



MULTICULTURAL & IMMIGRANT SERVICES
ASSOCIATION OF NORTH VANCOUVER ISLAND

ANNUAL REPORT

2021 / 2022



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LOCATIONS

CAMPBELL RIVER:

200-1170 Shoppers Row

Campbell River, BC V9W 2C8

250-830-0171

info@ImmigrantWelcome.ca

COMOX VALLEY:

407 A 5th Street

Courtenay, BC V9N 1J7

250-338-6359

admin@ImmigrantWelcome.ca

NORTH ISLAND:

311 Hemlock Street

Port McNeill, BC V0N 2R0

1-855-805-0171

mavis.wang@immigrantwelcome.ca

Website: www.ImmigrantWelcome.ca

Facebook: [ImmigrantWelcomeCentreNorthVancouverIsland](https://www.facebook.com/ImmigrantWelcomeCentreNorthVancouverIsland)

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MISSION

Vision Statement

A North Island region that embraces diversity and inclusivity while actively engaging with the vibrant cultures in the region, and where newcomers feel welcome, safe and respected.

Mission Statement

The Multicultural and Immigrant Services Association of North Vancouver Island (MISA) assists local communities in attracting and retaining newcomers by providing education and professional services to members of those communities while offering advocacy for vulnerable populations and settlement services, thereby fostering welcoming and inclusive communities.

Values Statement

MISA believes that:

- All people have a right to be treated, and feel that they are treated, with respect, dignity, and fairness
- All people have a right to privacy, and to be treated and feel that they are treated with confidentiality and respect to personal boundaries
- All people have a right to be and feel safe in their communities, neighbourhoods, and workplaces
- All people have a right to self-determination and to build their capacities to be self-reliant and independent
- All individuals, community groups, organizations, and employers need to understand and fully implement all related government statutes, regulations, and case law
- All people have a right to be included, and to not be discriminated against for reasons of gender, age, culture, race, language, religion, ability, social class, and sexual orientation
- All organizations have a responsibility for continuing to learn and implement best practices

Commitments Statement

MISA is committed to implementing and being a model for these ethics statements in all of its work, and, in addition, to being in its relations with customers, clients, funders, and stakeholders:

- Transparent
- Professional
- Accountable

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“

“ My family and I are so happy for the support received from the IWC. As a result, my husband, daughter and I became Permanent Residents in 2014. On December 9, 2021 we took the oath of Canadian citizenship at the Immigrant Welcome Centre in Courtenay. ”

- RUBY

“

“The Immigrant Welcome Centre feels like my home. Without them I would have left Canada a long time ago. Now I have my driver's license, I have a job and I will be a Canadian citizen soon and I love Canada!”

- CHANYA

“

“My family and I are truly grateful for all the assistance of the Immigrant Welcome Centre and that this organization is making their lives as immigrants/newcomers settle successfully in this community.”

- IMELDA

“

“I'm so thankful to the Immigrant Welcome Centre for helping me with all my paperwork since the beginning. You guys are awesome! Helping me with my work permit, my permanent residence card, and now with getting my Canadian citizenship.”

- MARY

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EXECUTIVE DIRECTOR'S MESSAGE

Hello everyone and happy 30 years supporting newcomers and our communities MISA!

That's right; we have been privileged and honoured to be able to do this work for the past 30 years in the north island. What an eventful 30 years it has been. From very humble beginnings MISA has grown and so have our communities into the wonderful places we all call home together.

Welcome to the end of remarkable year and the start of another. MISA has again had a year of managing our operations during COVID with the added challenges of supporting displaced people from the Ukraine, Afghanistan, Syria and newcomers from all over the world. As in the past, MISA and our communities have continued to respond to these challenges by putting our best foot forward collectively. MISA has continued its growth while working hard to find innovative ways to better serve our clients and communities within an environment of compounding social issues. We have and will continue to lead with our clear and focused strategic plan.

Strategic Priority 1: Enhance our Services

MISA has and will continue to invest in the development of a services system that will include both our traditional face to face services as well as the option to receive services regionally via virtual means.

Strategic Priority 2: Enhance our Organizational Capacity

MISA has and will continue to invest in its staff and management in order to meet our goal of enhancing services. MISA is continuing to garner the necessary knowledge and skills needed to build our capacity to manage these changes effectively with ever increasing demands.

Strategic Priority 3: Data Driven Decision Making

MISA has invested greatly in our pursuit of being an organization that leads by doing our homework. MISA manages and leads by input and action that comes from both our internal and external research. The Welcoming Communities Coalition commissioned a community survey that identified workplace language as a priority for our community. As a result, MISA and the Royal Bank of Canada in Campbell River joined our efforts in making this a reality. Starting in September, Campbell River will be offering a workplace language and culture program that is designed to support our community businesses in their efforts to recruit and retain a sustainable workforce that enhances our community.

Strategic Priority 4: MISA is a Community Partner of Choice

MISA continues to provide value added services for both newcomers and our community partners alike. MISA is continually engaged with our community partners in discussions on how we build welcoming communities collectively. Here are a few initiatives developed from these discussions (please visit our website for more details – ImmigrantWelcome.ca):

- Newcomer Entrepreneur Series – Shares the experiences of newcomer entrepreneurs in the Comox Valley.
- Port McNeill Office – MISA has opened a permanent office in Port McNeill that will enhance our engagement and commitment to supporting both the newcomers and communities in the north island.
- Anti-Racism Protocol – MISA enhanced its Anti-Racism protocol with the addition of Port Hardy in the north island. This protocol has been enhanced this past year to include the necessary ongoing training needed to support our signatories.
- The Welcoming Communities Coalition recently launched a brochure that directly supports our businesses in hiring and retaining newcomers.
- RBC – Workplace Language and Culture Hub.
- Refugees and Temporary Citizens – Again, MISA has provided leadership to our communities by being an advocate and advisor for community discussions and actions for supporting Afghan and Syrian refugees, Ukrainians and all other newcomers that come to our communities.
- MISA received another provincial award - The Riasat Ali Khan Diversity Award. This award recognizes an AMSSA member for their excellence in programming and strengthening diversity in BC. Candidates to receive the award are rated in the following areas:

Collaboration: worked collaboratively with community partners

Leadership: demonstrated leadership and vision in the promotion of diversity; championed teamwork and collaboration and inspired others to effect positive change

Innovation: created, developed/supported, and implemented an innovative program/project in the area of settlement, integration, multiculturalism, diversity, and inclusion that demonstrated excellence

Impact: Made a significant contribution in the area of integration and diversity that demonstrated success and a positive outcome in the community.

Strategic Priority 5: Diversify our Funding

As mentioned above, MISA had an exceptional year of change, innovation and growth. Part of this past year MISA focused on the maintenance and enhancement of our current relationships with our primary funders. MISA was also successful in acquiring several other new funding contracts to support our constitutional purposes. Most notably, MISA has joined forces with RBC financially to provide the “Workplace Language and Culture Hub” in order to address the community’s number one request for workplace language. This is a leadership model that MISA will continue to seek out and use for our other communities. Any community businesses in Courtenay that are interested in this innovative and community-driven program please contact us for details.

Thank You and Forward-Looking Strategies

Again, MISA has been blessed with a dedicated team made up of management, staff, consultants and volunteers. Over the past year, our team has again continued to deliver our essential services to newcomers during an unprecedented time. They have truly embraced the “Business Partner” culture that MISA relies on for being a best practice focused provider of services to our communities. Thank you all for being there for our clients, our communities and for each other!

MISA is grateful for our many wonderful community partners who collectively strive to be engaged in the sustainable development of our welcoming communities. We are communities not only by definition but more importantly by what we do together to build a home for all of us to enjoy.

To IRCC, the province, Gaming, RBC, MOWI and all of our other donors, a great big THANK YOU from MISA and our communities as you make all of this possible through your thoughtful supports. More than that, MISA appreciates your commitment to the collective efforts in building a country, province, region and municipalities that all contribute to making us an internationally respected model for the development of welcoming places that embrace the best parts of humanity.

The MISA board has continued to strategically enhance MISA's role in our communities. MISA's board of directors have been keenly focused on how to ensure that MISA has been a value added community partner that both supports newcomers and communities. The MISA board is a team of community leaders who are driven by the development of sustainable welcoming communities and they do this with both humility and passion. The MISA Executive Director and staff owe you a considerable amount of appreciation for all that you bring to the board and all that you do to support MISA and our work. Thank you soooooo much!

Please take the time to check out these wonderful volunteers on our website: MISA Board of Directors.

Here's to another 30 years+!



Jim Brennan, Executive Director



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BOARD CHAIR'S MESSAGE

The past year has been both arduous and perilous for immigrants and refugees world wide. The global pandemic has endured. Strife and war globally has accelerated the movement of refugees and immigrants from Africa, the middle east, and the fleeing of wars in Afghanistan and the Ukraine. Indigenous peoples experience continuous repercussions from their lived experience with residential schools and the ongoing decolonization of their relationship with Canada and our institutions. The experience of racial and religious minorities continues to require communities to be strong and united against racism and hate.

These challenges have created strong impetus for MISA to build on our strengths and to find new and creative ways to deal with the impacts of these changes on the people we serve. I am truly in awe of the resiliency, flexibility and creativity demonstrated by both our staff and the people we serve. You have the board's admiration and respect for all that you do.

MISA has assisted over a thousand newcomers, immigrants and refugees to settle into their new homes in the Comox Valley, Campbell River and North Island communities. This AGM report is our telling of this story. This would not have been possible without our federal and provincial government funders and the community organizations and individuals who have given generously to support MISA's mission and purposes.

I would also like to acknowledge and thank the individuals who make up MISA's board for your dedication and your active pursuit of MISA's purposes and goals. Your work contributes to the building of our community's capacity to support diversity and inclusion, and to welcome newcomers from around the world as they make the north island their new home.

It is a privilege to work with you all.



Doug Preston, Board Chair



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FINANCE COMMITTEE REPORT

Committee Membership: Doug Preston (Board Chair), Gillian Normandin (Co-Chair), Kevin John (Treasurer), Jim Brennan (Executive Director).

Committee Mandate: The Finance Committee is a standing board committee that acts in an advisory capacity to MISA's Board of Directors. The mandate of the Finance and Audit Committee is to assist the Board in carrying out its duties regarding financial reporting and legal compliance that support the mission of MISA.

MISA's Finance committee was established in October 2020. Our responsibility is carried out in accordance with approved policies that comply with generally accepted accounting principles (GAAP). We also measure MISA's financial practices against the Standards for Canadian non-profit organizations developed by Imagine Canada. This committee meets annually with the accounting firm that does MISA's annual financial review. We work with a CPA to ensure MISA meet's CRA charity and non-profit society financial accounting and reporting requirements and to support management in their continuous improvement of MISA's financial management and reporting.

It has been a very busy and active year for the members of the Committee to whom I express my sincere thanks for their hard work. This past reporting period we have reviewed Quarterly Financial reports, our Workplan and policies on Financial Planning and Budgeting and Financial Conditions and Activities. This committee may also perform additional financial related tasks as delegated by the Board. An example of this is that as of November 2021 this Committee has also been meeting to address restricted funds set aside for Building Acquisition. From these meetings, it has been established that we will be implementing a plan with phases to determine progress of the plan, which in turn will assist us to move forward with MISA Strategic plan.

Two great visual reporting tools the Finance Committee uses are pie charts that show MISA distribution of annual monies by our constitutional purpose and income (our funding mix). Besides percentages shown on these charts, we will now be adding dollar amounts.

Most meetings were held using Zoom and more recently we have opened the opportunity to meet in person. Discussions have been open, and we have a respectful, experienced, and capable Finance Committee who work well together for the benefit of MISA.

A big thank you to the dedicated committee members and we wish to thank them all for their expertise, support, and guidance this past year. This includes Jim, Executive Director, Doug, Board Chair, Kevin, Board Treasurer, and Amy, MISA Finance Coordinator and Kent Larden, financial consultant with Strategic Natural Resource Consultants.



Gillian Normandin, Finance Committee Chair



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GOVERNANCE COMMITTEE REPORT

Committee Membership: Lonni Baker, Karen Evans, Nina Baksh, Doug Preston, Jim Brennan (Executive Director)

Committee Mandate: The Governance Committee is a standing board-appointed committee that acts in an advisory capacity to MISA's Board of Directors. The mandate of the Governance Committee is to establish, review and maintain MISA's governance systems, policies and membership of the Board of Directors.

MISA's Governance committee was initially formed in October 2020. Since October 2021, following the Annual General Meeting, the committee has met monthly, reviewing governance policies, procedures, workplans, and ensuring alignment with our strategic plan. The committee also regularly reviews and monitors the framework for organizational performance. This year we placed emphasis on reviewing all governance policies, for tone and intent, to ensure they reflect and are in alignment with the purpose, goals and strategic plan of the organization. Our workplan this year also focused on the development and implementation of a Board self-assessment/evaluation tool and on the development of the Executive Director evaluation process. The Board evaluation process has now been completed. Due to the COVID pandemic, our meetings continue to take place via ZOOM, and we look forward to meeting in person, once again, in the months ahead. Work continues the development of our board recruitment and orientation process for new directors, as well as on the creation of an on-line Board governance resource site. It has been a busy, successful year completing our workplan. The knowledge and enthusiasm exhibited by our committee is exemplary, as each member possesses a plethora of knowledge and experience. I am truly grateful to have been provided with the opportunity to work with such an exceptional group of individuals.



Karen Evans, Governance Committee Chair



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MISA'S STAFF

MANAGEMENT:

Jim Brennan, Executive Director

Deborah Hall, Manager of Volunteers / HR

Amy Gibson, Finance and Courtenay Office Manager

Ann McLeod, Community Connections / Administration Manager

Thuy Sin, Regional Settlement Manager

CAMPBELL RIVER:

Morgan Armstrong, LINC Coordinator & Instructor

Gordon Bowbrick, Settlement Practitioner

Theresa Blackburn, LINC Intake Worker

Lucilla Girotto, Community Connections Assistant / Intake Worker

Mike Kelly, SWIS worker for SD72 (Settlement Worker in Schools)

Julie Keumbehdjian, Welcoming Communities Coalition Coordinator

Lori Koyanagi, Intake Worker/Administrative Assistant

Zeny Lim, Settlement Practitioner

Dawn Munster, Digital Program Support Worker

Helen Sun, Casual On-call Settlement Practitioner

COMOX VALLEY:

Carie Curran, Community Connections Assistant / Intake Worker

Christopher Ito, Casual On-call LINC Instructor

Esther Karasova, LINC Coordinator / Instructor

Julie Kosolofski, Settlement Practitioner

Ana Mena, Settlement Practitioner

Kristine Salzmänn, Community Connections Assistant / Intake Worker

Tim Young, SWIS worker for SD71 (Settlement Worker in Schools)

NORTH ISLAND:

Mavis (Xiaochen) Wang, Outreach Worker

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MISA'S STAFF

*Together
We Can!*



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MISA'S BOARD

CURRENT

Doug Preston, Chair

Gillian Normandin, Vice-Chair

Karen Evans, Director

Nina Baksh, Secretary

Lonni Baker, Director

Kevin John, Treasurer

PAST

Shakila Manzoor, Vice Chair

Lois McNestry, Director

Adam Wile, Secretary



Thank you!

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VITAL STATISTICS | SETTLEMENT

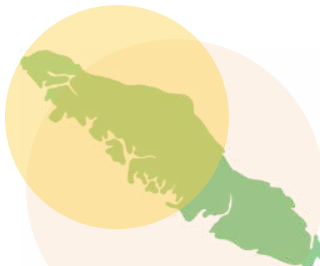
We provide free client services to all immigrants and refugees who are new to the community. Our services can help both English-speaking and non-English speaking newcomers settle, adapt, and thrive. Our services support Permanent Residents, Naturalized Citizens, Refugee Claimants, Temporary Foreign Workers, International Students, International Mobility workers, and International Students with work permits.



**30 years serving the
North Island region**



**Total Population of area:
128,204**



**40,301 km²
total area served**

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VITAL STATISTICS | SETTLEMENT



Top Ten Countries of Client Origin:

1 Philippines

2 Vietnam

3 China

4 India

5 South Korea

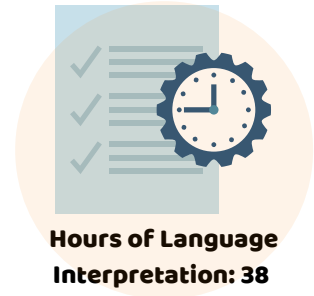
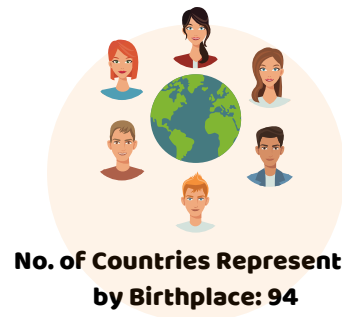
6 Great Britain

7 United States of America

8 Syria

9 Mexico

10 Thailand



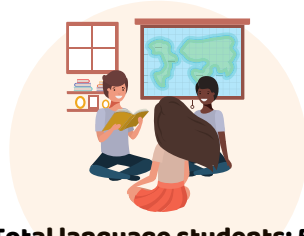
VITAL STATISTICS | VOLUNTEERS



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VITAL STATISTICS | LINC



Total language students: 55

Students Comox Valley= 29

Students Campbell River= 26

Classrooms= 2

Language sessions= 18

Language assessments provided: 30

Language Instruction for Newcomers to Canada, also called LINC, is a nationwide language program led by a qualified instructor. Students learn the practical language needed for life in Canada and make measured progress through Canadian Language Benchmarks for listening, speaking, reading, and writing.



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VITAL STATISTICS | WCC



Coalition members: 61

The Welcoming Communities Coalition (WCC) is a Local Immigration Partnership – or LIP – coordinated through the Immigrant Welcome Centre. LIPs collaborate with key people and organizations – including local residents, community groups, businesses, and government agencies – to create more welcoming and inclusive communities.

A few highlights for the 2021/2022 year were completion of the Language Support Research report, the Hope Rocks collaboration with Campbell River Art Gallery and the #theresmoresome video series with CV/Arts.

We also began research into setting up a LIP partnership council in the North Island region.



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VITAL STATISTICS | GROUP PROGRAMS

In 2021/2022, MISA delivered the following limited programming due to the COVID-19 situation during that period:

Adult Integration Programs

*International Seniors Group - 7 sessions, restarted program in October 2021; prior to that it was suspended.

17 seniors benefited from this program.

*Book Clubs (Beginners' & Newcomers) - Total 14 sessions, virtual sessions April-June 2021, returned to in-person in October 2021.

*Conversation Groups (Beginners' & Newcomers')- Total 11 sessions, virtual sessions April-June 2021, returned to in-person in October 2021.

15 people benefited from the Book Club and Conversation Group programs.

*International Womens' Program remained suspended.

Youth Integration Programs

*Meaningful Media-Youth Screenings

Four virtual screenings included "What Are You & We Exist", "Walk On: Horse Healer" and two screenings of "HIV Healing: Inner Voice"

188 youth ages 13-24 benefited from the virtual screenings.

*International Family Recreation Program remained suspended.



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MISA'S COMMUNITY PARTNERS

Angel Tree Society
Campbell River Art Gallery
Campbell River Chamber of Commerce
Campbell River Family Services
Campbell River Literacy Association
Campbell River Office Service BC
Campbell River Syrian Refugee Support Committee
Campbell River Transition Society / Ann Elmore House
City of Campbell River
Community Futures Strathcona
Comox Valley Chamber of Commerce
Comox Valley Community Health Network
Comox Valley Community Justice Centre
Comox Valley Family Services Association
Comox Valley Lifelong Learning Association
Comox Valley Refugee Support Group
Comox Valley Transition Society
Creative Employment Access Society
North Island College
North Island Employment Foundation Society
School District 71
School District 72
Service BC Courtenay Office
Service Canada - Courtenay
The Shoebox Project
Tidemark Theatre Society
Town of Port McNeil
Vancouver Island Regional Library, Campbell River
Vancouver Island Regional Library, Courtenay
VIVRS Discover Your Abilities
Volunteer Campbell River
World Community Education Development Society

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MISA'S MEMBERS

Alyssa Christensen, Angie Price, Arzeena Hamir, Ashley Edworthy, Betty Tate, Brenda Wagman, Brenton Walters, Cari McIntyre, Carolina Viteri Changlin Wang, Chau Luong, Ching Ho, Christian Ascher, Christopher Bate, Chunxia Du, Comox Valley Chamber of Commerce, Comox Valley Community Health Network, Comox Valley Family Services Association, Daniel & Gillian Nagle, Darien Duck, Debra Wilson, Diala Hassan, Diane Todd, Dianne Hawkins, Discovery Community College, Don Kosolofski, Dong Mei Han, Doug Preston, Edmundo Fernandez Veloso, Elaine Cruz, Geeta Grier, Gillian Normandin, Gina Forsyth, Guo Feng Du, Helen Sun, Hollie Ha, Irene Fizzell, Jane Osborne, Janice Whaley, Jesteene Gatbonton Picar, Joanna Zhang, Joanne McKechnie, Jonathan Kerr (and Christy Wagner), Karen Evans, Kathleen Collins, Kevin John, Krikor Keumbehjdjian, Lan Yang, Lana Kneeland, Layne Marshal, Li Jun Qiao, Lois McNestry, Lonni Baker, Lorie McDiarmid, Lorna Walker, Lucilla Giroto Bellosta, Maggie O'Sullivan, Maria Ji Coaching Consulting, Mary Mitchell, Matt Cowin, Mercedes Hayduk, Miro Pallo, Mitzi Ogasawara,, Morgen Parkin, Mui Truong, Nina Baksh, Nina Usherwood, Phornsuda Yakham, Polly Chou, Ralda Hansen, Robert Steven, Ruby Alcala, Ruby Kennelly, Rumbidzai Gavhure, Sandra Einaudi, Shakila Manzoor, Shelley Downey, Stephen Gallo, Steven Ren, Sue Campbell, Susan Auchterlonie, Tomoko Thiessen, Volunteer Campbell River, Wendy Burke, Yiyang Lu, Yuan Yang, Yuzhu Chen, Zoe Levitsky.

Thank you!

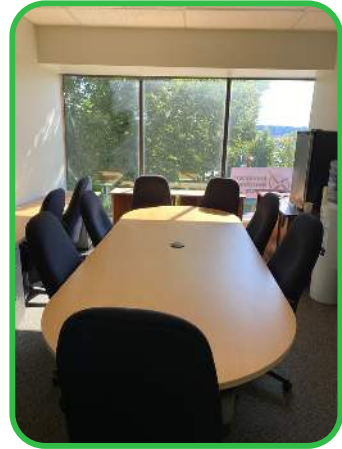
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MISA'S DONORS

Thank you to Mowi Canada West for generously donating surplus office furniture!

MOWI[®]



Thank you also to BC Hydro and Coast Capital Savings for significant donations in support of our mission.



coastcapital

Thank you to all our donors for supporting our work.

Thank You

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MISA'S FUNDERS

Immigration, Refugees and Citizenship Canada

Province of BC Ministry of Municipal Affairs

WorkBC: North Island Employment Foundations Society (NIEFS) & Creative Employment
Access Society (The JobShop)

"We acknowledge the financial support of the Province of British Columbia."



WelcomeBC



ResilienceBC



Funded by:

Immigration, Refugees
and Citizenship Canada

Financé par :

Immigration, Réfugiés
et Citoyenneté Canada

Thank You

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CLIENT SERVICES

- Help with Forms & Documents
- Citizenship, Immigration & Refugee Protection Support
- Digital Literacy
- Employment Support
- LINC English Classes
- Interpretation & Translation
- Housing Information
- Health Care Information
- Addressing Education Needs
- Citizenship Preparation
- Child Care & Family Concerns
- Income Tax Intake and Referral
- Access to Legal Advocate & Canadian Law
- Human Rights

Languages Spoken by Staff: English, French, Italian, Japanese, Spanish, Vietnamese, Tagalog, Mandarin, Russian



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QUOTES FROM CLIENTS

"All the staffs are doing amazing job. Thank you from the bottom of my heart! For all your help."

"I think the services are great and people are friendly and helpful - please keep it up!!
I find your professionalism impressive."

"I found the staff extremely kind and helpful."

"Immigrant Welcome Centre Staffs are all doing well and good in helping. they are friendly and very helpful. Supportive as well in informing all activities that they wanted to share with."

"Thank you for your wonderful support."

"I had a good experience. Phone calls were answered on time. Zeny was very professional and kind!"

"I really appreciated in the assistances IWC provided in documentation and bridged me to other government support programs."

"You are like my family. You have helped me so much. Before IWC I felt homesick. Now I have a job, friends and I want to stay here for a long time."

"We were treated respectfully and things were explained clearly."

"I am so grateful for everything you helped me. I will never forget your help."

"They welcomed me nicely and helped me register for LINC home study. I appreciate their help."

"Thank you for your wonderful support."

"Thuy was very friendly, knowledgeable and made me feel comfortable."

"Staffs were very friendly and helpful specially the person who helped me for my application forms."

"Thank you for your help and support."

"Absolutely thorough."

"So helpful. I passed! Thank you."

"Excellent communication, Ana was very helpful with all the paperwork."

"Outstanding service."

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ACHIEVEMENTS

- Moved our Campbell River office to a larger, more professional office space in a downtown location offering privacy for client meetings.
- Created a new, modern, more interactive website offering hybrid communication options.
- Continued to manage the safety of clients and staff while providing uninterrupted services during COVID 19 pandemic.
- Successfully advocated for Settlement Worker in Schools (SWIS) programming and hired SWIS workers for School District 71 and 72.
- Successfully advocated for Digital Support worker to assist clients (and IWC) in meeting the challenges of an increasingly online world.
- Began building on our existing relationships and activities in the North Island Tri-port area in preparation for opening a satellite office in Port McNeill and expanding our Welcoming Communities activities.



[About Us](#) ▾ [Services](#) ▾ [Get Involved](#) ▾ [Stay Informed](#) ▾ [Community Leadership](#) ▾

[Select Language](#)

Welcome to Vancouver Island!

Helping newcomers settle
successfully in the North
Island since 1992.



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FINANCIAL HIGHLIGHTS

Financial Statement

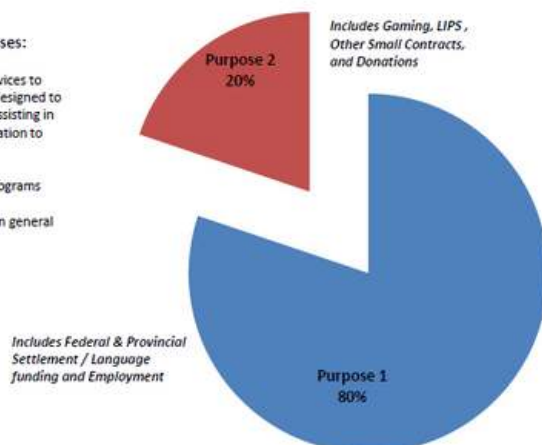
Year ended March 31	2022	2021
REVENUES		
IRCC Federal Funding	\$ 1,072,099	\$ 866,571
Provincial Funding	\$ 152,198	\$ 120,221
Gaming Grant	\$ 45,201	\$ 36,740
Employment & Other Funding	\$ 59,947	\$ 103,826
Donations & Memberships	\$ 6,979	\$ 2,521
Interest	\$ 5,447	\$ 4,701
Total Revenue	\$ 1,275,939	\$ 1,134,580
EXPENSES		
Amortization of property & equipment	\$ 16,114	\$ 9,199
Personnel	\$ 1,021,821	\$ 857,317
Office and general	\$ 47,562	\$ 42,058
Occupancy	\$ 133,783	\$ 110,725
Client Services	\$ 56,659	\$ 39,205
Total Expenditures	\$ 1,275,939	\$ 1,058,504
Excess of revenues over expenditures	\$ 65,932	\$ 76,076
Net Assets, beginning of the year	\$ 461,740	\$ 385,664
Net Assets, end of year	\$ 527,672	\$ 461,740

MISA Constitutional Purposes Funding Mix

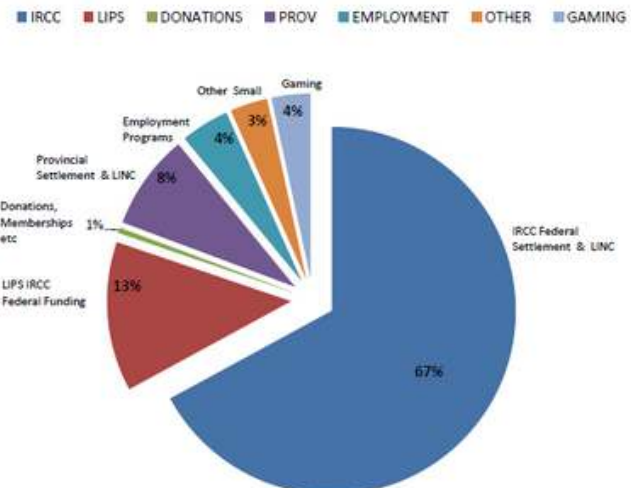
MISA Constitutional Purposes:

1) to provide education and services to immigrants through programs designed to reduce the risk of poverty by assisting in a productive and healthy adaptation to Canadian Life; and

2) to provide workshops and programs to educate the public in:
a) valuing diversity in society in general and
b) the effects of racism.



MISA Funding Mix 2021-22



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HISTORY HIGHLIGHTS

1992

MISA is incorporated.

1997

Hosted the first annual Walk for the Elimination of Racism.

2002

Started the English Conversation and Social Group for immigrants 50 years and older.

2003

Youth 4 Diversity started.

2005

Safe Harbour program introduced to the community.

2007

First International Dialogue on Racism is hosted.

2009

Youth 4 Diversity received the Nesika Award.

2011

Opening of the Comox Valley office.

2012

MISA accepted the Welcoming Communities Award on behalf of Campbell River.

2013

MISA awarded Not-for-Profit of the Year by Campbell River Chamber of Commerce.

2014

Funding transition to CIC.

MISA awarded the Riasat Ali Khan Diversity Award by AMSSA.

2015

MISA appoints new Executive Director, Jim Brennan
New Staff position created for settlement in North Island.

2016

20th Anniversary of the "Walk Away From Racism."

2017

MISA celebrates their 25th anniversary and new logo.

2018

Successful completion of LINC pilot program.

MISA represents BC LIPS at National Settlement Conference.

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HISTORY HIGHLIGHTS

2019

2020

2021

2022

E.D. appointed to National Advisory Committee for the Community of Practice.

Largest ever funding contracts received, two 5-year regional contracts with IRCC.

Completed the Welcoming Communities Coalition Needs Assessment Survey.

Successfully managed the safety of clients and staff while continuing to provide services during COVID 19 pandemic.

Awarded the contract to become the ResilienceBC Hub for North Vancouver Island.

Moved into a larger, more professional office space offering privacy for client meetings.

Celebrated our 30th anniversary.

Launched updated interactive website.

Awarded the Riasat Ali Khan Diversity Award by AMSSA.

Opened new office in Port McNeill.

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JOIN US

As an award winning organization, The Immigrant Welcome Centre is a respected leader in immigrant services and an active advocate for the sector. By fostering strategic partnerships and working to create welcoming, inclusive communities that attract and retain newcomers, we are an effective business partner in the communities we serve. What can you do to show your support and help make your community more welcoming and inclusive?

- Become a Member of the Immigrant Welcome Centre
- Refer newcomers to the Immigrant Welcome Centre
- Join the Welcoming Communities Coalition
- Donate

Stay connected with us through our email, Facebook page and website!

Email: info@immigrantwelcome.ca or admin@immigrantwelcome.ca

Website: www.ImmigrantWelcome.ca

Facebook: [ImmigrantWelcomeCentreNorthVancouverIsland](https://www.facebook.com/ImmigrantWelcomeCentreNorthVancouverIsland)

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CLIENT SUCCESS STORIES



"My husband and I are now working in the jobs we love while my son's passion for playing hockey is ongoing. All of these are the results of the community generosity which started with the services of the Immigrant Welcome Centre at Campbell River."

Read Aurora's story:

<https://immigrantwelcome.ca/the-community-generosity-made-our-dreams-a-reality/>



"My family and I are so happy for the support received from the IWC."

As a result, my husband, daughter and I became Permanent Residents in 2014. On December 9, 2021 we took the oath of Canadian citizenship at the Immigrant Welcome Centre in Courtenay."

Read Ruby's story:

<https://immigrantwelcome.ca/an-immigrant-caregivers-long-road-to-citizenship/>



"It was hard for us to manage the applications. We live in Courtenay, so it is difficult to connect with experts (in immigration). But IWC is our light. Sometimes the darkness is strong, but the light is our hope."

Read Jihyun's story:

<https://immigrantwelcome.ca/giving-other-immigrants-hope/>

Thank you for 30 years of supporting our community!