



ANNUAL REPORT

2022/2023

**Multicultural & Immigrant Services Association
of North Vancouver Island**



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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
Stephen.McNeil@immigrantwelcome.ca

Website: www.ImmigrantWelcome.ca

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

Instagram: [Immigrantwelcomecentre](https://www.instagram.com/Immigrantwelcomecentre)

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

EXECUTIVE DIRECTOR'S MESSAGE

Welcome to the end of a remarkable year and the start of another. MISA has again had a year of managing our operations post COVID with the added challenges of supporting more and more 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.

[Continued]



Jim Brennan
Executive Director
2015-2023

"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."

EXECUTIVE DIRECTOR'S MESSAGE

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):

- 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.
- MISA is a year into our partnership with the Royal Bank of Canada in support of our Canadian Workplace & Culture Hub. The impacts for these participants and the community partners have been considerable – just ask some of the participants!
- Once again, MISA has provided leadership in supporting our communities by providing support for our Afghan and Syrian refugees, Ukrainians and all other newcomers that come to our communities.

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.

[Continued]

EXECUTIVE DIRECTOR'S MESSAGE

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 Immigration, Refugees and Citizenship Canada, the Province, Community Gaming Grants, Royal Bank of Canada 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 is 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: www.immigrantwelcome.ca/about-us/our-board-of-directors/

Jim Brennan
Executive Director
2015 - 2023

BOARD CHAIR MESSAGE

Over the past year MISA has experienced rapid growth and change. Change is being driven by world events and the changing demographic make-up of Canada. Climate change, war, and strife continue to accelerate the movement of people around the world who are seeking safety, security and well being.

MISA is also marking an important milestone in the history of our organisation with the retirement of our long time Executive Director, Jim Brennan and the welcoming of our new Executive Director, Shams Alibhai.

During Jim's 8 years of leading MISA he had the dual challenges of balancing rapid growth in immigration and the need to build MISA's internal capacity to manage this growth. Capacity building, relationship building and community development were the building blocks that Jim used to strengthen MISA's organizational foundation. Jim will be missed by all.

On behalf of the Board of Directors, I would like to thank our membership, MISA's Board of Directors, our funders, and our community partners from government, business, health care, education, social service and employment organizations. The doors you have opened have immeasurably improved the lives of the people we serve. We could not be more grateful for your support.

I would also like to thank retiring Director Kevin John for his 3 years of service as MISA's Board Treasurer and his valued participation on the Finance Committee.

I specifically want to thank our staff for your commitment to MISA and the work you do to support the settlement of immigrants. I am always amazed by the knowledge, skills and empathy you bring to your relationships with the people we serve.

Doug Preston
Board Chair



Doug Preston
Board Chair

Executive Leadership Transition Committee



This board committee was formed in May 2022, after our current Executive Director informed the board of his decision to retire in June 2023. The committee consisted of our board chair, Doug Preston, our vice-chair, Gillian Normandin, director Karen Evans and our Executive Director, Jim Brennan. Staff member Ann McLeod provided extensive administration support to assist our committee's work.

For over a year the committee met to research and develop an Executive Director Leadership Transition process and the supporting documents and tools to carry out the hiring of a new Executive Director.

This was a mammoth project that required: the use of consultants for web-site development, leadership and succession planning research, an internal organizational assessment, consultation with key stakeholders, surveying of MISA's staff and management, extensive networking within our sector, the support and participation of our existing Executive Director, Jim Brennan, an extensive provincial and national search process and a celebration of the transition, and Jim's leadership of MISA.

The hiring committee conducted a rigorous and thorough process of reviewing applications and conducting interviews with numerous well-qualified candidates. After extensive screening, interviewing and a presentation to the board Shams Alibhai was selected by MISA's board to be our next Executive Director.

A huge thank you to everyone who made this possible.

Doug Preston
Committee Chair



Doug Preston
Committee Chair

FINANCE AND AUDIT COMMITTEE AGM REPORT

Committee Membership

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

Committee Mandate

MISA's Finance committee was formed October 2020. 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. The committee provides the Board and leadership team with useful information to plan for the upcoming year and to evaluate previous financial performance. We continue to use MISA Board Committee Work Plan as our guide. Financial literacy for the Board is an ongoing commitment.

All Finance reports plus any motions needed, are submitted to the Board for approval. The committee meets monthly or quarterly depending on the financial needs of MISA. Meetings are held in person and/or using Zoom which allows for greater Board participation. We do quarterly financial reviews. In April of every year, we review upcoming budgets: a) MISA Operational and Society Budget, b) MISA Society Budget to take to the Board for approval. We also review contracts and their funding, with potential renewals for the upcoming new fiscal year, MISA year end financials including any designated monies we plan to put aside for our reserves.

We wish to thank Jim Brennan Executive Director for his past commitment and guidance to our committee, as well as Doug Preston, Board Chair, Amy Gibson, MISA Finance Manager, Deborah Ewart with Pier Group Inc., and look forward to working with our new Executive Director, Shams Alibhai.



Gillian Normandin
Committee Chair

GOVERNANCE COMMITTEE AGM REPORT

Committee Membership

Doug Preston, Nina Baksh, Lonni Baker, Karen Evans, Heather Clarke, Jim Brennan (Executive Director)

Committee Mandate

The Governance Committee is a standing board 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 the membership of the Board of Directors.

MISA's Governance committee meets monthly to review MISA's governance practices against the Standards for Canadian non-profit organizations developed by Imagine Canada. We review MISA's governance policies and by-laws in order to keep MISA current with the BC Society Act, changes initiated by the Canada Revenue Agency and to ensure these policies make sense to the organization. This committee also reviews the risk management practices and the monitoring framework for organizational performance. The committee is involved in actively recruiting new board members as well as board evaluations. This year we supported the launch of an on-line portal to support the board of director's access to documents and we will continue to work on improving the functionality of the portal.

The committee is made up of individuals with diverse backgrounds, life experiences, educational backgrounds, professional qualifications and community involvement that share a commitment to good governance. It has been a privilege to serve on this board with such caring and dedicated members and I thank you all for your contribution over the past year.

On behalf of the Governance Committee I would like to say a special thank you to our outgoing Executive Director, Jim Brennan for his exceptional leadership of the organization. I would also like to thank our Board Chair, Doug Preston whose wealth of knowledge and experience has been instrumental in guiding our board. I wish to extend a warm welcome to our new Executive Director Shams Alibhai and we are excited to embark on our next new chapter.



Nina Baksh
Committee Chair

OUR STAFF

July 2023

Shams Alibhai, Executive Director
Jim Brennan, Past Executive Director

Settlement Services

Thuy Sin, Regional Settlement Manager / LINC Manager
Gordon Bowbrick, Settlement Coordinator
Tetania Dernovaia, Bookkeeper
Amy Gibson, Finance and Courtenay Office Manager
Deborah Hall, Manager of Volunteers / HR
Kathy Kim, Settlement Practitioner
Julie Kosolofski, Settlement Practitioner
Lori Koyanagi, Intake Worker/Administrative Assistant
Lily Kuo, SWIS worker for SD72 (Settlement Worker in Schools)
Mark Laska, Settlement Coordinator
Zeny Lim, Settlement Practitioner
Ann McLeod, Community Connections / Administration Manager
Stephen McNeil, Outreach Worker
Dawn Munster, Digital Program Support Worker
Dawn Schroeder, Community Connections Assistant / Intake Worker
Mavis Wang, Settlement Practitioner
Tim Young, SWIS worker for SD71 (Settlement Worker in Schools)

LINC

Esther Karasova, Coordinator & Lead Teacher
Morgan Armstrong, Coordinator & Instructor
Theresa Blackburn, Intake Worker
Anne Kelly, Instructor - Casual On Call
Chris Ito, Instructor - Full Time
Malvina Odrobny, Instructor - Part Time

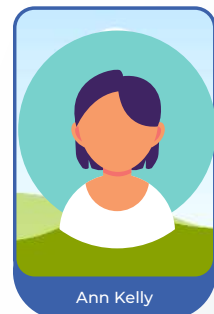
Welcoming Communities Coalition

Julie Keumbehjdian, Coordinator
Kristine Salzman, Community Connections Assistant / Intake Worker

(Staff list reflects current staff at time of compilation/publication)

OUR STAFF

July 2023



OUR STAFF

July 2023



Stephen McNeil



Dawn Munster



Malvina Odrobny



Kristine Salzmann



Dawn Schroeder



Thuy Sin



Tim Young



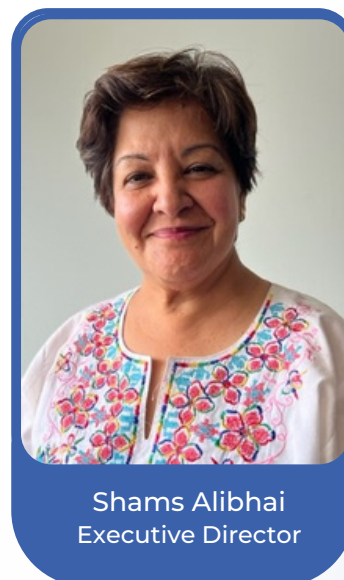
Mavis Wang

MESSAGE FROM OUR NEW EXECUTIVE DIRECTOR

I joined MISA on June 12 transitioning with Jim Brennan, and became the Executive Director on July 1st. During the last few weeks, I have had the opportunity of meeting in-person with colleagues from Vancouver Island. This includes the Inter-Cultural Center in Greater Victoria, the Central Vancouver Island Multicultural Center in Nanaimo, and I look forward to meeting colleagues at the Immigrant Welcome Centre in Cowichan. We will be convening again in late August in Nanaimo.

I am learning a great deal and really appreciate the wonderful support from the staff in Port McNeill, Courtney, and Campbell River. I would especially like to acknowledge the listening and guidance from the Board members of MISA during this transition time. I am privileged to be leading MISA at this particular time given its 30 year history, and in the global and Canadian context where immigration issues are at the forefront. I look forward to a rich journey!

Shams Alibhai
Executive Director



MISA'S BOARD OF DIRECTORS

Doug Preston, Chair
Gillian Normandin, Vice-Chair
Kevin John, Treasurer
Nina Baksh, Secretary
Lonni Baker, Director
Karen Evans, Director
Heather Clarke, Director

*Thank
you!*



Doug Preston



Gillian Normandin



Kevin John



Nina Baksh



Lonni Baker



Karen Evans



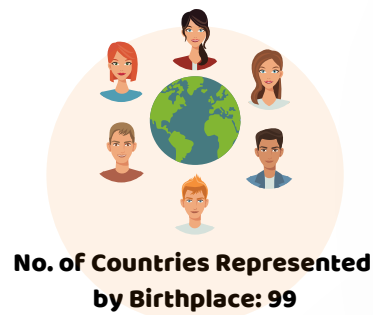
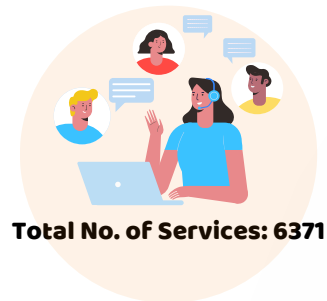
Heather Clarke

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, Temporary Residents under the Canada-Ukraine Authorization for Emergency Travel (CUAET) program, Provincial Nominees awaiting PR, International Mobility workers, and International Students with work permits. For a list of our services, see page 27.

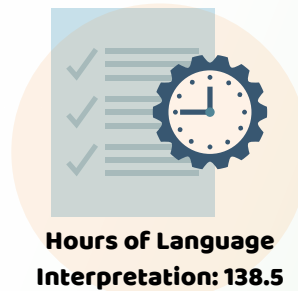


VITAL STATISTICS - SETTLEMENT



Top Ten Countries of Client Origin:

- 1 Philippines
- 2 Ukraine
- 3 Vietnam
- 4 China
- 5 India
- 6 South Korea
- 7 Great Britain
- 8 United States of America
- 9 Mexico
- 10 Syria



VITAL STATISTICS - VOLUNTEERS



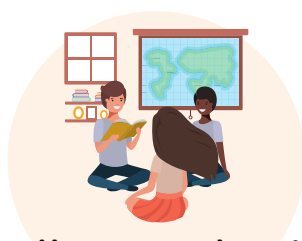
Volunteer hours: 1498



No. of volunteers: 46

VITAL STATISTICS - LINC

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.



Total language students: 147

Students in Comox Valley= 98

Students in Campbell River= 55

Students in North Island= 4

Language Classes: 20

(10 in CR, 10 in CV)

Language Assessments Provided:

55 in CR, 93 in CV

VITAL STATISTICS - Welcoming Communities Coalition

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. Highlights for the 2022/2023 year include:

- Community dialogues through our series of Listening Posts
- Newcomer Entrepreneur story series with Holding Heritage Cultural Co. and the Campbell River Mirror's People Project Magazine
- Story Walks during World Refugee Month with the Comox Valley Lifelong Learning Centre
- Launching the Immigrant Welcome Centre's Multicultural Swim Series with the Comox Valley Regional District
- A facilitated Anti-Racism Workshop for Workplaces in Campbell River and Comox Valley
- Welcoming Communities Connector event for newcomers at the Campbell River Art Gallery
- Developing an Inclusive Culture in the Workplace luncheon in partnership with the Comox Valley Chamber
- Creating connections and amplifying diverse communities during BC Multiculturalism Week
- Organizing the BCY LIP Coordinators Conference in Surrey
- Welcoming the North Vancouver Island Community of Practice as an anti-racism working group within the Coalition
- Hosting our first LIP Council meetings in Campbell River and Courtenay
- Hosting Community Forums in Campbell River and Courtenay
- Hosting the 2023 Collaboratory



Coalition members: 66

SOCIAL PROGRAMS

In 2022/2023, MISA delivered the following programming

- **Adult Integration Programming**
 - Book Clubs – 19 sessions
 - Conversation Groups – 19 sessions
 - Total of 51 participants
 - International Seniors' Group – 16 sessions
 - Total of 16 participants
- **Youth Integration Programming**
 - Meaningful Media-Youth Screenings
 - Delivered 2 virtual screenings
 - Total of 81 youth (18-25) and 5 volunteers participated
- **International Family Recreation**
 - Campbell River – Relaunched January 2023 - 3 sessions
 - Total of 50 participants
 - Comox Valley – Launched September 2022 - 7 sessions
 - Total of 75 participants
- **Community Access**
 - Diversity Award - 7 businesses nominated, 3 semi-finalist and 1 finalist
 - Winter Open House, 65 participants and 4 volunteers took part
 - MISA's 30th Anniversary Open House - 160 participants
 - Community Presentations - 90 people attended various community presentations
 - MISA website - 12,178 users
 - MISA's social media - 18,768 users

SOCIAL PROGRAMS

Overall Benefits

- Increased opportunities for people to have social interactions in a safe and healthy way, thus decreasing social isolation.
- Provided a safe space for difficult conversations to ensure a welcoming inclusive community for all people.
- Provided a venue to celebrate businesses that demonstrate an inclusive and welcome environment for all people.
- Increased awareness of community resources and services.
- Increased awareness of diversity and social issues within the communities.
- Increased literacy through reading articles/stories.
- Increased English speaking ability through having conversations on a variety of topics.
- The broader community benefits from having informed, integrated and invested newcomers and immigrants.



MISA'S COMMUNITY PARTNERS

Angel Tree Society
Campbell River Art Gallery
Campbell River Chamber of Commerce
Campbell River Family Services Society
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
City of Courtenay
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 Regional District Recreation Department
Comox Valley Transition Society
Comox Valley Ukrainian Cultural Society
Creative Employment Access Society
North Island College
North Island Employment Foundation Society
RBC Campbell River
School District 71
School District 72
Service BC Courtenay Office
Service Canada - Courtenay
Strathcona Regional District
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

MISA'S MEMBERS

Alex Jegier * Amanda Fortier * Angie Price * Arzeena Hamir * Betty Tate * Brenda Wagman * Cari McIntyre * Carol McCallum * Carole Moore * Chau Luong * Cheryl Belitsky * Ching Ho * Christian Ascher * Comox Valley Chamber of Commerce * Daniel & Gillian Nagle * Darien Duck * Debra Wilson * Diane Todd * Dianne Hawkins * Don Kosolofski * Doug Preston * Elaine Cruz * Geeta Grier * Gillian Normandin * Gina Forsyth * Heather Clarke * Heather Evans * Helen Qing Sun * Irene Fizzell * Janice Whaley * Jesteene Gatbonton Picar * Jonathan Kerr and Christy Wagner * Karen Berezon * Karen Evans * Kevin John * Layne Marshal * Linh Nguyen * Lonni Baker * Lorna Walker * Lucilla Girotto Bellosta * Maggie O'Sullivan * Mark Anthony Leocadio * Mary Mitchell * Mercedes Hayduk * Mitzi Ogasawara * Monica and Laurence Brown * Morgen Parkin * Mui Truong * Nadia Mallay * Nina Baksh * Nina Usherwood * Peggy Guenter * Rumbidzai Gavhure * Sarah Ravensbergen * Seny Salvador * Shelley Downey * Shirley Sabo * Vera Ronningen * Volunteer Campbell River * Wendy Burke * Wilhelmine Hoefgen * Xin Hui * Yiyang Lu * Yuan Yang *



MISA'S DONORS

We rely on government funding as well as the generous contributions by individuals and organizations in our community!

We support more than 1,000 clients from more than 90 countries of origin annually through settlement services, English language classes, employment support, community outreach, and more, and we could not do it without your support.

MISA deeply appreciates all our supporters and would particularly like to recognize the following donors:

Fred Tutt & Friends, in memory of Nong Chang
Gateway Casinos (Chances Campbell River)
Janet Richardson
Laura Bomback
Linh Nguyen
Lorna Walker
Lyle Carlstrom Professional Law Corporation
Marni Fisher
Mui Truong
Peter R. Higgs Law Corporation
Shelley Downey
Signature West
Stewart Carstairs Law Corporation
Unity Vancouver Island
Wendy Burke

*Thank
you!*

We also want to acknowledge Black Press Media, Heather Wilkinson, and Sobey's for their generous donation of goods and services.

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)

RBC Campbell River

“We acknowledge the financial support of the Province of British Columbia.”



WelcomeBC | ResilienceBC



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

CLIENT SERVICES

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

Languages Spoken by Staff:

- English
- Czech
- French
- Japanese
- Korean
- Mandarin
- Polish
- Russian
- Tagalog
- Ukrainian
- Vietnamese





“ I always felt very good with the people working in the office in Campbell River, they are very friendly.”

“ Service is great & efficient. I always recommend my fellow Filipinos to the Immigrant Welcome Centre and will continue to do so.”

“ Services have been exceptional.”

“ I'm happy with the services that is provided and I hope you continue to help others that are in need. More Power! ”

“ Received great help from Zenaida. Thank you very much.”

“ Your office provided good service. Ana Mena service is very professional.”

“ All the help was great and highly appreciated.”

“ I am very pleased with the service provided. Could not have filled out the citizenship application without practitioners assistance.”



“ I'm thankful there is IWC here in our town Courtenay. It is very essential and helpful.”

“ Zeny is so helpful and friendly and patient with all these details I would have been at a loss with.”

“ I received all the information I was looking for and was easy to understand.”

“ Very accurate details and information. Exceptional service.”

“ I was very impressed with the detailed knowledge of my service provider and how meticulous the service provider was in ensuring that my Canadian Passport application was filled out precisely as required. This also applied to the attachments required. Without your help I would most likely have filed at least one error, and that would have delayed the process and meant extra unnecessary work for all concerned.”

2022-2023 ACHIEVEMENTS



Celebrated MISA's 30th Anniversary with special events in each community.



Continued the expansion of the LINC program adding additional classes and instructors to offer a greater variety of class times and language levels to better meet the needs of our clients.



Re-established a Settlement Outreach Worker based in Port McNeill to better serve newcomers in the North Island.



Secured funding from RBC and launched the Workplace Language and Culture Hub, a higher level language class available in the evenings designed to support working newcomers to better understand the Canadian workplace and advance their careers.



Continued to grow Settlement services, adding additional settlement staff.



Conducted an extensive and successful recruitment campaign to engage a new Executive Director. Shams Alibhai started in June 2023 with the retirement of Jim Brennan.



Brought the Resilience BC Community Response Protocol into the North Island and established a local working group.

2022-2023 ACHIEVEMENTS



Conducted Anti-Racism workshops in Campbell River and Comox Valley leading to the establishment of a Community of Practice.



Began the expansion of the Welcoming Communities Coalition to the North Island reaching out to community partners in the region.



Partnered with School District 71 and Comox Valley Regional District to launch the Multicultural Family Swim Night. The success of this event led to the re-launch of the International Family Recreation Program in Campbell River with a similar format.

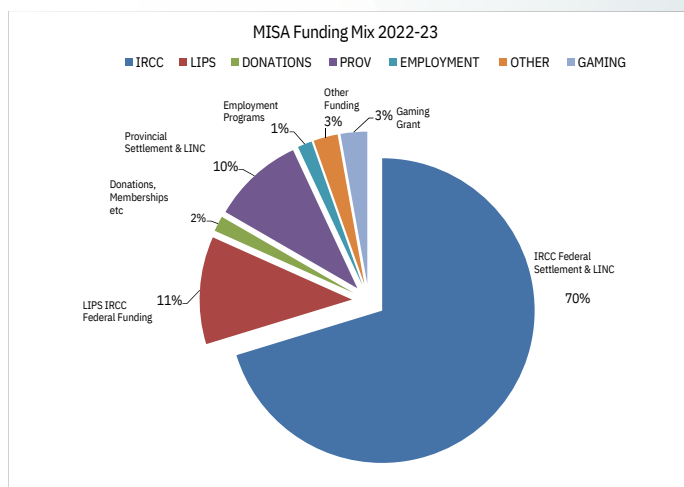
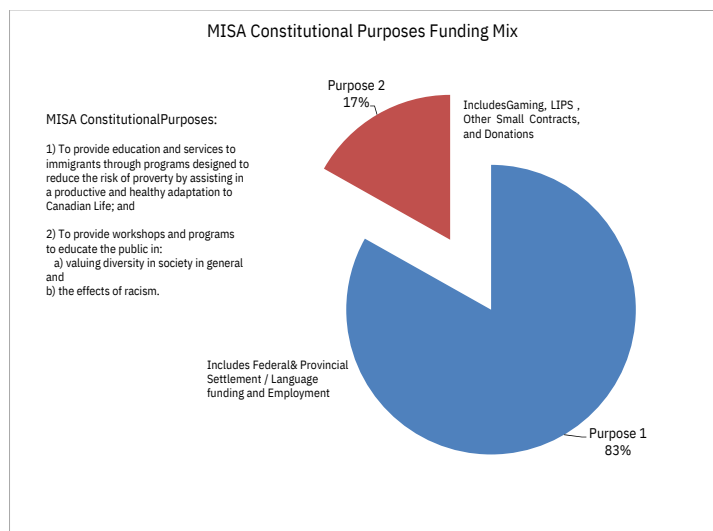
2022-2023 AWARD WINNERS

- Comox Valley Chamber of Commerce 2022 Diversity Award Winner:
Foxy Box Wax Bar
- MISA 2022 Ambassador Award Winners:
Layne Marshal & Andy Adams

Congratulations

2022-2023 FINANCIAL HIGHLIGHTS

Financial Statement		
Year ended March 31	2023	2022
REVENUES		
IRCC Federal Funding	\$1,572,247	\$1,072,099
Provincial Funding	\$222,904	\$152,198
Gaming Grant	\$54,245	\$45,201
Employment & Other Funding	\$44,535	\$59,947
Donations & Memberships	\$28,882	\$6,979
Interest	\$6,897	\$5,447
Total Revenue	\$1,929,710	\$1,341,871
EXPENSES		
Amortization of property & equipment	\$35,437	\$16,114
Personnel	\$1,415,698	\$1,021,821
Office and general	\$65,684	\$47,562
Occupancy	\$165,259	\$133,783
Client services	\$73,057	\$56,659
Total Expenditures	\$1,755,135	\$1,275,939
Excess of revenues over expenditures	\$174,575	\$65,932
Net Assets, beginning of the year	\$527,673	\$461,741
Net Assets, end of year	\$702,248	\$527,673



HISTORY HIGHLIGHTS



CLIENT SUCCESS STORIES



"The settlement practitioners were very interested in my rather complicated case, and looked into it carefully for me. They did assist me through the procedures, however. That was a relief! Now I am a three-times citizen! Primarily of the UK, secondly of the Ka:'yu:'k't'h'/Che:k'tles7et'h' First Nations, and now of Canada."

Read Ann's story:

ImmigrantWelcome.ca/a-long-road-to-citizenship



"With our stable jobs, we are now able to provide financial support to our family. Our son graduated from high school in June 2022. All of these have happened because of all the support we had received from our employers, friends, IWC, and the community."

Read Dahlia's story:

ImmigrantWelcome.ca/the-iwc-is-my-saving-grace



"I am so glad I got to know the IWC when I came to Campbell River for the first time. I have received so much support from them, especially when I needed the right guidance to settle down in this community. IWC has been my beacon in the dark."

Read Mavis' story:

ImmigrantWelcome.ca/from-client-to-employee

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, social media and website!

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

Website: www.ImmigrantWelcome.ca

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

Instagram: [immigrantwelcomecentre](https://www.instagram.com/immigrantwelcomecentre)



Thank you for supporting our community!