in 1999. This fund is designed to inspire and support young individuals in pursuing careers of their choice within health service-oriented fields.



Wanruo Zhang

Wanruo was inspired by her mother, an emergency nurse who served during the 2003 Severe Acute Respiratory Syndrome (SARS) outbreak. Wanruo decided to follow her path and immigrated to Canada to pursue nursing and rebuild her career from the beginning. She holds two master's degrees and had over 10 years of management experience in China, but none of her past achievements can replace her desire to serve patients directly. She is committed to becoming an emergency nurse and later advancing to a nurse practitioner role. Being an Anne Falk Memorial Education Endowment Fund recipient, will not only relieve some financial pressure, but also allow her to focus on clinical learning and contribute to the Canadian health-care system with compassion, professionalism, and resilience.



Shaina Sierra

Shaina's long-term goal is to serve Albertans as a Licensed Practical Nurse (LPN) and, ultimately, as a Registered Nurse (RN). She is deeply committed to a career in Health Services — particularly seniors' care, dementia support, and primary care access—and is building the clinical judgement, communication, and cultural humility to deliver safe, compassionate, and evidence-informed care. Her aspirations involve giving back at a higher level within the health system — not only in bedside care but also in health promotion, chronic disease management, and improving patient outcomes in both hospital and community settings. This pathway — from LPN to RN — represents her long-term commitment to building a stable and meaningful career in Health Services, while making a difference in the lives of patients and families who rely on compassionate, skilled nursing care.

With Gratitude

The Newcomer Centre has been able to graciously award two recipients for the past years because of the very generous donations from Don and Joyce Baergen who matched the award value each year. In 1981, Don Baergen became the second employee with the Newcomer Centre, and like Anne, he also believed in the importance of his work to help refugees and immigrants find a welcoming place when they arrived in Edmonton. He was only paid for part-time work but since the demands of the job required full-time hours, he volunteered the rest of the time he devoted to helping newcomers through our agency until the organization was able to secure sufficient funding to pay for his full-time role.

Don worked for more than 40 years with the Newcomer Centre and retired in 2022.

CULINARY COMPASSION

Canada does not just feed newcomers. Newcomers feed Canada: economically, culturally, and literally.

With our Culinary Skills Program, training and talent turn into impact quickly with newcomers:

- **Running restaurants**
- **Starting food businesses**
- **Filling labour shortages**
- **Bringing global flavours to local tables**

Over 1 in 4 food service workers in Canada are newcomers. This is beyond charity, it is contribution. Iryna, from the Culinary Skills Program, came to us with creativity and passion, and the Newcomer Centre helped her advance her technical culinary and employment skills through Red Seal Chef mentorship and practical kitchen experience that equipped her to work in all aspects of the food service industry. But Iryna and the Newcomer Centre did not stop there.

With the support of community partners and local restaurants, Iryna had an opportunity for hands-on learning experience and real-time practice that validated her skills and boosted her confidence.



“ My practicum at the @yegmealsonwheels kitchen is coming to an end, and I want to sincerely thank all the amazing chefs for this incredible opportunity. I’ve gained so many valuable skills and truly priceless experiences in this wonderful place.

Here, I also met so many kind volunteers who come to cook not just meals, but to share their care and love with others. Working alongside such compassionate and dedicated people has been truly inspiring. Programs like this create new opportunities and inspire people to grow, give, and believe in themselves.

Let’s keep spreading kindness and make this world a little brighter and warmer together.

With love and gratitude, Iryna”

LANGUAGE INSTRUCTION

for Newcomers to Canada (LINC)



Last year, LINC learners highlighted improvements in confidence, communication, and independence in everyday situations such as speaking with doctors, interacting at work, and supporting their children's education.

89–92%

The LINC program also played a key role in reducing social isolation, with 89–92% of learners reporting that they made friends in class.

Practical Integration into Canadian Society

The LINC program significantly advances the lives of newcomers by equipping them with practical language skills that enhance independence, confidence, and integration into Canadian society. Learners consistently reported increased ability to manage daily tasks such as booking medical appointments, speaking with employers, communicating with teachers, and engaging in community interactions. Many learners described a noticeable shift in confidence and identity. For some, this meant being able to attend job interviews

and speak with confidence; for others, it meant no longer feeling like a 'stranger' and being able to hold conversations and build relationships. These changes reflect not only language acquisition, but also increased self-esteem, autonomy, and a sense of belonging.

The program also supports family integration, as learners gain the skills needed to better support their children's education and communicate within their households. This holistic impact demonstrates that language learning extends beyond the classroom and into all aspects of newcomers' lives.

Learning Beyond the Classroom

Collaboration with community partners is embedded throughout the program and enhances the overall learning experience. Learners are introduced to key community resources such as public libraries, healthcare systems, and settlement services, helping them navigate and access supports more confidently.

Classroom learning is closely tied to real-life applications, with lessons and activities designed around everyday interactions in the community. This includes preparing learners to communicate in practical settings such as medical appointments, banking, housing, and employment. These connections strengthen learners' ability to actively participate in their communities and build meaningful relationships outside the classroom.

In addition, the program fosters community connections through group activities, cultural sharing, and opportunities for learners to engage with one another. These interactions help build social networks and create a supportive environment that extends beyond formal instruction.

"I have more confidence at work, talking to my customers."

"I can schedule an appointment with my family doctor over the phone without any assistance."

Reflective and Meaningful Moments

The most meaningful outcomes of the program are reflected in learners' personal experiences and growth. Many learners shared that they feel more confident speaking English, making friends, and navigating daily life. Statements such as being able to communicate with a doctor independently, speak with a manager, or help their children at school highlight the real and immediate impact of the program.

Classrooms also serve as spaces for cultural exchange and identity building. Learners participate in activities such as sharing food, traditions, and personal stories, which fosters mutual respect and understanding. These moments not only strengthen language skills but also create a sense of pride and belonging.

Teachers further contributed to meaningful learning by incorporating topics related to Indigenous awareness and Truth and Reconciliation, helping learners develop a deeper understanding of Canadian history and culture. At the same time, instructors navigated challenges such as diverse learner needs, varying skill levels, and settlement-related barriers, demonstrating

"I can speak when I have job interview with confidence."

"I can communicate better now. I can talk to people, make friends, and help. My daily life in Canada is easier."

adaptability and commitment to student success.

Overall, the program creates an inclusive, supportive, and engaging environment where learners can grow linguistically, socially, and personally. The combination of strong outcomes, meaningful connections, and real-life impact highlights the program's essential role in supporting newcomer integration and success.

Last year, LINC classes actively incorporated Indigenous content by exploring topics such as early Canada, powwows, Indigenous medicine, and National Indigenous Peoples' Day, helping learners build understanding through discussion and shared cultural connections. Learners engaged with videos, practiced powwow etiquette, and participated in community events, fostering respect and awareness. The program supports teachers by sharing Indigenous-created resources and promoting professional learning opportunities, while prioritizing Truth and Reconciliation through ongoing initiatives like land acknowledgements, staff participation in key events, and partnerships with Indigenous organizations. Moving forward, the focus is on expanding these efforts across all programs, strengthening authentic relationships, and increasing staff capacity to facilitate meaningful conversations.

“When I learned more I got more confidence. I love it.”

“I can now book my appointments by phone.”



LINC Student Survey Results

Session 151:

January to March 2026

Quotes from Learners' Feedback



“ I can communicate and speak with the doctor and understand what he says, but I find it difficult to talk about some other things.”

“ I can speak English to bus drive because learn more about Edmonton Public Library.”

“ I don't feel like a stranger anymore. I can understand people and hold a conversation with them.”

“ Sometimes I can talking to people and writing an email.”

“ I'm communicating with my manager. I'm talking to my doctor. ”

“ I am able to meet new people, make friends and share new things. ”



CARE FOR NEWCOMER CHILDREN



THE CARE FOR NEWCOMER CHILDREN

CNC

program supports Edmonton-area families through some of their initial stages of settlement in Canada. Our intercultural CNC program provides care and learning opportunities to children aged 6 months to 5 years while their parents attend on-site LINC classes. Parents are encouraged to be involved in the activities of the program and to share their cultural and historical perspectives.



THE COMMUNITY-BASED CARE FOR NEWCOMER CHILDREN

CBCNC

program provides access to childcare for parents who are attending a full time/part time LINC class anywhere in Edmonton from Monday to Friday in the morning or afternoon. Families access community-based daycares near their home or LINC school.

What Parents Are Saying:

One parent shared that their child is more organized now. Before, he did not share with his siblings, but now he shares. His speaking skills are also improving and he is trying new vowel sounds.

Another parent says she is very happy with the program. When friends and grandparents visit, the child shares what she does at the centre and shows them her learning books.

Another parent said their child's speaking has improved. He does not want to stay home and he says, "Let's go to school!"

How These Programs Help:

- One parent wrote, “This program allows us to continue our education while our child is cared for safely.”
- Some parents ask staff questions about how they could work in the childcare field.
- The CBCNC program accepted a family from Malaysia in February 2024. Our daycare partner and our counsellor both had many difficulties communicating with the family. It all had to be done through a translator. As they moved through the LINC program over the years, we saw their language skills and confidence improve. When they were ready to leave the CBCNC Program in October 2025, they were able to directly communicate to us that they no longer needed childcare.

A Community of Sharing

Highlights from our CNC team included:

- Giving a tour for staff from Métis Nation who are in the process of planning and opening an Early Learning and Child Care program for families from the Métis Community.
- Sharing information about culturally responsive childcare to students from Memorial Composite High School in Stony Plain.
- Expanding their knowledge about differently-abled individuals through professional development opportunities with the Centre for Autism and Edmonton Down Syndrome Society.

- Participating in MacEwan University Children’s Play Knowledge Exchange Event in Feb. 2026, to share our program’s perspective on play from a multicultural lens.

CB CNC

The majority of the families we accepted into the CB CNC program start in CLB 1 – 4. They will usually require translation support. As they move through the LINC program. We can see their confidence building. They are able to communicate and express themselves in English.

When families are ready to leave the CB CNC program due to work or higher education. I feel that we have supported them through their journey. They were able to achieve their goals, their dreams.



MORE THAN A SERVICE PROVIDER



Oluwaseun Ologbon's journey is a powerful reminder of what the right support, at the right time, can unlock.

From day one, Oluwaseun received hands-on settlement support to navigate and access essential community and government resources that boosted his confidence in his early strides for a steady footing in a new environment.

Employment services played a critical role in shaping Oluwaseun's career pathway in Canada. From building a Canadian compliant resume to interview coaching, job search to workplace culture soft skills acquisition, preparation turned into action. With continued one-on-one coaching, both virtual and in person, Oluwaseun gained confidence not just on paper, but in showing up fully during interviews. That confidence led to a meaningful milestone of securing a first job in Canada as a Remote Tech Associate.

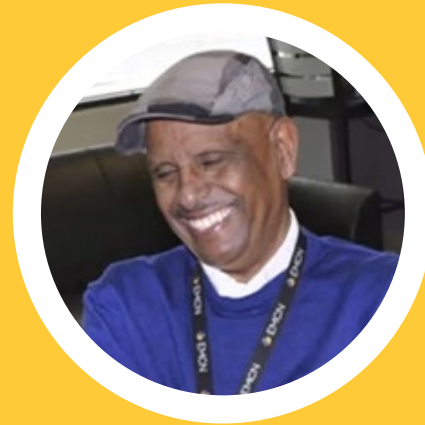
Support does not end after newcomers secure their first jobs in Canada. We continue to offer layered care through invitations to job fairs, connections to career development coaching and networking opportunities. It is about recognition, being remembered by name, and feeling seen. The Newcomer Centre is more than a place for services. It is a community, a support system, and a trusted partner in long-term success.

“ I sincerely appreciate the Edmonton Newcomer Centre, for the exceptional support I received during my settlement and employment journey in Canada. The services I accessed were impactful, timely, and truly life-changing. Today, the Newcomer Centre is more than a service provider to me. It is a community where I have built meaningful relationships and have dependable professionals I can confidently reach out to for guidance and support. Thank you once again to the entire Newcomer Centre team for your dedication, professionalism, and commitment to helping newcomers succeed!”

ALL THE BEST

Journeys take us in many directions in life and we are blessed to meet so many people along the way. At the Newcomer Centre, our team definitely walks alongside newcomers in their settlement journey here in Canada, however even our team members embark onto new paths of their own.

We appreciate the diversity, inclusivity, skills, thoughtful years of service and meaningful contributions from the members who have moved on into retirement in the past year. Your dedication, compassion, and commitment have helped individuals and families build new lives, overcome challenges, and become valued members of our community. The positive impact of your work extends far beyond the organization and will be felt for years to come. We are deeply grateful for your professionalism, leadership, and unwavering support, and we sincerely thank you for the difference you have made in the lives of so many newcomers.



**Yohannes
Yirsaw**

FOR
**29
YEARS**



**Jacqueline
Scott**

FOR
**17
YEARS**



**Dorys
Diaz-Rocha**

FOR
**14
YEARS**

COLLABORATING FOR CHANGE

Bridging Gaps in Culturally-Relevant Food Supply

The C5 Northgate Hub & Market and the Afro-Caribbean Food Bank have partnered for a more culturally-responsive model to food bank services. This biweekly food delivery program ensures that community members can access the support they rely on in a manner that ensures that families access food with dignity and feed their families according to their cultural preferences and values, for free.



“

This evolution of the C5 Northgate Hub’s food supply services was born from mutual advocacy by C5 (an alliance of five community services agencies in Edmonton) and the Afro-Caribbean Food Bank in response to the needs raised by families, especially for Afro-Caribbean dietary supplies.”

Mohamed Elzagir, Executive Director, C5

“

In view of the increase in cost of living and vulnerable families in need, this initiative serves more than nourishment; it is a connection to culture and roots which supports the overall wellbeing of communities.”

Ranti George, Executive Director and Program Director, Afro-Caribbean Foodbank



In the spirit of true community support, this program relies heavily on the goodwill of volunteers and donations to manage inventory, and logistics to ensure service excellence.

C5 - Five Leading Agencies, Collaborating for Change

C5 is a collective of five Edmonton agencies working together to create a seamless, wraparound network of support some of the most economically, socially, and culturally marginalized children, youth teen parents, adults, Indigenous individuals and families, as well as immigrants and refugees.

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

Between the C5 organizations, we support and empower:

- Indigenous individuals and families
- Some of the most economically, socially, and culturally marginalized children, youth and adults in the Edmonton area
- Newcomers, immigrants and refugees
- Vulnerable children and their families
- Teen parents



Our Collective Strength

Each of our five partner organizations brings strengths to the table. Together, we mobilize to take risks and respond to emerging needs quickly. Research informs our efforts to achieve substantial outcomes for children and families. We have identified barriers familiar to all vulnerable Edmontonians — for example, safe and affordable housing and accessible mental health services. C5 advocates for systemic change to address these complex issues, leveraging our collective voice and championing the issues affecting the people we serve.



180,523

Edmontonians are served collectively by the C5 agencies each year!

MULTICULTURAL FESTIVAL



Canadian Multiculturalism Day (Jun 27), is a time to recognize and celebrate the diversity that strengthens our communities, enriches our lives, and shapes our shared future. At the Newcomer Centre, we didn't just mark this important day, we brought it to life on June 26, 2025, with the street outside our building transformed into a buzzing, joy-filled celebration as we hosted our 4th annual Multicultural Festival.

The energy was electric. Music filled the air and had people dancing in the streets, food trucks served delicious meals with something for every palate

and dietary need, kids and adults alike lined up for face painting, tattoos, and balloon artistry, crowds gathered around for bean bag toss, cornhole, and other playful activities; and families, friends, clients, colleagues and neighbours enjoyed a sunny summer afternoon in a space filled with joy, laughter, and community connection.

With nearly 1,200 people in attendance, the atmosphere was truly one of cultural pride and shared celebration. It was a reflection of who we are, a vibrant, multicultural mosaic where every voice matters and every story belongs.

This festival was a beautiful reminder that multiculturalism is not just a Canadian value, it is a lived experience that brings richness, rhythm, and meaning to our everyday lives.



BUILDING A VIBRANT LGBTQ+ NEWCOMER COMMUNITY



In 2025, the Newcomer Centre welcomed 287 new group members into the Rainbow Refuge program to bring total membership to more than 1,500 individuals. This growth reflects both the increasing need for safe, affirming spaces and the program's strong reputation within the community. These outcomes highlight the program's dedication to providing high-quality support, advocacy, and resources for LGBTQ+ newcomers navigating unique and complex refugee processes, while fostering a vibrant and resilient community.



98%

success rate

Over the past year,
150 clients achieved
successful Immigration and
Refugee Board (IRB) hearings,
maintaining an exceptional
98% success rate.

STRONG WOMEN, STRONG COMMUNITIES



Through the (I-WIN) Immigrant Women's Integration Network and Global Girls programs more immigrant women and girls have increased their self-confidence, learned new skills, and made supportive friendships. These programs provide safe spaces where females can express themselves, develop leadership abilities, and receive guidance from positive role models. This not only benefits them individually but also strengthens families, workplaces, and communities as a whole. By supporting women and girls, we promote fairness, empowerment, and positive social change.

Many newcomer girls and women arrive feeling uncertain about navigating a new environment, but they gradually begin to take more initiative in seeking opportunities and participating in community activities. These moments highlight the importance of culturally-responsive programming and the value of creating welcoming spaces where individuals feel heard, respected, and supported.



Program Benefits

- Confidence & Self-Expression
- Belonging & Connection
- Safety & Support
- Personal Growth

GIVING BACK TO MOVE FORWARD



Every day is a fresh start, however building capacity for a stronger and more inclusive tomorrow requires some stability. Meaningful impacts are made possible because of you – our Monthly Heroes, our donors and community investors. You consciously chose to invest in a welcoming future where every newcomer has a sense of belonging and is able to contribute to our community.

In a world of worthy causes, **you chose us**. That powerful choice fuels our work and builds the Newcomer Centre's capacity to ensure that the newcomers we serve continue to not only succeed, but also our whole community moves forward together!

Thank you for giving. Your steady support gives back to newcomers now – and for generations to come.

Monthly Heroes



Abiodun Adedoyin
Adam Kemezis
Adebola Adedoyin
Adewale Adedoyin
Allison Peters
Amanda Shah
Andrew Douglas
Anna Priemaza
Anne Hayes
ANONYMOUS
Anthony Davison
Barbara Ireland
Chantelle Hughes-Kreutzer
Chelsea O'Neill
Colette Matthews
Cristina Wong
Daniela O'Callaghan
Darryl Dilezoy
Deanna Mendoza
Derek & Andrea Watts
Dianne Balon
Donia Tarrabain
Elaine Warick
Emma Whipple
Erik Giajnorio
Erin Langager
Fiona Kelly
Geoffrey Mbabazi
Georgina De Cordova
Harman Kandola
Harvey Voogd
Imai Welch
Jason Palmer
Jeremy Rose
Jordan & Tamara Van Biert
Jordan Veldhuisen
Joseph Luri
Judy Wilson

Karoline Staszczyk
Katherine Binhammer
Katherine Schoepp
Kathleen Murphy
Kirsha Campbell
Laurie Hauer
Louis Olson
Lowell Scott
Marc Carnes
Marwa Alshara
Meagan Thiessen
Meghan Klein
Melani Orr
Michelle Fuko
Mohammed Nasiru Sadiku
Monica Johnson
Nahla Najmeddine
Naomi Mahaffy
Norwood Dental Centre
Octavian Bosonea
Patricia Mullen
Pegah Salari
Phoenix Taekwon-do Club
Rebecca Visscher
Ricki Justice
Rita DeLongchamp-Osborne
Sarah Feutl
Sarah Tiefenbach
Sari Haas
Stephanie Wanke
Steven Boyko
Sunny Chattha
Teresa Atterbury
Tracy Williams
Trevor Brown
Uahorekua Kazonganga
Violets Shop INC

THIS IS WHY I GIVE

THIS IS WHY I DONATE TO NEWCOMER CENTRE



I have a refugee background however I received many different kinds of supports that transformed my life. Without those helping hands I would not have thrived.

It taught me many lessons about the importance of giving to make a difference, so I chose to give back after carefully examining the impacts on my life. I want to promote the common good for humanity. I want to be part of the solution to some of the challenges that humanity is experiencing. I firmly believe that together we can bring hope to reality into the lives of many. If we all chip in, the world would positively be a different place from what we see today.”

Joseph Luri, Newcomer Centre staff member

THIS IS WHY WE FUND NEWCOMER CENTRE’S PROGRAMS



RBC collaborates with community organizations that help build a stronger, more inclusive Canada. We’re pleased to support the Edmonton Newcomer Centre so they can enhance their newcomer youth community programs. Programs like Global Girls, I-WIN, and Youth Leading Change provide safe spaces where newcomer youth build connections, gain skills, and become more confident in navigating their future.”

Jerilynn Daniels, Regional Director, Community Marketing and Citizenship, RBC

**YOU CAN HELP
NEWCOMERS
THRIVE HERE**

When you give to the Newcomer Centre, you are not just making a donation - you are investing in a better future. Your support creates real opportunities for families to rebuild their lives, contribute their strengths and build communities now and for generations to come. [Join us. Help newcomers thrive here.](#)



PLUM BLOSSOM FUNDRAISING LUNCHEON



The 2nd annual Plum Blossom Luncheon was held on May 29, 2025. This event is the Newcomer Centre's exclusive, invite-only signature fundraising event that brings together a powerful gathering of people who believe in the potential of newcomers and the strength of community by raising vital unrestricted donations.

More than 200 guests filled the room, including 98 new friends and donors, and raised over \$56,000—surpassing our \$50,000 goal by 10%.

Sponsors

- Cameron Development Corporation
- Mullen Leadership Recruitment
- Edmonton International Airport – YEG

Special Guests

We were honoured to welcome Her Honour, the Honourable Salma Lakhani, Lieutenant Governor of Alberta, who shared her personal connection to the immigrant experience and reaffirmed the importance of investing in newcomers' success.

Stories That Moved the Room

Two powerful stories were shared at the luncheon, offering heartfelt testimony to the life-changing impact of your support:

- **Ivan Pylypchuk**, an alumnus of the Newcomer Centre's Skill-Up program, shared his journey of arriving in Canada with his family after fleeing the war in Ukraine. Just as they were beginning to settle in Edmonton, Ivan was the victim of a violent stabbing that left him seriously injured and in recovery for nearly a year. Through the Newcomer Centre, he connected with the Skill-Up program, where he found community, support, and a fresh start. Today, Ivan is rebuilding his life with renewed purpose and resilience.
- **Jennifer Arinze**, a graduate of the Newcomer Centre's Immigrant Women's Integration Network (I-WIN) program, spoke about her journey of isolation and loss of confidence as a newcomer. With the support of the I-WIN program, Jennifer regained her voice, rebuilt her career, and reconnected with her dreams. Her story is a testament to the strength and potential of immigrant women when given the right support.

I AM ONE STORY



“ I am one story, but I represent thousands. Each newcomer who walks through those doors brings dreams, skills and an unstoppable desire to thrive. When you invest in the Newcomer Centre, you aren't just helping someone find a job. You're helping someone find their voice. Their pride. Their future. The return on your investment? It's measured in families made stronger, communities made richer, a nation made wiser.”
- Jennifer Arinze

When Jennifer Arinze first arrived in Canada, the freezing December cold was just the beginning of her challenges. With two suitcases and an optimistic Nigerian winter jacket, she quickly learned that starting over here meant more than just weathering the cold, it meant navigating a new life filled with mountains of small but daunting tasks.

From a young age in Nigeria, Jennifer was taught how to stay safe, how to find cover during crossfire, how to sense tension before it exploded. As an adult, she used those instincts to navigate sea piracy, militancy, and cultism while leading projects that helped girls find their voices and their strength. She was held at gunpoint, her home was invaded, and some of her loved ones were kidnapped. The work was meaningful, but the cost was growing.

It wasn't about running away – it was about protecting what I love and allowing myself to imagine more. Although she moved to Canada to start anew, the transition has been a challenge. In Nigeria, Jennifer had a career, a plan, and a familiar life and knew how things

were done, but in Canada, even simple things like buying a bus pass or finding a family doctor felt like decoding a foreign language. Job hunting meant sending out dozens of applications each week, facing rejection after rejection, and wondering if her dreams had frozen along with the Edmonton winter.

Some nights, she questioned whether she had made the right choice to come here. The feeling of invisibility in a crowd was a test of strength no textbook could prepare her for.

Then Jennifer found the Newcomer Centre's Immigrant Women's Integration Network (I-WIN program). It wasn't just about programs or pamphlets, it was about faces, names, and people who saw her not as lost but as arriving.

Through the Newcomer Centre, Jennifer connected with an employment counselor who helped her speak 'Canadian resume.' Interviews started happening. More importantly, Jennifer found a community where she could laugh, share stories, and truly exhale for the first time since arriving. With support from the

Canadian government and donors to the Newcomer Centre, Jennifer's story shifted. She discovered the Edmonton Public Library's free workshops and met mentors who reminded her that starting over doesn't mean starting from zero.

Today, Jennifer is boldly applying for roles in healthcare, administration, and project management. She volunteers with organizations like the Canadian Red Cross, paying forward the support she received. Instead of asking, "Do I belong?" she now says, "I am building." Jennifer's journey is one of thousands from the newcomers who walk through the Newcomers Centre's doors, and each newcomer carries their own dreams, skills, and an unstoppable desire to thrive. Investing in the Newcomer Centre isn't just about helping someone find a job; it's about helping them find their voice, their pride, and their future.

Jennifer left a thriving career and a familiar world because she wanted more peace, safety, and the chance to imagine a better future. The generosity of funders and donors, especially our Monthly Heroes, makes that possible.

From Jennifer, and every newcomer building a new life here in Edmonton – THANK YOU for seeing us, believing in us, and helping build a Canada where we don't just survive, we thrive!

DONORS & COMMUNITY INVESTORS



Abraham Michael Gebremariam

Adam Lv

Alana Davis

Allison Akgungor

Ally Mandrusiak

Amanda Thibodeau

Amelia Philpott

Amir Yazdanbod

Amy Ho

Ana Remesovskaia

Andrea Pavan

Andy Huynh

Angela Chau-Gado

Angels Anonymous

Anita Flemming

Anita Lunden

Ann Lyseng

Anna Priemaza

Anna Wong

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Christopher Grapel

Cindy Sim

Clint Boodram

Colin Pon

Color de Vino

Colour Spectrums

Crystal & Blair Willie

Daniel Waring

Daniela Martins-Correia

Dave Rarog

David Schwartz

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Erin Harsch

Erin Skinner

Esther Yangi

Eudoxia Geary

Fareeza Khurshed

Fayyad Sabha

Felicia Michie

Fellowship Community Church of Edmonton

First Mennonite Church

Folake Okusanya

Frank & Jean Weichman Cinders

Gad De Stael Ntibayimdusha

Garth Warner

Goli Yohannes

Good 4 U Consulting Inc.

Gracie Froese

Gretel Ploc

Heart Of YEG (HOY)

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 Valerie Gibbs
 Veronica Bouvier
 Veronica Odynski
 Victor Wong
 Vincent Hauer
 Wendy Stienstra
 Zedingle Ghebremusse

THANK YOU! THANK YOU! THANK YOU!

VOLUNTEERS

The Newcomer Centre's Volunteer program had:



723
HRS

104 individuals
volunteer a total of
723 hours between
April 1, 2025 and
March 31, 2026.



73%

73% of these
volunteers
supported direct
programming needs.



27%

27% supported
special events and
projects such as the
Multicultural Festival,
job fairs, etc.



“

The Newcomer Centre gave me hope and an opportunity to prove myself through volunteering, which has been an incredibly meaningful experience for me. It gave me the chance to gain valuable Canadian work experience, build confidence, and better understand the professional environment here.” – **Akanksha Giri**

HOLIDAY GIVING CAMPAIGN

The Newcomer Centre's 3rd annual Holiday Giving Campaign ran from Nov. 17 - Dec. 31, 2025, and exceeded expectations! The goal was \$75,000, and we raised \$81,236.36 or 108% of our goal!

This campaign is an important part of how the Newcomer Centre sustains essential program activities not covered by government funding, such as meals, community outings, cultural connection activities, and skilled facilitators who make an enormous difference in the newcomer experience.

This incredible achievement shows what's possible when people come together for a common cause.



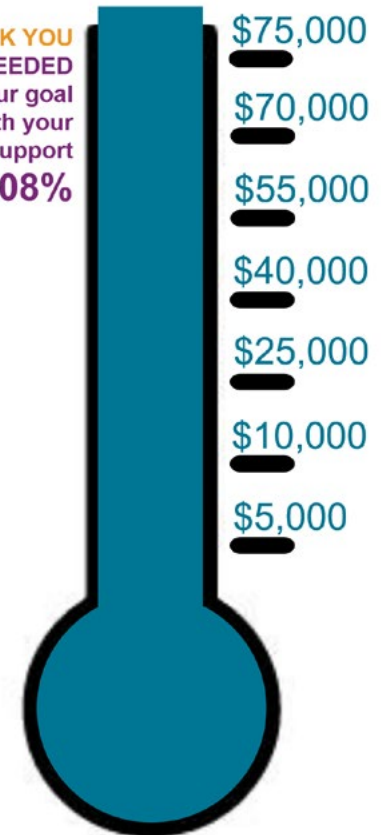
Together

WE CAN MAKE A DIFFERENCE!

3rd Annual
Holiday Giving Campaign (2025)

\$81,236.36

THANK YOU
we EXCEEDED
our goal
with your
support
108%



FINANCIALS

Our complete audited financial statements are available on our website under community reports.

Overview (in \$ 000's)

2025/26

2024/25

FINANCIAL POSITION

Current Assets	\$5,190	\$5,177
Restricted Investments	21	21
Capital Assets	6,176	6,695
Total Assets	\$11,387	\$11,893

Current Liabilities	\$3,378	\$3,978
Non-current Liabilities	4,439	4,971
Externally Restricted Investments	154	154
Invested in Capital Assets	2,419	2,784
Endowment	21	21
Unrestricted Equity Surplus / (Deficit)	976	(15)
Total Liabilities & Equity	\$11,387	\$11,893

FINANCIAL RESULTS

Sources of Funds

Grants	\$17,534	\$21,086
Fundraising	903	858
Investment and other income	155	192
Total Funds Utilized	\$18,592	\$22,136

Use of Funds

People Expenses & Contracted Services	\$14,497	\$17,486
Building & Equipment Expenses	2,007	2,175
Program Resources	518	687
Administrative Expenses	510	434
Net Depreciation & Amortization	254	278
Financing Costs	180	252
Total Uses of Funds	\$17,966	\$21,313

Excess of revenue over expenses

\$626

\$823

Thank You to our Funders



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



Employment and
Social Development Canada



Canadian
Heritage

Patrimoine
canadien





WHERE TO FIND US

Downtown

10170 112 ST NW
Edmonton, AB T5K 2L6
780-424-7709

Gupta Newcomer Resource Centre

11713 82 ST NW
Edmonton, AB T5B 2V9
780-945-2295

Newcomer Centre's Welcome Centre for Immigrants (WCI)

304, 6203 – 28 AVE NW
Mill Woods Town Centre
Professional Building
Edmonton, AB T6L 6K3
587-401-1129

Some of our services are also available at

C5 Northgate Hub and Market donation centre

13530 97 ST NW
Edmonton, AB T5E 4E2
780-244-2451

C5 North East Hub

Services run out of Clareview
Community Recreation Centre
3804 139 AVE NW - Entrance 3
Edmonton, AB T5Y 3G4
780-456-1484



@yegnewcomers

NEWCOMERCENTRE.COM