



ANNUAL REPORT 2012-2013



ANCO
ASSOCIATION FOR NEW CANADIANS
722-9680

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 settlement and integration programs and 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 has successfully planned, developed, and delivered 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, TOLL-FREE HELPLINE, 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.

MESSAGE FROM THE PRESIDENT



On behalf of the Board of Directors, I would like to thank the many volunteers, staff, and partners who have helped ensure another successful and productive year for the Association for New Canadians. It has been a pleasure to serve as President of the Board and I would like to thank my fellow directors who have generously contributed their time throughout the year.

During the past year, the Association for New Canadians continued to fulfil its mandate of helping immigrants to resettle in the province. 2012 was marked by a visit from the Honourable Jason Kenney, Minister of Citizenship, Immigration and Multiculturalism who presented Bridget Foster with the prestigious Paul Yuzyk Award for Multiculturalism. Bridget was honoured in the Lifetime Achievement category for her ongoing dedication to promoting a strong multicultural society. This national award, which is accompanied by a \$20,000 grant, recognizes Canadians who have made exceptional contributions to multiculturalism and the integration of newcomers. For her substantial contribution to immigration on the national, provincial and local level, Bridget was also awarded the Queen Elizabeth II Diamond Jubilee Medal. There is no doubt that her efforts and accomplishments have helped to raise the profile of immigration in the province, while fostering welcoming and inclusive communities. On behalf of the Board of Directors, I would like to offer my sincere congratulations to our Executive Director!

Over the past thirty years, the Association for New Canadians has grown and expanded thanks to a determined and visionary Executive Director, a strong management team, committed staff, and dedicated volunteers. As we look towards 2014, I am confident that the Association is well positioned to continue delivering relevant, engaging and responsive programming to newcomers living in Newfoundland and Labrador.

CAROL MCDONALD
PRESIDENT

MESSAGE FROM THE EXECUTIVE DIRECTOR



It has been another demanding, challenging and rewarding year at the Association for New Canadians. This annual report highlights some of the key programs, services, special events, and innovative initiatives that helped contribute to the success of the Association during the 2012-13 fiscal year.

With many changes to settlement programming at the national level in recent years, the Association has been realigning key programming to address the revised terms and conditions surrounding new delivery streams. As part of this demanding process, the ANC participated in the first National Call for Proposals for its CIC sponsored programming. Thanks to the efforts of a committed team, the ANC was successful in securing multi-year funding for its key programs.

A highlight of the year involved a visit from the CBC's Reg Sherren. In December 2012, the Association was profiled on CBC Television's The National, which showcased our New Canadian Voices choir as well as the many programs and services that we offer. This was a wonderful opportunity for the organization, raising our profile in the community and indeed, across the country. Similarly, the Diversity Symposium continues to be a key public education opportunity for the organization. Speaking to the theme, "Preparing for Demographic Change- the Role of Immigration in Building a Dynamic Labour Force," Cathy Bennett, CEO and owner of the Bennett Group of Companies, delivered the keynote address. Ms. Bennett spoke to the significant contributions that newcomers have made to her businesses, and promoted the importance and benefits of a diverse workplace.

I would like to sincerely thank the Board of Directors for providing strategic guidance and expert advice throughout the year. I would also like to acknowledge the important contribution of our funders and stakeholders who worked closely with us to support the immigrant community in Newfoundland and Labrador. Finally, I must extend heartfelt thanks to our committed staff and volunteers who are, without a doubt, the backbone of our organization. I look forward to working with this committed team in 2014.

BRIDGET FOSTER
EXECUTIVE DIRECTOR



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. All initiatives under the Association's Settlement, Orientation, and Integration Program are designed to help newcomers adapt, settle, and integrate into Canadian society.

RESETTLEMENT ASSISTANCE PROGRAM

As part of the initial settlement process, newcomers are provided with a wealth of information on the programs and services offered by the Association and other organizations, referral services, as well as orientation to 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. Upon arrival in St. John's, Government Assisted Refugees are met by an Association Settlement Counsellor and Interpreter and are provided with temporary accommodations at the Association's Reception House. Over the next 4 to 6 weeks, these 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, education, employment, among other related topics. In 2012-13, the Association provided these services to 101 Government Assisted Refugees from 12 countries.

SOURCE COUNTRY	% OF TOTAL ARRIVALS
BHUTAN/NEPAL	21
DRC	21
ETHIOPIA	13
ERITREA	12
LEBANON	6
PALESTINE	6
UGANDA	5
CUBA	4
SUDAN	4
AFGHANISTAN	3
LIBERIA	3
IRAN	2

SETTLEMENT SERVICES

The Association delivers a wide array of programming designed to ensure a successful settlement and integration experience for all newcomers in Newfoundland and Labrador after the initial 4-6 week period. These include but are not limited to:

Information, Referral and Orientation

As part of the initial settlement process, newcomers are provided with a wealth of information on the programs and services offered by the Association and other organizations, as well as orientation and referrals to 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. Over the next year, Settlement Counsellors reinforce this information in order to ensure that newcomers have the knowledge necessary to successfully integrate into Canadian society. Information and orientation sessions are offered to individuals or groups. During the 2012-13 fiscal year, 2,176 participants took part in orientation sessions.

Interpretation And Translation

The Association provides translation and interpretation services during the early stages of settlement in order to ensure that newcomers receive consistent, accurate, and culturally sensitive settlement information and support. In 2012-13, 73 clients received support under this program and a total of 251 sessions were held in which interpretation was required.

Settlement Outreach Pilot

This year, in order to assess the needs of newcomers living outside the St. John's CMA, the Association piloted a Settlement Outreach Program. The goals of this program were to identify the needs of newcomers in the targeted communities; inform newcomers and local communities about ANC programs and services; provide information to local employers on diversity training; deliver workshops to interested groups; and, identify strategies to help address newcomers' needs in targeted communities.

The Settlement Outreach Team visited a number of areas across the province, including Western Newfoundland (Corner Brook, Stephenville); Central Newfoundland (Gander, Grand Falls-Windsor); Labrador (Labrador West, Happy Valley-Goose Bay); and the Burin Peninsula

(Marystown, Burin). The Settlement Outreach Team delivered 18 presentations to over 400 people, hosted five public meetings, and delivered 13 interactive presentations to various groups, including community agencies, schools, and businesses. Following the conclusion of the Settlement Outreach Pilot, a final report was developed which included recommendations on how to improve programs and services for newcomers living in rural areas of the province.

Education and Support For Employment (Ease)

The Education and Support for Employment (EASE) Program was designed for Government Assisted Refugees and other Permanent Residents whose language skills are lower than Canadian Language Benchmarks Level 3. Short term goals of this project are to provide clients with additional language training as it relates to the workplace; practical and useful employment and job search skills; and, increased opportunities for labour market attachment. The longer term goal of the project is to assist newcomers who have significant barriers to employment gain self-confidence and job search skills, helping them to move towards community and labour market integration. From January to March 2013, the program included 15 one-on-one sessions, and was delivered to four classes (86 participants) and 25 youth (under 18).

Gateway Initiatives

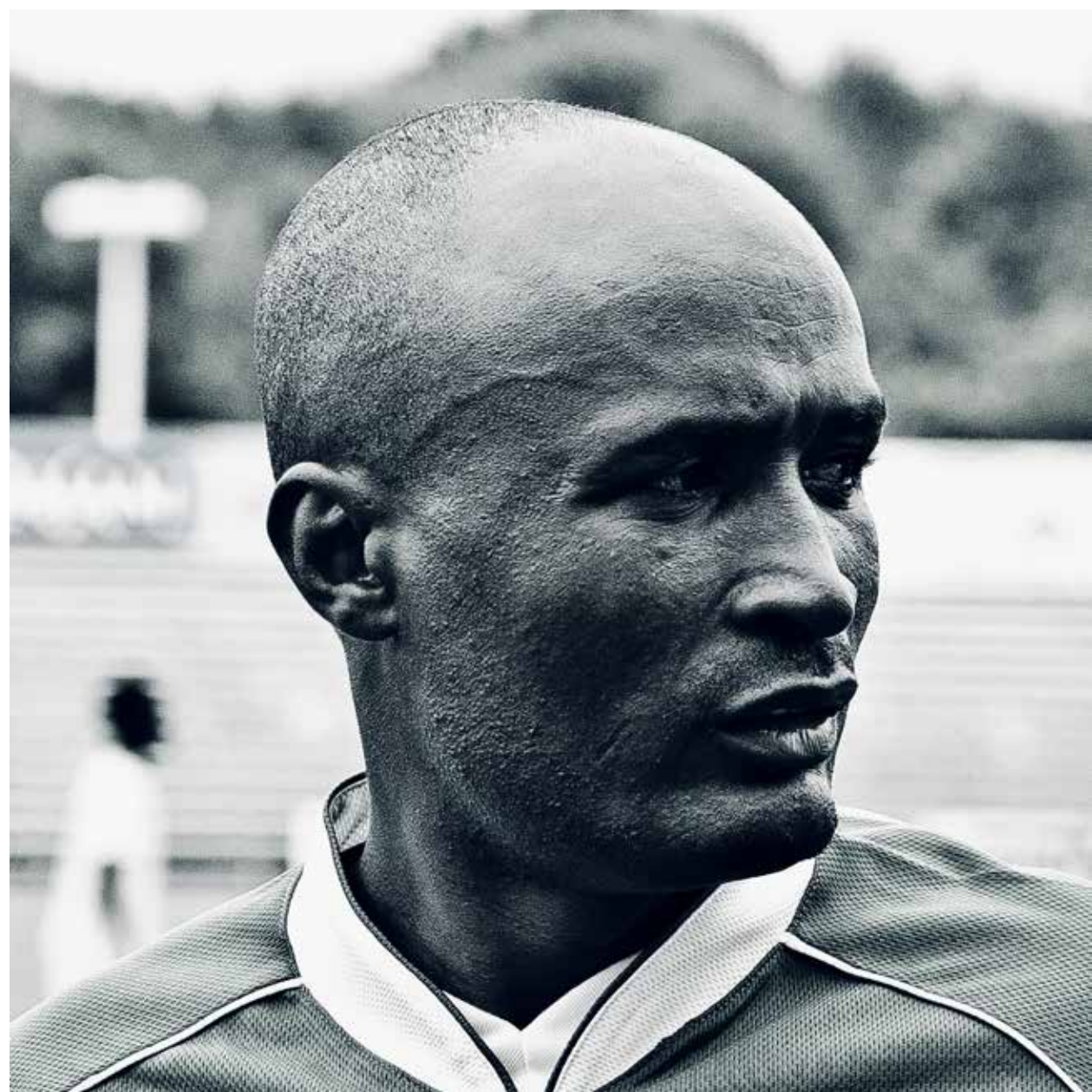
This program is a partnership between Memorial University's School of Medicine and the Association for New Canadians. First and second year medical students conduct medical history interviews and preliminary screenings for newly arrived GAR clients at the ESL Training Centre under the supervision of a Lead Physician and a Public Health Nurse. The Gateway Initiative offers a positive introduction into the Canadian health care system, provides a quick and easy transition match with a family doctor, and supports the work of the settlement team. In addition, the program gives medical students the opportunity to develop their skills in working with newcomers, providing experience working with translation services and conducting preliminary screenings (dental, vision, hearing). This project has been named a national and international best practice. The ANC had a total of 74 clients seen through Gateway in 2012-13. All of these clients received a screening and interview and have all been matched with family doctors.

Multicultural Soccer Day

On June 22, 2012, the Association for New Canadians hosted its 2nd annual Multicultural Soccer Day at King George V field in St. John's. Supported with funding from Citizenship and Immigration Canada and various community partners, this event brought together immigrant, refugee and local youth from around the city in a day-long intercultural awareness event focused on soccer. Activities included a variety of soccer clinics hosted by representatives from the Newfoundland and Labrador Soccer Association, soccer games for children and youth, followed by a barbecue. The event was a great success, bringing together over 150 participants and 350 spectators throughout the day.

Health Fair

In November 2012, the ANC hosted its 6th annual Health Fair, an interactive event that engages community partners who provide information and resources on all aspects of health, wellness, fitness, and lifestyle improvements. The event included an early afternoon session for adults and families enrolled at the ESL Training Centre, and a late afternoon session for youth attending local high schools. Over 25 organizations provided interactive display booths, hosted by professionals and volunteers.



PAUL YUZYK AWARD

In June 2012, Bridget Foster, Executive Director of the Association for New Canadians, was named the winner of the Paul Yuzyk Award for Multiculturalism. This national award, which is accompanied by a \$20,000 grant, recognizes Canadians who have made exceptional contributions to multiculturalism and the integration of newcomers. Jason Kenney, Minister of Citizenship, Immigration and Multiculturalism, attended the ceremony at the ESL Training Centre and presented Bridget with this prestigious award.



PAUL YUZYK AWARD
MULTICULTURALISM

DID YOU KNOW...

In 2012-13 the Association for New Canadians received support to conduct a needs assessment to determine the feasibility of establishing a Local Immigration Partnership (LIP) in St. John's. As part of that process, the Association hosted a Community Stakeholder Forum with representation from government, business, education, health, justice, and community sectors. The end result was a final report with recommendations that addressed issues related to the implementation and development of a Local Immigration Partnership.





ASSOCIATION FOR NEW



Orientation
Migration



CANADIA



**AT A GLANCE -
QUEEN ELIZABETH II DIAMOND JUBILEE MEDAL**

In 2012, Bridget Foster, Executive Director of the ANC, received the Queen Elizabeth II Diamond Jubilee Medal. This commemorative medal serves to honour significant contributions and achievements by Canadians.



ESL Training & Assessment

For over 20 years, the Association for New Canadians has been delivering a comprehensive English as a Second Language Training Program for Government Assisted Refugees (GARs) and other Permanent Residents. Program instruction is based on the principles of adult learning, and the programs offered are learner-centered, learner-driven and adaptable to meet the needs of newcomers. In addition to its academic focus, the program is also settlement focused and based on themes and topics that are relevant to community integration and civic engagement. Flexible and innovative training delivery models ensure that programming meets the needs of a diverse array of learners.

ENGLISH AS A SECOND LANGUAGE TRAINING

The Association for New Canadians' 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 5. In addition, all classes participate in weekly computer lab sessions utilizing CALL (Computer Assisted Language Learning) software. In 2012-13, 315 clients were supported through ESL training, of which 168 were new learners.

ASSESSMENT AND REFERRAL

The Association operates the only Canadian Language Benchmark (CLB) Assessment Centre in the province and currently has 10 CLB Certified Assessors on staff. All assessors are experienced ESL Instructors with considerable expertise in second language assessment and acquisition. The Association assesses and places all clients for language training using the Canadian Language Benchmarks Placement Test (CLBPT). This nationally standardized assessment tool ensures that clients are assessed and placed at appropriate levels, in accordance with their language needs. 136 clients were tested and placed during 2012-13.

OUTREACH TUTOR PROGRAM

The Association delivers language services to newcomers outside the St. John's CMA through its Outreach Tutor Program. The program offers 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. 34 individuals participated in the Outreach Tutor Program across Newfoundland and Labrador during 2012-13.

COMMUNITIES SERVED UNDER OUTREACH

BADGER

GRAND FALLS-WINDSOR

BISHOPS FALLS

LABRADOR CITY

CARBONEAR

LEWISPORTE

CLARENVILLE

ST. LAWRENCE

CORNER BROOK

STEPHENVILLE

GANDER

TWILLINGATE

GRAND BANK

WOODSTOCK

ITINERANT TEACHER PROGRAM

In order to provide ESL support to clients who are unable to access language training due to issues related to waitlists, priority seats and childcare, the Association delivers the Itinerant Teacher Program. The Itinerant Teacher provides weekly tutoring sessions based on the Canadian Language Benchmarks, incorporating the four basic skill areas of speaking, listening, reading and writing. In 2012-13, the Itinerant Teacher provided support to 19 women, representing over 278 total deliverable hours.

LINC HOME STUDY

This distance ESL program is offered to LINC-eligible newcomers 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 via correspondence or online. This program reached maximum enrolment during the 2012-13 fiscal year.

ESL EVENING CLASS

In 2012-13, the Association for New Canadians continued to deliver its highly successful ESL Evening Classes one evening per week at the ESL Training Centre. Classes include Beginner Level (pre-benchmark – CLB Level 1), Intermediate Level (CLB 2 – 3), and Advanced Level (CLB 4 – 5) as well as Pronunciation. The goal of this program is to help ensure that a broad array of newcomers acquire sound English language competencies required to support successful integration. In 2012-13, there were 174 individuals registered over three semesters.

COMPUTER BASICS EVENING CLASS

The Association offered a Computer Basics Evening Class for over the Summer of 2012 designed for students in CLB Level 3 and higher. This hands-on, instructor led training introduces students to the basic components of computers, including both hardware and software. Students were instructed on the various functionalities of the computer and basic operating principles relating to the Windows operating system and Microsoft programs, including detailed lessons on basic computer skills, computer vocabulary, Windows, opening and saving files, Word, Excel, PowerPoint, Internet/Email, etc. Throughout the summer 2012-13 semester, 9 students participated in the class.

CHILD-MINDING AND DAYCARE SERVICES

The Association offers on-site child-minding (ages 12 to 36 months) and daycare (ages 24-69 months) services for eligible immigrant and refugee parents who avail of the English as a Second Language Training delivered at the ESL Training Centre. Program plans are flexible and can be changed based on the children's needs, weather conditions, the season, among other factors. In addition, efforts are made to assist parents by providing seminars on key topics with guest presenters and community experts. These topics range from information on nutrition, parenting skills and literacy practices, to healthy eating and meal preparation. In 2012-13, a total of 44 new children entered the program (23 in child-minding and 21 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.



AT A GLANCE - CBC NATIONAL: ONLY IN CANADA

In December 2012, the Association for New Canadians' New Canadian Voices Choir was featured in a segment of CBC television's nationally broadcast news program, The National. In addition to coverage of the wide array of programs and services offered at the ANC, the program also highlighted the perseverance of newcomers to Canada, providing clients with the opportunity to reflect on their resettlement experiences prior to and after their arrival in Canada, including their experiences fitting into a distinct Newfoundland and Labrador culture.

DID YOU KNOW...

Languages spoken at the ESL Training Centre include:
Albanian, Amharic, Arabic, Azari, Bani, Bengali, Chinese (Cantonese and Mandarin), Creole, Denka, French, Fur, Hindi, Japanese, Kinyamulenge, Kiswahili, Lingala, Luganda, Mabaan, Nepali, Nubian, Nuer, Nyanja, Oromo, Persian, Punjabi, Roma, Romani, Russian, Saho, Serbo-Croatian, Somali, Spanish, Swahili, Tigrina, Urdu and Uzbek.



AXIS Career Services

www.AXIScareers.net



AXIS Career Services

Connecting Immigrants with Opportunities in Newfoundland and Labrador

AXIScareers.net

Hiring Immigrants Makes Good Business Sense

Assessment
Skills Assessment
Education, Vocational, Language, & Professional Recognition

Employment
Employment Assistance
Job Search Training
Professional Development
Language Training

Immigration
Immigration Support
Job Matching Programs

Language
Language Training
Language Assessment
Language Testing

Professional
Professional Recognition
Professional Development
Language Training

Business
Business Support
Business Development
Job Matching Programs

Community
Community Support
Job Matching Programs

Health
Health Support
Job Matching Programs

Legal
Legal Support
Job Matching Programs

Financial
Financial Support
Job Matching Programs

Other
Other Support
Job Matching Programs



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 work 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. This wide-range of clients have diverse skills and experiences, requiring individualized attention to successfully integrate into the Canadian workplace. Throughout 2012-13, more than 450 job seekers received assistance from the AXIS team and 398 clients successfully obtained employment in Newfoundland and Labrador.

CANADIAN ASSOCIATION FOR PRIOR LEARNING ASSESSMENT (CAPLA)

From October 20-23, 2012, three AXIS team members attended and delivered two presentations at the Canadian Association for Prior Learning Assessment (CAPLA) Fall Focus Workshop in Nova Scotia. Entitled "Strengthening Today's Workplace for a Better Tomorrow", this conference looked at innovative prior learning assessment and recognition (PLAR) and qualification recognition (QR) practices, programs and services. AXIS Presented: Hybrid Models of Portfolio - Exploring Alternatives while Maintaining Quality and Optimizing Connections: Making the Match-A Collaborative Immigrant Service Delivery Model, Strengthening Skills for Successful Employment.

CANADIAN IMMIGRATION INTEGRATION PROJECT (CIIP)

On 24 May 2012, AXIS hosted the Canadian Immigration Integration Project (CIIP) Field Manager from China for a one-day visit on his East Coast Study Tour. This represented an ideal opportunity for the ANC to promote the province, as well as discuss with the Field Manager a number of pertinent topics, such as Provincial Nominee clients potentially relocating to Newfoundland and Labrador, the programs and services available through AXIS, and the opinions of ANC clients.

In February 2013, the Director of AXIS Career Services and the Advisor of Federal Provincial Partners (FPP) participated in the Canadian Immigration Integration Project (CIIP) Workshop in Ontario. The two day workshop provided an opportunity to discuss changes to Citizenship and Immigration policies and how CIIP plans to adapt pre-arrival services to better assist immigrants in preparing for employment in Canada while still in their home countries. The Director of AXIS Career Services was also selected to represent Immigrant Settlement Serving Agencies at the annual CIIP Advisory Committee.

CANADIAN COALITION OF COMMUNITY BASED EMPLOYABILITY TRAINING (CCCBET)

Given its long history of immigrant employment service and extensive Service Delivery Model, the ANC was selected to participate in a research project with the Canadian Coalition of Community Based Employability Training (CCCBET). This project examined the employment integration of newcomers outside of the three major Canadian centres (Montreal, Vancouver, and Toronto) where immigrants typically settle. AXIS, along with 11 other agencies across Canada, tracked the employment development of clients for two years. 15 AXIS clients were selected to participate in the two year study. Throughout the project, Career Practitioners and Program Directors participated in one-on-one interviews, as well as regional and national roundtables to discuss challenges and promising practices. Client participants also participated in surveys and one-on-one interviews to share their experiences with labour market integration. Early in 2013, the CCCBET project concluded with a Roundtable workshop in Halifax, NS to discuss outcomes and recommendations for attaching immigrants to the labour market.



AT A GLANCE - PARTNERSHIP WITH EXXON MOBILE CANADA

AXIS recently partnered with Exxon Mobil Canada to establish the Energy Sector Language Training (ESLT) program - Orientation to the Canadian Workplace. The ESLT program is an intensive English language course for internationally educated professionals and skilled workers ranging from engineers, geoscientists, geophysicists, chemists, skilled trades, accountants, human resources, and other support staff. The fourteen (14) week course focuses on essential skills in the workplace and intercultural workplace practices.

DID YOU KNOW...

In 2012-2013, the ESLT Program was named as a best practice by the International Qualification Network (IQN) of the Foreign Credentials Referral Office.



Volunteer Connections Program

The Volunteer Connections Program matches Permanent Residents with volunteers who assist newcomers in learning how to use available services, practice their English or French, and participate in the community. Newcomers and volunteers participate in a variety of activities including Newcomer Matches, English tutoring, Conversation Circle, Reading Buddies, among others. Volunteers are matched with newcomers based on criteria such as similar interests, family size, age and profession. Volunteers help newcomers settle in Canada by providing friendship and emotional support, assistance in learning English, social and cultural orientation, and much more. During the 2012-13 fiscal year, the Volunteer Connections Program delivered the following initiatives:

NEWCOMER MATCHES

Newcomer Matches provide volunteers who can assist newcomers overcome the stress of moving to a new country, practice English or French, learn about available services, develop work and social contacts, and participate in the community. In 2012-13, 20 matches were made as part of the Newcomer Match initiative.

ESL VOLUNTEER PROGRAM

The ESL Volunteer Program provides support to adult learners under the guidance of an English as a Second Language instructor at the ESL Training Centre. Volunteers are matched with clients and provide them with additional one-on-one assistance in a classroom setting. In 2012-13, 19 volunteers were placed at the ESL Training Centre.

ESL CONVERSATION CIRCLE

Volunteer Connections' ESL Conversation Circles are designed to provide newcomers in CLB Levels 1 to 5 with the opportunity to learn and practice their English in a group setting at the ESL Training Centre. These one hour sessions also provide ESL learners with the opportunity to talk with native speakers on a variety of topics in a friendly, secure and relaxed environment. In 2012-13, there were 44 Conversation Circles delivered with over 125 participants.

AFTER SCHOOL PROGRAM

As part of the After School Program, volunteers assist newcomer youth improve their linguistic, academic and social competencies, one day per week, through dedicated classroom instruction and homework support. The program also promotes community involvement and participation in a wide array of extracurricular activities delivered by local schools and community organizations. In 2012-13, 19 volunteers were placed in the After School Program.

READING BUDDIES

Volunteer Connections' Reading Buddies is a biweekly program that matches higher level English classes with lower level classes for the purpose of providing reading assistance. This program helps lower literacy learners improve not only their pronunciation but also their reading comprehension. The Volunteer Connections Team hosted 18 Reading Buddies sessions throughout 2012-13.

ENGLISH IN POPULAR SONG

In 2012-13, the Volunteer Connections team developed the English in Popular Song initiative. As part of this initiative, students at the ESL Training Centre studied the lyrics of various popular Canadian songs in order to learn new vocabulary and popular expressions. Three sessions were offered to all students at the ESL Training Centre throughout 2012-13.

SPECIAL EVENTS

Events and activities are planned throughout the year in order to assist newcomers as they settle and integrate into their new community. These include various social, cultural, seasonal and holiday celebrations. In 2012-13, events included: Multicultural Soccer Day (June, 2012); Spring Fling Variety Show (June, 2012); Canada Day Celebrations (July, 2012); Family Fun Day (August, 2012); Terry Fox Run/ Walk (September, 2012); Thanksgiving Potluck (October, 2012); ANC Christmas Party (December 2012); Pancake Day (February, 2013); Valentine's Day (February, 2013); Volunteer Fair (February, 2013); and St. Patrick's Day (March, 2013); among others. These are often ideal opportunities for volunteers who are available for a limited time frame to become involved with the program.

AT A GLANCE - VOLUNTEER FAIR

The Volunteer Connections Team planned a Volunteer Fair for ANC clients in February 2013. The Fair provided a forum for various community organizations to come to the ANC and present information about the volunteer opportunities available with their organization. In doing so, participating groups had the opportunity to gain awareness and understanding of the wide array of skills that immigrants and refugees have to offer, to increase the level of diversity within their own organizations, and to maintain their networking channels in the community service sector.

DID YOU KNOW...

Currently, the Volunteer Connections program has over 100 active volunteers. Volunteers come from diverse backgrounds with a wide range of experiences, and include retirees, working professionals, students, and community members. Last year, approximately fifty volunteers were students of Memorial University who were interested in gaining valuable volunteer experience and/or completing a necessary course requirement.



DIVERSITY

SYMPOSIUM 2 0 1 3

Preparing for Future Demographic Change
The Role of Immigration in Building a Dynamic
Labour Force

The organization is funded by the Government of Canada.
Cette organisation est financée par le gouvernement du Canada.

144

Canada

Newfoundland and
Labrador
Advanced Education and Skills



Diversity Training Initiative

The Association is committed to public education and facilitates a wide array of activities designed to raise awareness regarding diversity, multiculturalism and cross-cultural understanding. Key among these activities are the Diversity Training Workshops, which explore a number of cultural sensitivity concepts, including the newcomer experience, culture shock and the integration process, racial and cultural stereotypes, and discrimination, among others. Through a series of group activities and interactive discussions, participants from the business, academic, government and community sectors have the opportunity to explore specific issues and concepts relevant to their particular environment. During 2012-13, 110 Diversity Training workshops were delivered throughout the province directly targeting over 4000 attendees.

2013 DIVERSITY SYMPOSIUM

On March 19, 2013 the Association for New Canadians hosted its fifth annual Diversity Symposium. The goals of this event were to promote the importance of diversity training, to highlight the benefits of diverse communities and workplaces, to share a vision for a more inclusive and welcoming society, as well as to engage the local business community as active stakeholders in shaping the future economic success of the province.

Following an introduction from Bridget Foster, Dr. Rob Greenwood, Director of Leslie Harris Centre of Regional Policy and Development, set the stage for the Symposium by addressing the theme of Preparing for Future Demographic Change – The Role of Immigration in Building a Dynamic Labour Force. In her keynote address, Ms. Cathy Bennett, CEO and owner of the Bennett Group of Companies, discussed the positive effects of the ANC's Diversity Training Initiative and commented on the important contribution that immigrants have made to her businesses. Following her remarks, Ms. Bennett joined a panel of key stakeholders representing business, oil and gas, labour, and law to discuss issues related to diversity in the workforce and the important role that immigration can play in meeting this province's future labour needs.



DIVERSITY WORKSHOPS 2012-13

SCHOOLS	24
DIVERSITY EVENTS	20
COMMUNITY ORGANIZATIONS	18
GOVERNMENT DEPARTMENTS	18
YOUTH CAMPS	14
BUSINESSES	10
UNIVERSITY CLASSES/GROUPS	5

ONE COUNTRY, MANY CULTURES

On March 1, 2013, the ANC hosted One Country, Many Cultures, a public event that consisted of written prose/vignettes by ANC clients from a wide array of cultural backgrounds and countries represented in the St. John's Census Metropolitan Area. The event provided an opportunity for clients of the Association to reflect on and share their resettlement experiences prior to and after their arrival in Canada. Moreover, attending this event allowed Canadians to gain a greater understanding of newcomers' cultural backgrounds, personal histories, and refugee experiences. Vignettes focused on a number of themes, based on the comfort level of the refugee, and included for example, their arrival to Canada, life in their home country, and life in a refugee camp. In addition to the written prose on display, a video featuring greetings and short stories from clients at the ANC's ESL Training Centre was produced and aired throughout the event. This public education event was attended by over 200 clients, staff, volunteers, local junior and senior high school students as well as members of the public.



AT A GLANCE - DIVERSITY WORKPLACES

With changing demographics and increased demand for skilled labour, the working population within the province is becoming increasingly diverse. The diversity program provides a number of training modules that can assist employers with hiring, retaining, and integrating newcomers into the workforce. The training not only focuses on cultural issues but also the skills and opportunities newcomers can bring to businesses.

DID YOU KNOW...

Each presentation/workshop that is delivered by the Diversity Team is custom designed to address the specific training needs of organizations. When training is requested, clients are asked to complete a needs assessment to ensure that the unique requirements of each group are met. Each session can last between one hour to a full day and feature a number of interactive activities with informative handouts and resources.











Settlement Workers in the Schools Programs

The Association for New Canadians began delivering the Settlement Workers in the Schools (SWIS) program in order to assist refugee and immigrant students and their families as they transition into their new community and school environment. SWIS workers help newcomer students and their families by assisting with the orientation and registration process, performing regular school and home visits, providing interpretation, and making referrals to various programs and services available in the school system and in the community. In 2012-13, 28 schools received support from the SWIS program, representing over 300 immigrant children and youth and their families.

The SWIS Program provides services to immigrant and refugee children and youth in the following schools:

BEACONSFIELD JUNIOR HIGH SCHOOL

BISHOP ABRAHAM ELEMENTARY

BISHOP FIELD ELEMENTARY

BISHOPS COLLEGE HIGH SCHOOL

BOOTH MEMORIAL HIGH SCHOOL

BROTHER RICE JUNIOR HIGH SCHOOL

COWAN HEIGHTS ELEMENTARY

ECOLE DES GRANDS VENTS

GONZAGA HIGH SCHOOL

HAZELWOOD ELEMENTARY

HOLY CROSS ELEMENTARY

HOLY CROSS JUNIOR HIGH SCHOOL

HOLY HEART OF MARY HIGH SCHOOL

LARKHALL ACADEMY

LEARY`S BROOK JUNIOR HIGH SCHOOL

MACDONALD DRIVE ELEMENTARY

MACDONALD DRIVE JUNIOR HIGH SCHOOL

MARY QUEEN OF PEACE ELEMENTARY

PARADISE ELEMENTARY

RENNIE`S RIVER ELEMENTARY

RONCALLI ELEMENTARY

ST. ANDREW`S ELEMENTARY

ST. MARY`S ELEMENTARY

ST. MATTHEW`S ELEMENTARY

ST. PAUL`S JUNIOR HIGH SCHOOL

ST. TERESA`S SCHOOL

VANIER ELEMENTARY

VIRGINIA PARK ELEMENTARY

AFTER SCHOOL PROGRAM FOR IMMIGRANT AND REFUGEE YOUTH

The After School Program provides newcomer youth with academic assistance one afternoon a week, and involves instructor, peer and volunteer-based classroom assistance. Established in 2007, the After School Program offers an excellent opportunity to provide high need refugee and immigrant youth with programming that will strengthen their linguistic, academic and social competencies, while promoting civic engagement and integration through participation in classroom and extra-curricular activities. In 2012-13, an average of 24 students participated in the program each week.

HOMEWORK CLUB

The SWIS Homework Club is delivered in two schools throughout the school year. The program provides a structured environment for refugee and immigrant children who are studying English as a Second Language or require help with their homework. The program involves not only English Language Exercises, but also creative activities, group projects, special guests and extracurricular activities. In 2012-13, an average of 25 students participated in the program each week.

SUMMER ENRICHMENT PROGRAM FOR YOUTH

Sponsored by the Department of Education, and in partnership with the SWIS Program, the Summer Enrichment Program for Youth provides newcomer youth with organized classroom and extracurricular activities designed to enhance their linguistic, academic and social competencies. Through a holistic learning approach that incorporates in-class, instructor-based homework assistance as well as peer-to-peer support, the Summer Enrichment Program offers an excellent opportunity to provide high need refugee and immigrant youth with programming that will strengthen their overall academic competencies. During 2012-13, the program was delivered over five weeks, serving 30 youth ranging in age from 13 to 19. The participants' countries of origin included Nepal/Bhutan, Congo, Eritrea, Ethiopia, Ghana, Kenya, Liberia, Palestine, and Sudan.

YOUTH GROUP

The Association's Youth Group aims to ease the social transition of newcomer youth into Canadian society, facilitate their language learning and skills development, and to increase their sense of empowerment and community engagement. In 2012-13, Youth Group met once a month with an average of 20 participants each session.

YOUTH ENGAGEMENT AND SUPPORT (YES) INITIATIVE

In the latter part of 2012-13, the SWIS Team delivered the Youth Engagement and Support (YES) Initiative, which enabled the SWIS Team to further address and support the unique needs of refugee children and youth. This project was created to enhance newcomer youth's strengths while engaging them to proactively support their integration and shape their future in Canada. Through the SWIS Team and its Youth Group, this project was able to offer various events that focused on three areas: Workforce and Post-secondary Readiness, Healthy Living, and Youth Community Engagement. Through this initiative the SWIS team was able to partner with Education and Support for Employment (EASE) program in order to offer resume building workshops with Youth at Holy Heart of Mary High School. The SWIS Team delivered 11 events to over 150 youth and children during the 2012-13 fiscal year.



INTERNATIONAL CLUB

International Clubs are held in schools in the St. John's CMA and are designed to increase the cross cultural awareness of both newcomer and Canadian-born students. Each session is interactive, discussion-based, and involves learning about other cultures and/or having students share interesting information about their own cultures. In 2012-13, the club met once a week at Brother Rice Junior High School and at Holy Heart of Mary High School with an attendance of 10 - 20 participants per session. This year, the International Club at Holy Heart of Mary Regional High hosted a Diversity Awareness assembly showcasing over 50 countries to over 1000 schoolmates and teachers. Monthly International Friendship Clubs also take place at Rennie's River Elementary, Hazelwood Elementary, MacDonald Drive Elementary, MacDonald Drive Junior High, and Holy Cross Junior High. Each club sees an attendance of approximately 10 students. Activities are based around various cultural holidays and events, and include games and activities to promote cross-cultural awareness and diversity.

CONFERENCE ON SUPPORTING REFUGEE CHILDREN IN THE CLASSROOM AND COMMUNITY

In November 2012, the SWIS team, in collaboration with the Department of Education, the Eastern School District and Child Youth and Family Services, organized and delivered a conference entitled "Supporting Refugee Children and Youth in the School and Community." The keynote speaker for the conference was Dr. Jan Stewart, Acting Associate Dean and Associate Professor in the Faculty of Education at The University of Winnipeg, and former Director of The Institute for Children Affected by War at The Global College (2006-11). The conference's aim was to raise awareness of pre- and post-migration experiences of refugee youth; motivate service providers into becoming agents of change in their institutions; increase cross cultural awareness among service providers, and; equip service providers with the most effective tools, strategies, and interventions for assisting refugee youth. Through this conference the SWIS team was able to inform the broader community about the needs and experiences of newcomer children and youth, as well as to give participants the tools necessary to serve their unique needs. There were 84 registered participants including teachers from the primary, secondary, and high school levels, ESL teachers, principals, counselors, social workers, professors and students from the faculties of Social Work and Education at Memorial University, as well as representation from various community organizations.

AT A GLANCE - SUMMER PROGRAM FOR CHILDREN

During the summer months, the SWIS team is involved with delivering the Summer Program for Children aged 5-12. The Summer Program had 25 participants in 2012-13 and provides immigrant and refugee children with social, recreational, and language support throughout the summer months.

DID YOU KNOW...

The Association offered various youth-driven and youth-focused programs throughout 2012-13. Beginning with the development of a Girls Running Club and Boys Soccer Club, the SWIS Team sought to offer newcomer youth more activities focusing on a healthy and active lifestyle. These clubs had over 100 participants and met more than 25 times throughout 2012-13.







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