Established in 1979, the Association for New Canadians is a non-profit, community based organization dedicated to the provision of settlement and integration services for immigrants and refugees. For over 30 years, the organization has gained valuable expertise and developed substantial infrastructure and resources to support a wide array of programming.
The Association’s mandate is to empower newcomers with the skills, knowledge, and information necessary to become independent, contributing members of the community and country. More specifically, the organization’s objectives include:

**PROVIDING SETTLEMENT SERVICES TO IMMIGRANTS AND REFUGEES;**

**FACILITATING THE SUCCESSFUL INTEGRATION OF IMMIGRANTS AND REFUGEES INTO CANADA;**

**AND,**

**FOSTERING UNDERSTANDING, AWARENESS, AND INCLUSION THROUGH A VARIETY OF COMMUNITY EDUCATION AND VOLUNTEER PROGRAMS.**

The Association provides a full range of services from the newcomer’s point of arrival through to self-reliant living. All programs and services offered by the Association are designed to meet the unique needs of its clientele. In this regard, the Association provides clients with access to a diverse array of programs and services that support settlement, inclusion and integration, combat barriers to access, facilitate labour market attachment, and promote public awareness and cross-cultural sensitivity.
With the support of 50+ dedicated and experienced employees and over 125 volunteers, the Association continues to deliver the following programs on behalf of various federal and provincial partners:

RESETTLEMENT ASSISTANCE PROGRAM (RAP)
SETTLEMENT, ORIENTATION, AND INTEGRATION PROGRAM
LANGUAGE TRAINING AND ASSESSMENT PROGRAM
SETTLEMENT WORKERS IN THE SCHOOLS (SWIS) PROGRAM
SUPPORT SERVICES (CHILDMINDING SPACE/DAYCARE, TRANSPORTATION, INTERPRETATION/TRANSLATION)
VOLUNTEER CONNECTIONS PROGRAM
AXIS EMPLOYMENT PROGRAM
TARGETED PROGRAMMING FOR WOMEN, MEN, CHILDREN, AND YOUTH
CULTURAL AWARENESS/PUBLIC EDUCATION/RESEARCH ACTIVITIES
In recent years, the Association has seen its client base change significantly and, as such, the Association continually updates its programming to correspond with emerging needs. On an annual basis, the Association provides services to approximately 155 newly-arrived Government Assisted Refugees as well as to approximately 400 landed immigrants who continue to reside in the province. In addition, the Association also provides services to those newcomers who have arrived in Canada under other immigration categories such as family class, business class, provincial nominee, etc.

MISSION
The mission of the Association for New Canadians is to settle and integrate newcomers, and empower them with the skills, knowledge and information necessary to become independent, contributing members of the community and country.

VISION
The Province of Newfoundland and Labrador is a welcoming community where newcomers can easily integrate into the social and economic fabric, where their contributions are recognized by the greater population, and where they feel comfortable settling for an extended period.

VALUES
As an organization, we value inclusiveness, respect for others, dignity, integrity, empowerment, independence, and equality. We hold ourselves accountable to our clients, funders, and employees by honoring our commitments, striving for the highest quality of service, and fostering community awareness on the benefits of immigration.
We would like to extend our sincerest thanks to the many volunteers, staff, community and government partners who have contributed to another productive year at the Association for New Canadians. It has been a great privilege to work alongside so many dedicated and capable individuals, whose passion and enthusiasm have been instrumental to the agency’s success.

2013-14 marked a true milestone for the Association for New Canadians with the retirement of long time Executive Director, Bridget Foster. Bridget led the ANC for over 34 years, and her tremendous commitment and dedication was paramount to the ANC’s success and growth. We would like to sincerely thank her for the invaluable contributions she has made to the organization, as well as for the impact she has had on the lives of newcomers throughout the province. Bridget’s commitment to the immigrant population has been unparalleled and, in recognition of her significant contribution to the settlement sector in the province, was invested as a member of the Order of Newfoundland and Labrador in February 2014.

A highlight of the past year was the CBC St. John’s Morning Show’s live broadcast from the Association’s ESL Training Centre, which featured conversations with both newcomers and ANC staff, as well as performances by the New Canadian Voices Choir. This was a wonderful opportunity to not only showcase diverse cultures, but to raise the organization’s profile across the province. Another key highlight was the establishment of a Local Immigration Partnership (LIP). This partnership with the City of St. John’s is a community-wide, multi-sectoral partnership that aims to strengthen the community’s capacity to welcome newcomers.

With the support of dedicated employees and committed volunteers, the Association for New Canadians has been a leader in immigrant settlement and integration service delivery for 35 years. We are confident that the agency will continue to provide exceptional programming and services to meet the emerging needs of newcomers as they settle and integrate into our province.
Settlement, Orientation & Integration
The Association for New Canadians is committed to providing quality settlement programs and services for Government Assisted Refugees, Privately Sponsored Refugees, as well as other Permanent Residents. Delivery of these programs and services begins at the point of arrival and continues throughout all stages of the settlement process.

RESETTLEMENT ASSISTANCE PROGRAM
The Resettlement Assistance Program (RAP) provides essential services, information and assistance to Convention Refugees Abroad and members of the Humanitarian Protected Persons Abroad classes who are admitted to Canada as Government Assisted Refugees. Upon arrival in St. John’s, Government Assisted Refugees are met by a Settlement Counsellor and Interpreter and are provided with temporary accommodations at the Association’s Reception House. As part of this program, newcomers participate in an orientation process that provides important information about living in Canada, including relevant federal and provincial programs, financial issues, laws, rights and responsibilities, health and wellness, employment, among other topics. In 2013-14, the Association provided these services to 138 Government Assisted Refugees from 9 countries.

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Settlement Services

Following RAP, the Association delivers a wide range of programs and services designed to ensure a successful settlement and integration experience for all newcomers in Newfoundland and Labrador. All initiatives under the Association’s Settlement, Orientation, and Integration Program are designed to help newcomers adapt, settle, and integrate into Canadian society. These include:

**INFORMATION, REFERRAL AND ORIENTATION**

During the initial settlement process, newcomers are provided with essential information on the programs and services offered by the Association for New Canadians, as well as referrals to other organizations as required. Orientation sessions are delivered on a variety of topics ranging from banking, taxation, daycare, the provincial school system, shopping, and budgeting, to climate, clothing, food preparation, safety, law, and the roles and responsibilities of landlords and tenants. During the next 12 months, Settlement Counsellors provide continued assistance, and conduct follow-up information and orientation sessions (individual or group) in order to ensure that newcomers have the knowledge required to successfully integrate into Canadian society. In 2013-14, a total of 272 participants took part in orientation sessions.

**INTERPRETATION AND TRANSLATION**

Interpretation and translation services are provided during the early stages of settlement to help ensure that newcomers receive consistent, accurate, and culturally sensitive settlement information and support. In 2013-14, 126 clients accessed interpretation services under the Settlement, Orientation and Integration Program.

**ONE ON ONE SUPPORTIVE COUNSELLING/CRISIS INTERVENTION**

This service is delivered based on client need and, while outcomes are unique to each client, all counselling is conducted using a solution focused empowerment framework. These sessions can be ongoing (i.e. bi-weekly scheduled appointments) or on a drop in basis. The types of topics most often covered in these sessions include stress management, reunification challenges, coping, adjustment, well-being, mental health, self-care, financial issues, as well as couple and family functioning. During 2013-14, 56 clients accessed these services.

**GATEWAY INITIATIVE**

The Gateway Initiative is a partnership between Memorial University’s School of Medicine and the Association for New Canadians. Medical student volunteers, under the supervision of a Lead Physician and a Public Health Nurse, conduct interviews and physical screenings with refugee participants to develop written medical histories that can be shared with the participant’s family doctor. The Initiative offers a positive introduction into the Canadian health care system, matches participants with family doctors as needed, and helps support the work of the Settlement Team. The program also gives medical students the opportunity to develop their skills with regard to working with newcomers, cross-cultural medicine, and conducting preliminary screenings (dental, vision, hearing). A total of 95 newcomers participated in the Gateway Program during the 2013-14 fiscal year.
EDUCATION AND SUPPORT FOR EMPLOYMENT (EASE)
The Education and Support for Employment (EASE) Program provides lower-level ESL learners with workplace language training, employment information, and job search skills in order to facilitate future labour market attachment and community integration. Newcomers participate in the program through in-class instruction as well as one-on-one employment counseling. This program has been a tremendous success with over 85% of one-on-one students obtaining and maintaining successful employment. A total of 228 newcomers participated in the EASE Program during the 2013-14 fiscal year, including 75 one-on-one sessions.

MULTICULTURAL FAMILY SPORTS DAY
The Association for New Canadians hosted its inaugural Multicultural Family Sports Day on June 27th, 2013, in order to coincide with Canadian Multiculturalism Day. The event provided an opportunity for individuals and families from a variety of cultural backgrounds to participate in a day-long intercultural awareness event designed to promote and foster diversity, inclusion, and teamwork. The event was a great success, bringing together over 250 event participants throughout the day.
In November 2013, the ANC hosted its 7\textsuperscript{th} annual Health Fair at the St. Pius X Parish Hall. The Health Fair engages community partners and service providers who offer clients information and resources on all aspects of health, wellness, fitness, and lifestyle. The Health Fair provides an opportunity for newcomers to connect with these resources and get valuable health-related information in a safe and familiar environment. The event was a tremendous success, with over 125 participants and 27 guests/presenters in attendance throughout the day.
DID YOU KNOW...
The Association for New Canadians hosted a Soup for Syria Fundraiser at the ESL Training Centre in St. John’s to raise funds for the UNHCR. On June 20, 2013, students and staff prepared and sold soup to fellow students, staff and guests. Over $500 was raised to help the UNHCR to provide protection and other forms of relief aid for Syrian refugees.
Language Training & Assessment
For over 25 years, the Association for New Canadians has been delivering a comprehensive English as a Second Language Program for Government Assisted Refugees (GARs) and other Permanent Residents. The ESL Training and Assessment Program is delivered in accordance with nationally established standards and is designed to assist adult learners in acquiring the language skills necessary to successfully settle in Canada. The Association’s ESL Training Centre offers assessment and referral services, as well as English as a Second Language classes ranging from Pre-Benchmark levels to Canadian Language Benchmark Level 6. In addition, all classes participate in weekly computer lab sessions utilizing CALL (Computer Assisted Language Learning) software. As part of the Association’s coordinated approach to service delivery, this program provides access to a variety of programs and services which aim to provide newcomers with the information, language skills and supports needed to successfully settle into Canadian society. In 2013-14, 307 clients participated in ESL training as part of the Association’s English as a Second Language Program, of which 147 were new learners.

**ASSESSMENT AND REFERRAL**

The Association operates the only Canadian Language Benchmarks (CLB) Assessment Centre in the province and currently has 10 CLB trained assessors on staff. All assessors are ESL Instructors with considerable experience and expertise in second language assessment and acquisition. The assessment process represents the first step in the continuum of services at the ESL Training Centre, and is the basis for placement in language training, employment related training or referral to other agencies such as Memorial University. During 2013-14, 162 clients were assessed and placed.

**OUTREACH TUTOR PROGRAM**

The Outreach Tutor Program provides 50 hours of one-on-one ESL training to eligible newcomers and their families residing outside the St. John’s Census Metropolitan Area. Referrals to this service are made by the Department of Citizenship and Immigration, the Physician Recruitment Office, the Provincial Nominee Program, as well as sponsoring groups or individuals. A total of 29 individuals participated in the Outreach Tutor Program in 2013-14.
CHILD CARE SERVICES
In order to support newcomer families who wish to access language training, the Association offers childcare services through the Care for Newcomer Children (CNC) Centre (for children ages 12 - 36 months) as well as the International Friends Daycare (for children ages 24-69 months) on-site at the ESL Training Centre. These programs are offered without cost, allow parents of young children to participate in the ESL Training and Assessment Program, and help prepare and support newcomer children as they transition into the provincial school system. In 2013-14, a total of 45 children were enrolled in the program (18 in CNC and 27 in Daycare).

TRANSPORTATION
The Association provides transportation to and from language classes for Government Assisted Refugees and other individuals with a demonstrated need. In 2012-13, 278 full-time students attending classes at the ESL Training Centre availed of daily transportation services.

ITINERANT TEACHER PROGRAM
The Itinerant Teacher Program provides ESL support to clients who are unable to access language training due to issues related to waitlists, priority seating, and childcare. The Itinerant Teacher meets weekly with students in their homes in order to ensure these individuals receive appropriate language training and supports. Curriculum is tailored to meet individual student needs, and is based on the Canadian Language Benchmarks. In 2013-14, the Itinerant Teacher provided support to 16 individuals, representing 312 total hours of support.

LINC HOME STUDY
The LINC Home Study Program is delivered to LINC-eligible clients who wish to improve their listening, speaking, reading, and writing skills in English. This self-paced course of study follows the Canadian Language Benchmarks outcomes, and is offered both online and through correspondence. In addition, all participants are provided with a weekly half-hour facilitation session with a TESL-certified instructor. A total of 22 individuals participated in this program in 2013-14.

ESL EVENING CLASS
Currently in its sixth year of delivery, the Association’s Evening ESL Classes are offered one evening per week at the ESL Training Centre in St. John’s. These classes provide newcomers who are unable or ineligible to attend daytime ESL classes with programming that helps facilitate English language acquisition. Classes include Beginner, Intermediate, and Advanced ESL, as well as Pronunciation. Depending on the need and English proficiency of clients, different programming is offered on a per-semester basis. A total of 81 individuals participated in Evening Classes throughout 2013-14.
AT A GLANCE – CBC RADIO AT THE ANC
The CBC Radio St. John’s Morning Show broadcasted live from the Association for New Canadians’ ESL Training Centre on Friday, September 27, 2013. The show featured live performances by the New Canadian Voices Choir, as well as interviews with clients and staff. Following the Morning Show, CBC’s Radio Noon, hosted by John Furlong, featured an in-depth interview with Executive Director Bridget Foster, Director of Programs and Operations Megan Morris, Director of Language Services Frank Gough, and AXIS Employment Development Manager Sherry Abbott.
DID YOU KNOW...

The Association held several sessions with the Government of Newfoundland and Labrador’s Office of Public Engagement in order to help inform the Provincial Population Growth Strategy. These workshops, held throughout the province, are an effort by government to engage with the people of Newfoundland and Labrador in the discussion on how best to grow our population. Over 25 newcomers and 10 staff members participated in these focus groups, providing valuable input and feedback.
Employment Services
The AXIS Career Services collaborative delivery model, which includes Skills Development/Advanced Language Training, Employer Engagement, and Collaborative Partnerships, brings together employers, regulatory bodies, certification bodies, post-secondary institutions, all levels of government, and the community at large.

AXIS Career Services works with all categories of immigrants eligible to work in Canada including Permanent Residents, Government Assisted Refugees, International Students, Provincial Nominees, as well as International Medical Graduates/Health Care Professionals and their families. This wide-range of clients have diverse skills and experiences, requiring individualized attention to successfully integrate into the Canadian workplace. From April 2013 to March 2014, more than 500 Job Seekers received assistance from the AXIS Team and 400 clients successfully obtained employment in Newfoundland and Labrador.

ESAT – EMPLOYABILITY SKILLS ASSESSMENT TOOL
Building on AXIS’ connections and work with CAPLA (Canadian Association for Prior Learning Assessment), AXIS was invited by Futureworx to participate in a one year project to pilot the Employability Skills Assessment Tool (ESAT) with select AXIS clients. The ESAT is designed to help assess and develop the employability skills of learners and provides a quantitative way of assessing motivation, attitude, accountability, time management, stress management, presentation, teamwork, adaptability and confidence. In 2013-14, 30 AXIS clients completed their assessments and received individualized feedback from the AXIS Team. Clients have been very receptive to the tool, stating that the assessment has helped them identify weaknesses and shown them the areas where they can develop. Most participants agree that the tool also helped increase their confidence in being able to describe their strengths and abilities to employers.

SPEED TO SUCCEED
In order to more effectively connect clients to employers in specific, high-demand sectors and to familiarize employers with AXIS’ programs and services, AXIS developed an employer – job seeker networking event entitled “Speed to Succeed.” Following a short presentation and question and answer period, employers meet with clients individually for introductory “Speed Interviews.” In 2013-14, AXIS hosted six Speed to Succeed events. Building on the success of these events, it is anticipated that “Speed to Succeed” will become a regular networking event at AXIS.

CAREER ESSENTIALS E-LEARNING PROGRAM DEVELOPMENT
In April 2013, AXIS began a multi-year project, funded by Citizenship and Immigration Canada (CIC), to develop a Career Essentials e-Learning program. Directly supported by the Skills Matching Database and the e-Employment/Career Counselling initiative, e-Career Essentials will provide immigrants with easy and equal access to customized, inclusive training opportunities which will assist them in preparing for today’s competitive marketplace.

FINANCIAL LITERACY
AXIS continues to partner with Social and Enterprise Development Innovations (SEDI) and the Canadian Centre for Financial Literacy to offer Financial Literacy Training for newcomers. From April 2013 to March 2014, 50 AXIS clients completed nine Financial Literacy Training modules which are embedded into the Job Ready – Essential Skills for Today’s Workplace and Career Connections programs.

ESLT PARTICIPANTS VISIT PETROFORMA RESERVOIR TESTING SOLUTIONS
On November 6, 2013, participants of the Energy Sector Language Training (ESLT) program at AXIS visited Petroforma Incorporated, a full service reservoir testing laboratory located in the port of St. John’s. Founded in 2008, Petroforma provides offshore sampling and onshore analytical and field services to the oil and gas, mining, and environmental industries. The owner has been an active supporter of AXIS Career Services. In addition to opening his facility’s doors to our ESLT class, he has delivered presentations to our clients, and hosted three successful internships through AXIS’ Internship Placement Program – all of which led to full-time careers for these individuals.
AT A GLANCE – CAPLA FALL FOCUS WORKSHOP

From November 17 – 19, 2013, members of the AXIS Team participated in the Canadian Association for Prior Learning Assessment (CAPLA) Fall Focus Workshop in Toronto, ON. Entitled “The Currency of Competencies-Revival, Rewards and Risks”, this conference explored the systemic and practical implications of moving to a competency-based education/training and regulatory system and its implications for assessment practices and labour force development. AXIS participated in two (2) pre-conference workshops entitled “Exploring Competencies for Quality RPL Practice” and “The Power of ePortfolios”. The Director of Career Services also led a Focus Group Presentation – “Preparing Meaningful RPL Messaging for Immigrants Coming to Canada.”
DID YOU KNOW...
...that AXIS has expanded its Business Development Supports program to offer business growth super-sessions and professional mentorships for new entrepreneurs?

...that AXIS is a bronze partner with BioTalent Canada?

...that AXIS’ Workplace Liaison is an Ambassador with the St. John’s Board of Trade?

...that Job Seekers from 136 countries visited www.AXIScareers.net in 2013-14?
Volunteer Connections Program
Since its inception, the Association for New Canadians’ Volunteer Connections Program has helped Refugees, Permanent Residents, and Protected Persons adapt to life in Canada by matching them with community volunteers. Volunteers help newcomers settle in Canada by providing assistance in learning English, social and cultural orientation, and much more. During the 2013-14 fiscal year, the Volunteer Connections Team delivered the following:

NEWCOMER MATCHES
This program matches permanent residents with community volunteers who help them adjust to life in Canada. Volunteers help newcomers overcome the stress of moving to a new country, practice English or French, learn about available services, develop work contacts, and actively participate in the community. In 2013-14, 23 matches were made as part of this initiative.

ESL CONVERSATION CIRCLE
ESL Conversation Circles are designed to provide newcomers in CLB Levels 1 to 6 with the opportunity to learn and practice their English in a group setting. These sessions also provide ESL learners with the opportunity to talk with Canadian-born speakers on a variety of topics in a friendly and relaxed environment. In 2013-14, there were 43 Conversation Circles delivered with over 400 participants.

AFTER SCHOOL PROGRAM
Volunteers can assist newcomer youth to improve their language, academic and social skills through dedicated instruction and homework support, one day per week, at two schools in the St. John’s CMA. This program also promotes civic engagement and community integration through participation in extra-curricular activities. In 2013-14, 6 volunteers were placed in the After School Program.

ESL TUTORING
ESL Training Centre Volunteer Program—Delivered at the Association for New Canadians’ ESL Training Centre, this program matches volunteers who assist adult newcomers in acquiring and improving English language skills. Under the guidance of an ESL instructor, volunteers are matched with clients in order to provide them with additional assistance in a classroom setting. As part of this program, volunteer tutors also provide individualized, one-on-one ESL supports to clients. In 2013-14, 30 volunteers were placed at the ESL Training Centre as part of this initiative.

ESL Tutor Program—The Volunteer Connections’ ESL Tutor Program provides newcomer clients with additional supports outside of the ESL Training Centre setting. Volunteer tutors are matched with newcomer adults who require one-on-one assistance with English comprehension at the beginner, intermediate and advanced levels, as well as pronunciation and accent reduction. In 2013-14, 14 volunteers were placed with clients as part of the ESL Tutor Program.

Academic Tutor Program—Volunteer Connections’ academic tutors provide homework assistance and support for exam preparation to English as a Second Language students enrolled in elementary, junior high, and high school students throughout the St. John’s Census Metropolitan Area. In 2013-14, 28 volunteers were placed with newcomer children and youth as part of the Academic Tutor Program.

READING BUDDIES
The Volunteer Connections’ Reading Buddies Program is a biweekly initiative that matches higher level ESL students with lower level classes for the purpose of providing reading assistance. This program encourages low level learners to read, offers a supportive environment to develop strong literacy skills, helps improve pronunciation, and assists with the development of mentorship skills in higher level students. The Volunteer Connections Team hosted 16 Reading Buddies sessions throughout 2013-14.
COMMUNITY PRESENTATIONS
The Volunteer Connections Team develops and delivers numerous presentations to various community groups throughout the year. In 2013-14, the Volunteer Connections Team offered the following information sessions:
— “Communicating with ESL Learners” workshop that was delivered to students enrolled in Education 2040 at Memorial University
— “Benefits of Volunteering” workshop that was delivered to LINC Level 4 students at the ESL Training Centre
— “Volunteer Opportunities at the Association for New Canadians” workshop that was delivered to students enrolled in Social Work 1710 at Memorial University
— “Communicating with ESL Learners” workshop that was delivered to volunteers at the Bethesda Conversation Café Program

VOLUNTEER WORKSHOPS
Throughout the year, the Volunteer Connections Team offers volunteer resource workshops in order to complement the training and support to strengthen interested volunteers’ understanding of newcomer challenges and provide a venue for further discussion and feedback. From April 2013 to March 2014, workshops delivered included:

Teaching the Beginner ESL Learner: This workshop was delivered by two Instructors from the ESL Training Centre who spoke to volunteers about effective teaching methods, tips and techniques, and useful resources to use with newcomer adult clients.

Tutoring Primary/Elementary ESL Students: The Volunteer Connections Team hosted a workshop for ten volunteers on strategies and best practices when tutoring primary and elementary ESL students. The workshop was facilitated by Tina Rowe, a primary/elementary ESL teacher in St. John’s, who shared her advice, suggestions, and experience with participants.
AT A GLANCE – COMMUNITY CONNECTIONS FAIR
In March 2014, Volunteer Connections organized its first annual Community Connections Fair for clients of the Association for New Canadians. This community engagement activity provided a means for newcomers to establish local contacts, learn about resources, services, and volunteer opportunities in the community, as well as to explore future careers.
DID YOU KNOW...

In May 2013, the Association for New Canadians hosted the province’s first Institute for Canadian Citizenship (ICC) Citizenship Ceremony at the ESL Training Centre. The ICC was founded in 2010 by the Right Honourable Adrienne Clarkson and aspires to engage all Canadians in active citizenship and ensure new citizens feel welcomed and included. Hosting this ceremony at the ANC provided current students and clients the opportunity to celebrate with their peers as they took the oath of Citizenship to become new Canadians.
Diversity Training Initiative
Given the Association’s responsibility in the resettlement of refugees and immigrants, the organization is committed to capacity building and raising awareness of diversity and cross-cultural understanding across Newfoundland and Labrador. The Diversity Training Initiative provides an excellent opportunity to address issues and policies that impact upon newcomer inclusion and integration, while allowing the Association to promote the value of diversity, multiculturalism, and cross-cultural awareness within the province’s business, academic, government, and community sectors. Diversity Training Workshops explore a number of cultural sensitivity concepts including the newcomer experience, culture shock, the integration process, stereotypes, respect, inclusion, human rights, discrimination and accommodation in the workplace, as well as strategies on how to develop a Diversity Action Plan.

From April 2013 to March 2014, 129 Diversity Training workshops were presented across Newfoundland to interested groups including government departments, schools, private businesses, and non-profit organizations, reaching almost 5000 participants.

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**AT A GLANCE - DIVERSITY WORKPLACES**

“It is critically important for Law Enforcement Agencies, in particular, to be culturally sensitive; to have greater awareness of the customs, traditions and beliefs of persons with diverse backgrounds. This will enable police to provide better assistance to New Canadians as they work to establish their new homes and become members of the community.”

J. F. BROWNE
CHIEF OF POLICE
ROYAL NEWFOUNDLAND CONSTABULARY

“Given the need to address demographic challenges in the labour market of Newfoundland and Labrador, the diversity training sessions are extremely relevant to our business climate…… I would recommend this (training) to any organization seeking to attract newcomers to their workplace and client base.”

WENDY PARSONS
DISTRICT PEOPLE MANAGER
WALMART
SETTLEMENT OUTREACH PROGRAM
The Settlement Outreach Program aims to build a foundation to support newcomers across the province and to promote the programs and services offered by the ANC. The Outreach Team have organized information sessions and public meetings to inform Newfoundland and Labradoreans about current outreach services, promote the programs and services of the ANC as well as to gain feedback about the needs of newcomers living outside the St. John’s area. This information, paired with discussions regarding diversity, is of significant interest to newcomers, employers, and community agencies. In late October, the Settlement Outreach Coordinator, Diversity Training Officer, and Settlement Worker in the Schools Counselor delivered five presentations across the province including, for example, the Town of Gander, the College of the North Atlantic (Grand Falls) and its community partners, Memorial University Grenfell College International Student Association and Greater Corner Brook Board of Trade. In 2013-14, 10 Outreach Presentations were delivered to 259 individuals residing in communities outside the St. John’s area. In addition, the Outreach Team hosted 4 booths which reached approximately 600 individuals. In order to promote the programs and services offered by the Association, the Settlement Outreach Coordinator also contacted over 80 groups inside and outside the Avalon.

ANC GLOBAL TOUR
In honour of Canadian Multiculturalism Week 2014, the Association for New Canadians hosted an “ANC Global Tour” event on Friday, March 21st, 2014. For this public event, ANC students created a series of information booths showcasing their particular culture and/or country of origin. Booths included historical and cultural information, art, flags, music, and food. A talent show featured dance routines, clothing/fashion show, traditional music and instruments, and singing. The event exhibited the diversity of cultures represented throughout the St. John’s CMA and helped celebrate our unique differences and traditions. Over 250 individuals participated in the event throughout the day.
The United Way of Newfoundland and Labrador held a cheque presentation ceremony at the Association for New Canadians’ ESL Training Centre on November 13, 2013. Several funders and funding recipients were in attendance, including the Association for New Canadians, which received support from the United Way to deliver its Diversity Training Initiative.
Settlement Workers in the Schools Program
The Settlement Workers in the Schools (SWIS) program assists refugee and immigrant youth and their families as they transition into their new community and school environment. The SWIS Team helps to facilitate the orientation and registration process for newcomer parents and their children, conducts regular school and home visits, arranges interpretation services as required, and makes referrals to various programs and services available both in the school system and in the community. In 2013-14, over 300 immigrant children, youth and their families received support from the SWIS Team in the following 25 schools throughout the St. John’s CMA:

BEACONSFIELD JUNIOR HIGH SCHOOL  MACDONALD DRIVE JUNIOR HIGH SCHOOL
BISHOP ABRAHAM ELEMENTARY  MACDONALD DRIVE ELEMENTARY
BISHOPS COLLEGE HIGH SCHOOL  PARADISE ELEMENTARY
BOOTH MEMORIAL HIGH SCHOOL  RENNIE’S RIVER ELEMENTARY
BROTHER RICE JUNIOR HIGH SCHOOL  ST. ANDREW’S ELEMENTARY
COWAN HEIGHTS ELEMENTARY  ST. MARY’S ELEMENTARY
GONZAGA HIGH SCHOOL  ST. MATTHEW’S ELEMENTARY
HAZELWOOD ELEMENTARY  ST. PAUL’S JUNIOR HIGH SCHOOL
HOLY CROSS ELEMENTARY  ST. TERESA’S SCHOOL
HOLY CROSS JUNIOR HIGH SCHOOL  VANIER ELEMENTARY
HOLY HEART OF MARY HIGH SCHOOL  VIRGINIA PARK ELEMENTARY
LARKHALL ACADEMY  LEARY’S BROOK JUNIOR HIGH SCHOOL

AFTER SCHOOL PROGRAM FOR IMMIGRANT AND REFUGEE YOUTH
The After School Program for Immigrant and Refugee Youth is delivered at Holy Heart of Mary Regional High School and provides newcomer youth with instructor-, peer- and volunteer-based classroom assistance one day a week. Established in 2007, the After School Program is designed to provide high-need refugee and immigrant youth with programming to help strengthen their academic competencies, as well as to promote community integration through participation in classroom and extra-curricular activities. In 2013-14, an average of 20 students per week participated in the program.

HOMEWORK CLUB
Delivered on a weekly basis at St. Andrew’s Elementary and Virginia Park Elementary Schools, Homework Clubs assist newcomer children who are studying English as a Second Language, who may be experiencing academic difficulties or require additional homework supports. This program aims to support newcomer students through linguistic-focused academic activities, group work, guest speakers, and extracurricular activities. In 2013-14, an average of 18 students participated in the program each week.

YOUTH GROUP
The Association’s Youth Group aims to ease the social transition of newcomer youth into Canadian society, assist language acquisition, promote skills development, and to increase their sense of empowerment and community engagement. Events are held on a monthly basis and are designed to engage youth in activities that help facilitate their inclusion and integration process. In 2013-14, an average of 25 participants attended each session.
INTERNATIONAL CLUB
International Club is offered at six schools throughout St. John’s. The Club’s interactive activities help increase cross-cultural awareness among newcomer and Canadian-born students. In 2013-14, the Club met once a week at Brother Rice Junior High School and at Holy Heart of Mary High School with an attendance of 15 - 20 participants per session. Monthly International Friendship Clubs also took place at Rennie’s River Elementary, Hazelwood Elementary, MacDonald Drive Elementary, and Holy Cross Junior High. Each of these clubs sees an attendance of approximately 10 students from countries such as Nepal, Bhutan, Ethiopia, Liberia, and Serbia. Activities are based around various cultural holidays and events, and include games and activities to promote cross-cultural awareness and diversity.

SUMMER PROGRAM FOR NEWCOMER CHILDREN
The Summer Program for Newcomer Children is an eight week educational and recreational program designed for children of refugee parents attending the ANC’s ESL Training Centre. Coordinated by the SWIS Team, the program is delivered over the duration of the summer, allowing parents to continue with their language training while their children are on summer holidays from school. The Summer Program Team facilitates various activities, including games, crafts, science activities and fieldtrips, in order to provide newcomer children with an enriched environment to support language and social skills development. During the Summer of 2013, the program served 26 children ranging in age from 5 to 12. The participants’ countries of origin included Nepal/Bhutan, Congo, Cuba, Eritrea, Ethiopia, Libya, Palestine, Sudan, Uganda, and Uzbekistan.
AT A GLANCE – YOUTH HEALTH FAIR
The Youth Health Fair was held at Holy Heart of Mary Regional High School in order to provide health and wellness education to newcomer youth in St. John’s. This information is integral to refugee youth as the spectrum of health care education can vary greatly from culture to culture. Newcomer students from both Holy Heart of Mary High School and Brother Rice Junior High School attended the event and were provided with healthy snacks, health products, and educational resources.
Did you know...
During Spring Break 2013, the SWIS Team hosted its first Spring Camp, which was facilitated by the SWIS Team with the assistance of ANC volunteers. This camp provided newcomer children with the opportunity to enhance their English language skills through participation in educational and extracurricular activities. The camp was a great success, with over 20 children participating.
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