

Annual Report

2018 - 2019



A field of tall purple lupine flowers stretches across the foreground and middle ground. The sky above is a mix of orange, yellow, and grey, suggesting a sunset or sunrise. The flowers are in sharp focus in the foreground, with some blurred in the distance.

Mission

We bring diverse communities together and empower newcomers to build a future on Prince Edward Island.

Vision

We see Prince Edward Island as a welcoming and inclusive community.



Credit: ©Tourism PEI / Emily O'Brien

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This report covers the period from April 1, 2018 to March 31, 2019



Julius Patkai
President

I would like to take this opportunity to send out a greeting and a welcome to all our new Canadians! You have chosen to make your new beginnings here with us on Prince Edward Island, and for that, Prince Edward Island and the Board of the PEIANC, thank you!

Thank you to the Staff of PEIANC, our Executive Director, our Board Members, our funding partners and municipalities for working together to make 2018 a year of collaboration and success. Newcomer registrations increased from previous years making it a very busy and interesting year.

Without newcomers, our community would not be as diverse or rich in culture! We are a multi-cultural Nation, and we are proud to see this reflected so well here in our beautiful province! We are the birthplace of Canada, and we need to continue to work hard to make Prince Edward Island a place all people can call home!

Looking toward the years ahead, I am confident newcomers to PEI will continue to grow and prosper, with the guidance of our Association and those very knowledgeable people who make it all possible! We have to continue to work hard to make our Island as welcoming and inclusive as we can, to insure diversity flourishes.

In closing, I thank all who put their faith in me as President. It has been a grand journey, and one I appreciate fully, being a newcomer myself. As we continue to move forward, we can expect nothing but greatness, because everyone contributes equally to make PEIANC strong and successful!

Again, thank you for the opportunity, and all the best in the year ahead!

A handwritten signature in black ink, appearing to read 'Julius Patkai', written in a cursive style.

"A Proud Canadian"

Craig Mackie
Executive Director



Over the past year, the Association has taken on some large projects. The first was to develop a strategic plan to guide us over the next five years. We engaged Gerry Mills, the former Executive Director of Immigrant Services of Nova Scotia, to conduct us through the planning process. Her more than 30 years experience in the settlement sector was very helpful. Gerry surveyed staff, managers, funding partners, and others in the community to build a 360-degree view of PEIANC. By the end of this work, we had clarified our Vision, Mission, and Core Values. We established four strategic priorities: empower immigrants; support our staff; provide leadership towards a more inclusive province; and, enhance our internal and external communications.

The strategic planning process informed and directed our submissions under the federal government's national call for proposals for the delivery of settlement and resettlement services, and local immigration partnerships. The preparation of these proposals involved all the teams at PEIANC. It was a major piece of work for all of us as we built a five-year plan for delivering immigrant and refugee services along with moving forward with our Provincial Immigration Partnership.

We have also undertaken a full review of our personnel policies, updating language and ensuring we are compliant with current legislation. Throughout all of this work, we maintained our high standards for client service, responsiveness to the community, and fulfilled our agreements with our funders.

In this annual report, you will read stories about our clients, their challenges and successes. You will also read about our innovative approaches to supporting clients through their settlement and integration journey in their new chosen home.

We extend gratitude to our volunteer Board of Directors for their support and encouragement. In addition, I thank the managers and staff of PEIANC for their big-hearted dedication to client service, their creative problem solving, and their support for each other. This is a remarkable place and I am deeply appreciative of being able to work alongside such a wonderful group.

A handwritten signature in black ink that reads "Craig Mackie". The signature is written in a cursive, flowing style.

Resettlement Assistance Program (RAP)

This program is designed to meet the initial settlement needs for Government Assisted Refugees (GARs). It is delivered in the 6-8 weeks after their arrival in Prince Edward Island. Services include: greeting at airport and transportation to temporary accommodation, assistance with finding permanent housing, an initial assessment, the delivery of orientation and needed information in order to begin the resettlement process, assistance with health and medical services, linkage to other existing programs and services, and documentation for Immigration, Refugees, and Citizenship Canada (IRCC).

All RAP clients receive important information from PEIANC staff about PEI and life in Canada on such topics as: Canadian culture, budgeting and banking, Waste Watch, parenting norms in Canada, nutrition, fire safety, what to do in an emergency, public and other transportation, Canadian law, education system, prenatal care, apartment living, and more. ■

Intake and Referral Services

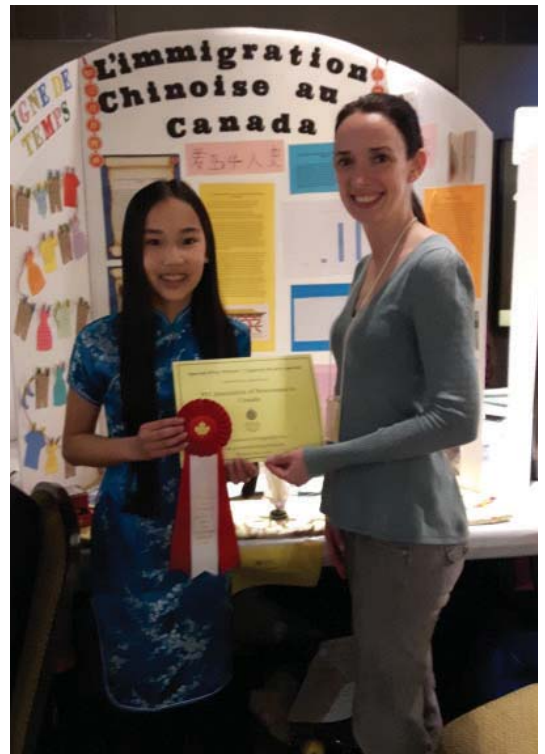
Before accessing settlement services from PEIANC, newcomers must register. Intake Workers complete a needs assessment for each family member, determine eligibility for services and programs, and refer clients to appropriate resources within PEIANC and the wider community. ■

Refugees welcomed to PEI

newly arrived refugees assisted by RAP and settlement staff **88**

information sessions delivered by Canadian Life Skills **14**

countries of origin **Somolia
Syria
Myanmar
Sudan**

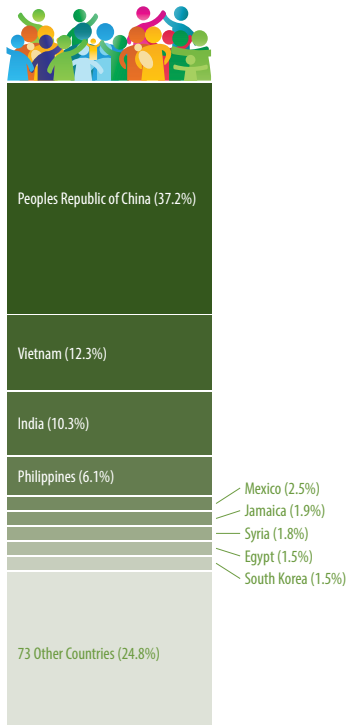


Newcomer Settlement Services (NSS)

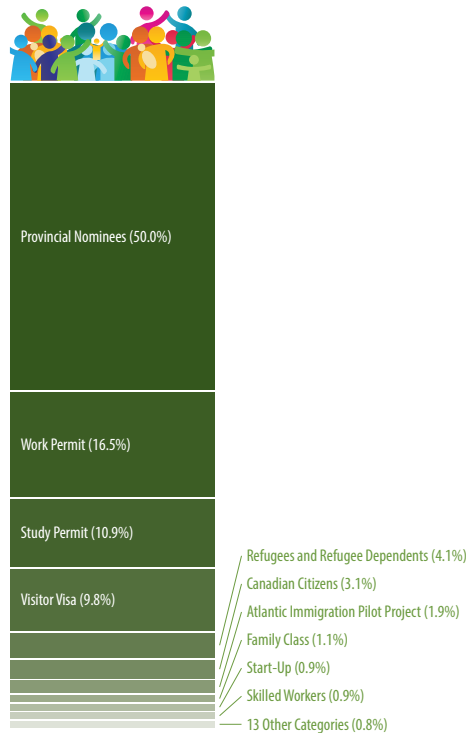
The Newcomer Settlement Services team provides assistance with information, orientation, translation, interpretation, access to services such as immunization programs and other medical services, and make referrals to, and act as liaison with, community services and government programs. NSS clients include permanent residents and temporary foreign workers and international students on PEI. ■

Intake for the period from April 1, 2018 to March 31, 2019 – Total: 1,875 clients

Number of registered clients by country of origin



Number of registered clients by immigration category



Canadian Life Skills (CLS)

The Canadian Life Skills program aims to provide newly arrived refugees with guidance and support as they adjust to life in Canada. The program is delivered within the first 12 weeks of arrival. The CLS Worker visits families to cover various topics depending on their specific needs. The CLS program also offers a series of workshops on a wide variety of topics open to all newcomers, regardless of their immigration category. ■



Case Management Improving Newcomer Client Service

Given the increase in newcomers landing on PEI, NSS has revamped the way direct client service is provided. Staff worked diligently to provide smooth transition to case management in order to better facilitate client service.

Since the change, NSS has been able to build better working relationships with clients. Under the new case management process, each client has one Settlement Worker they work with for all their settlement needs. This means each client has a dedicated and focused plan to help them settle into life in Canada. This has helped build more trusting relationships which are providing verifiable benefits.

With case management, clients register with PEIANC and are assisted with ensuring important documents, such as health card, SIN number, CCTB/GST, and PR card notification, are completed.

After the initial intake appointment, a second appointment is scheduled within seven days. During this appointment, clients receive detailed information and orientation to life in Canada.

There is a third follow up appointment to address any additional questions or concerns that may arise. Under the case management process, clients deal with the same Settlement Worker each time and have a designated worker they can call, email, or book an appointment for any all needs that arise.

It is important for clients to feel confident and comfortable with their Settlement Worker. Case management has worked well to develop this confidence and comfort. Through case management, we ensure clients have all information and education on life in Canada they require. This allows them to develop confidence in making decisions for themselves in Canada. ■

Youth Settlement Services (YSS)

The YSS team works with newcomer families with school-aged children, supporting them in the school enrollment process and integration in their new schools and communities. The team assists with cross-cultural advocacy, language interpreting and connects young clients with a number of community services ranging from individualized interventions to recreational programs and funding. YSS operates student summer camps and PD Day camps as well as a variety of educational and social programming throughout the year for a range of ages. The YSS Family Counsellor offers mental health support to youth and their families. ■

Family Counselling Program Success

Throughout the year, the family counselling program has had many successes and accomplishments. Eighty-seven unique clients received counselling services through the program and of those eighty-seven, fifty-five have successfully completed their counselling journey.

The counselling process itself looks very different to individual clients and families, however, many of the outcomes are very similar. Clients, their families, and schools have shared positive outcomes following their participation in the family counselling program. Reported developments on a familial level included increased family connectedness, strong and more resilient relationships, and improved communication. Individuals have reported changes in their decision-making processes, enhanced relationships, and feeling more comfortable and confident with themselves. Schools have also shared in student successes and have been witness to refined social

Youth Settlement Services

| | |
|-----------------------------------------------------|--------------|
| active youth clients | 1,542 |
| interventions | 9,414 |
| average number of unique youth clients by month | 289 |
| average hours servicing clients by month | 1,026 |
| number of clients who accessed counselling services | 87 |
| group sessions delivered | 194 |
| average hours counselling by month | 21 |
| average attendance for parenting sessions by month | 47 |



skills, improved self-regulation, and greater academic achievements.

Furthermore, the family counselling program has increased access to mental health supports and services for newcomer clients who were unable to receive services elsewhere. The Family Counsellor has also had the opportunity to provide clients with referrals to community mental health and social service providers for more specialized treatment plans. Strong collaborative relationships have been built with external community organizations, schools, and government programs. The goal of the family counselling program is to deliver client-centered services that reflect the best interests of newcomer youth and their families following their arrival. ■



Former Refugee Participates in Elite Soccer Training Program

Izidori Hatungimana (Izi) and his family arrived in PEI in March 2015 coming all the way from a small town in Burundi, Eastern Africa. Izi is a young man in Grade 8 in Charlottetown with soccer being his passion and true love.

Izi and his father approached YSS with an amazing opportunity to travel to Vancouver, BC with a small number of selected elite PEI soccer players to participate in a Vancouver Whitecaps FC Player Development Program. This is a program where the best of the best athletes from across the country at different age levels are invited to learn high level soccer skills, develop personally and professionally, and play in front of elite coaches and scouts with the hopes of potentially being recruited to attend the Whitecaps FC National Residency program. The program focuses on academic and athletic

enrichment geared to professional level play.

For this Grade 8 boy, who came to Canada as a Government Assisted Refugee and loves soccer more than anything, this was an opportunity like no other. However, it was financially out of the family's budget. Izi was prepared to turn down the invitation until YSS suggested trying to do some private fundraising. After all, this was an opportunity of a lifetime.

After making numerous connections on the family's behalf, and the family doing some work as well, Izi was able to attend the development program in March 2019. His father called it a "miracle" for the community to come together to help them achieve such an experience.

YSS staff served as a liaison for all the community partners helping with donations, as well being a support for the family by keeping them informed of everything related to preparation and travel arrangements.

After Izi returned, he reported his experience saying "this was one of the best things that's ever happened to him", and that it has inspired him to train harder and to be a better player and person. ■





New Life in Canada Offers Opportunities for Growth and Learning

Zeid Al Rahal and his family moved to PEI in January of 2016. He was sixteen at the time and eager to start school at Colonel Gray. He had never attended school back in Syria as his physical disabilities and a number of other health issues prevented him from having access to education and a social life outside of home.

Zeid was welcomed at school and in his new community. He received many supports to look after his health, education, and integration. But a key factor missing for him was the opportunity to work, make money, and contribute to the family income. He was supported in finding employment over two summers without success.

In the summer of 2018, the YSS team, in collaboration

with some community partners, was able to secure a part time job for Zeid at the Missions Thrift Store. Through the Syrian Refugee Fund, the PEIANC was able to cover his wages of four hours per week for 10 weeks. Additionally, funding from the AccessAbility Supports program allowed for a job coach as Zeid requires one-on-one support at all times.

Zeid showed up on his first day of work with a smile on his face, keen to help customers and be a member of The Missions team. He had big plans for his first pay cheque, but he put them on hold as he decided to treat his whole family to Tim Hortons instead. Zeid enjoyed his work experience over the summer of 2018. He is looking forward to finishing school and becoming an active member of the work force. ■

Employment Assistance Services (EAS)

PEIANC's Employment Counsellors provide newcomers with support in developing their career path in Canada. Assessing previous skills and employment and education backgrounds helps clients prepare their best resume and cover letters. Assisting newcomers with job search and interview preparation, and identifying post-secondary training and alternate career options, are all part of EAS. Counsellors offer one-to-one support as well as group workshops, and connect clients with networking and mentorship opportunities. ■

Finding a Fulfilling and Meaningful Job: Adriyana Stoyanova

Like many newcomers to Canada, Adriyana is well educated. She has a Bachelor degree with Honours in Business Administration. However, transferring skills to a new country can be challenging with many employers looking for Canadian work experience. This can be a barrier for many. Coming to Canada from another country will bring cultural challenges, differences in workplace expectations, and even requirements for various other certifications or licenses that may not be necessary in a person's home country.

When Adriyana came to Canada in 2017, she found Canadians kind and helpful to her and her children. It was a great first impression of her new country. However, after beginning the process of settling in, she discovered barriers challenging her family's ability to stabilize. One of the biggest challenges she faced was finding suitable, meaningful employment. This challenge was exacerbated by the need for a driver's license. In her home country, she was not required to have her license as there were other convenient means of transportation she could easily make use of. In Prince Edward Island, with its smaller cities and the fact it is Canada's last remaining rural province, not having a driver's license is a significant impediment

to employment.

This barrier, however, was more easily overcome than other barriers she faced in finding employment. The biggest barrier Adriyana faced was the expectation for relevant Canadian experience for jobs she was qualified for. Despite being a successful employee in

Employment Assistance Services

newcomers who started jobs **439**



newcomers in education or training programs **63**

newcomers in workshops **338**



total employers / organizations connected with **725**

rural employers / organizations connected with **182**

her home country with lots of experience, she did not have relevant experience in Canada. She found this limited her options. After unsuccessful attempts at finding employment, Adriyana despaired she would have to settle for work in areas she would not find meaningful or fulfilling. She feared she would not be able to make good use of her skills and education.

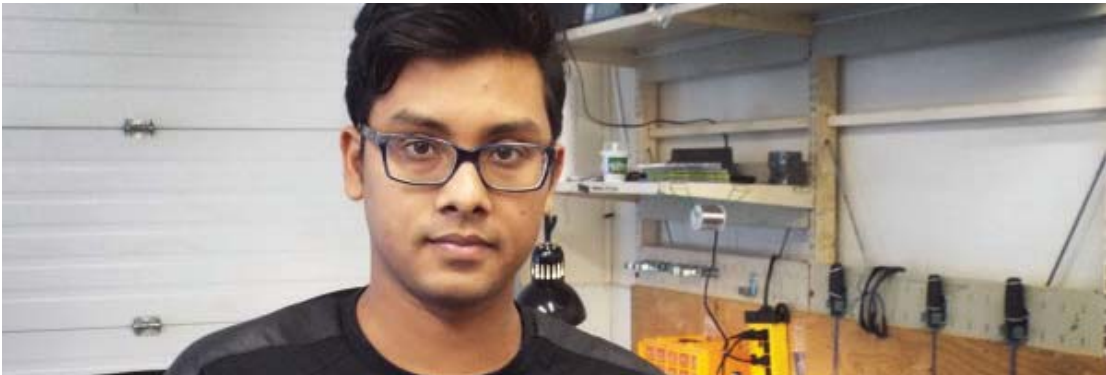
“When I first met Adriyana in the winter of 2018 she felt discouraged,” explains Michelle Hood, Employment Counsellor with PEIANC. “She was thinking she would have to settle for employment outside her desired career since she was having difficulty finding a job in her field. I worked with Adriyana to connect her with the Career Bridges program which would help her gain the valuable experience she needed to find a fulfilling and meaningful job.”

After the 12-week program and interning for five weeks with the Royal Canadian Legion Command in office administration, Adriyana gained relevant

Canadian experience, a strong local work reference, and a deepened confidence in her skills. At her graduation, Michelle helped facilitate a connection with SkillsPEI where Adriyana learned of an upcoming competition looking for candidates with her training, skills, and new experience.

“I applied on the job in July 2018,” says Adriyana. “I was successful and began working on a casual basis in administration. A few short months later, in October, I began working full time hours in the apprenticeship department. Here I perform a number of administrative tasks related to apprenticeship training applications, block training, GED, and more.”

Adriyana says she is thoroughly enjoying her work with the ‘amazing team’ she is a part of at SkillsPEI. She hopes to continue working with the provincial government and help others become established in their own careers in a similar manner that she was helped. ■



Creating a Better Life in PEI: Sufian Chowdhury

Sufian first arrived in Canada in 2013 as an Electronics Engineering student at Seneca College in Toronto, Ontario. Originally from Bangladesh, Sufian had left home to find education and employment

opportunities in order to create a better life. After graduating and gaining some work experience, he returned home to marry his fiancé, Tasnuva, and applied to have her join him in Canada.

While researching a place to settle in Canada, Sufian and Tasnuva wanted to find a place they could call home with an excellent work/life balance – a place that also offered a safe and welcoming community to raise a family. Family and friends who had visited PEI encouraged them to consider moving here.

“PEI has a slower pace. It isn’t all about making money here,” explains Sufian. “My home life is just as important as my work life. Here I can come home from work, eat with my family, and get a good rest. I can even go to the beach right after work!”

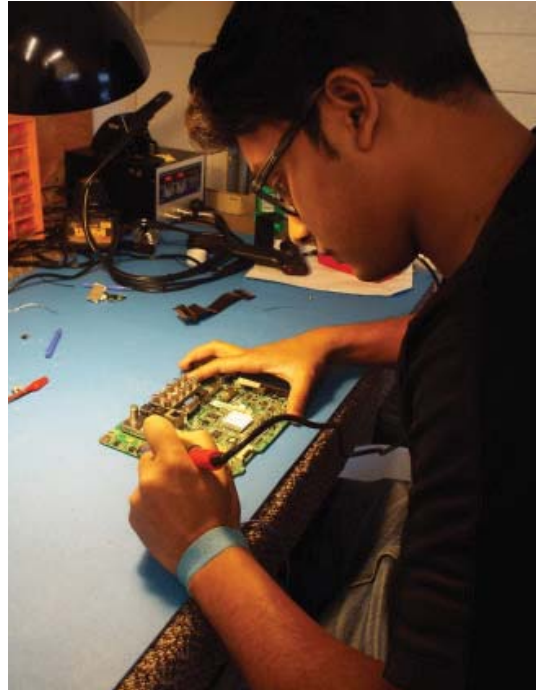
When they arrived in PEI in May 2018, they immediately began looking for employment.

“I discovered the PEI Association for Newcomers to Canada,” says Sufian, “and I registered with its Employment Assistance Services team to help me find a career. I had worked with other employment services in Ontario, but PEIANC was the only agency that really helped me understand what employers were looking for and helped connect me with appropriate opportunities based upon my training and career needs. Their staff were very professional and thorough in their help.”

Hannah Jones, Employment Counsellor with PEIANC, worked with Sufian to help him find a job.

“I first met with Sufian and his wife in mid-June 2018,” says Hannah. “I helped him secure a work placement with LP Electronics. The owner, Leo-Paul Arseneault, had been operating a location in Wellington for some time. However, he was having difficulty sourcing a qualified staff member who had electronics and customer service capabilities for their new branch location in Charlottetown.”

Working with Sufian and Leo-Paul, Hannah helped



secure a 52 week 50% wage subsidy for Sufian through the Skills PEI Graduate Mentorship Program. In early July 2018 Sufian began working at the new location in Charlottetown.

“Today, I am managing the Charlottetown location. I provide face-to-face customer service, handle sales and cash, diagnose and make repairs to stereos, TVs and other electronics,” explains Sufian. “I am also continuing with on-the-job training working with a Senior Technician out of the Wellington location. I look forward to helping LP Electronics grow.”

As Sufian and Tasnuva get settled on PEI, they feel they have found a place to put down roots.

“PEI feels like home to me and my wife,” Sufian says, “Whenever we visit places off the Island, on the bridge on our return, seeing the lights of PEI always makes us feel like we are coming home.” ■

Provincial Immigration Partnership (PIP)

PIP falls under IRCC's Local Immigration Partnership (LIP) initiative. PIP is a community engagement project designed to improve collaboration and coordination of efforts among partners for improved newcomer attraction and integration within PEI communities. The PIP Coordinator facilitates working groups, information sharing, collaboration, and action across this network. ■



"The collaboration between partners for a common goal has been a dream come true"

PEI Department of Health and Wellness

Provincial Immigration Partnership



partners in immigration **376**

newcomer advisors **93**



provincial or municipal strategy sessions **57**

municipal LIP council & SPO working group meetings **32**

PIP events and community-led activities in support of newcomers **55**

PEI's PIP develops and works alongside a province-wide, multi-sectoral network of traditional and non-traditional partners in immigration.

The PIP's coordinating, convening, and supportive function helps increase capacity, improve collaboration, strengthen stakeholder relationships, and improve sharing of information and resources between immigrant partners and across their support network. Its connecting and coordinating function supports PEI municipalities and service provider organizations in the work of building increasingly supportive and inclusive communities.

The PIP enables this with a LIP council (municipal councils), a SPO Working Group, Immigrant Advisors, task-based and regional working groups, and regular community engagement initiatives and events.

PEI's immigration partners benefit directly from the coordinating and capacity-building function of PIP, while PEI's immigrant population benefits through participation in their community and increased community-based support. ■

Connecting with Immigration Partners and Newcomers in Cities and Towns across PEI

Many PEI cities and towns are cultivating inclusiveness and building the needed conditions for improved settlement through a culture where newcomers feel they belong and their skills are valued. ■

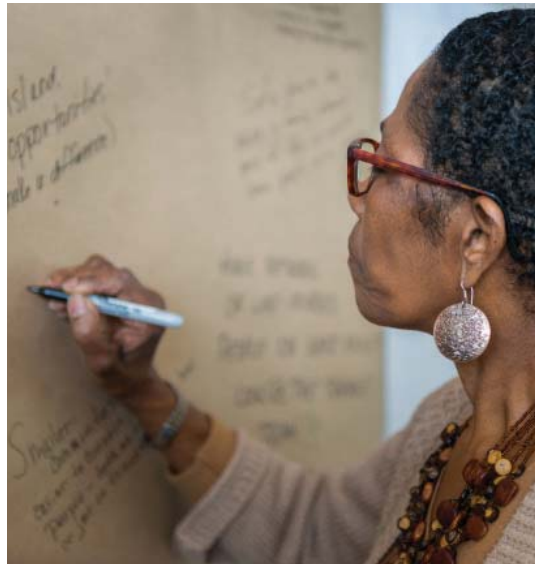


"It was a pleasure to be involved in this and to work with a steering committee who all share a vision of making PEI a truly welcoming place for new residents"

Facilitator, Welcoming Community Initiative

Photos - clockwise from the top left:
 City of Charlottetown Newcomer Ambassadors; Municipal Focus Group - Welcoming Communities initiative; VietPEI's first Vietnamese New Year celebration since forming as community ethno-cultural group; West Prince municipal, community and business leaders at the finale of the O'Leary Intro to Curling for Newcomers; participant in community discussion on inclusion brainstorms for ideas; Eva Rogerson, community leader in the town of O'Leary; participants becoming acquainted with each other at the 'Here to Stay' event in West Prince County.





"I must say I am blessed to have [received an] orientation with the program; you guys have opened [an] awareness for different possibilities, to discover our own potential and contribution to the community. Thank you!"

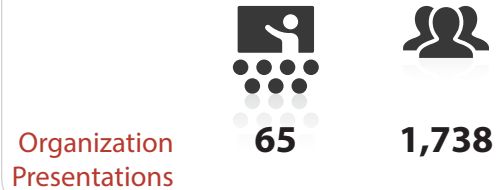
Newcomer Advisor, Summerside

Cultural Inclusion Training (CIT)

The Cultural Inclusion Trainer assists the established Island community in understanding unique newcomer needs. The CIT Trainer delivers workshops and presentations on anti-discrimination, cultural competency, and diversity in the workplace. The goal is to ease cultural transition for newcomers by helping foster a welcoming and understanding community. ■



Cultural Inclusion



"This is really useful for our profession and as members of society."

CIT Participant

Cultural Inclusion Planning with Early Childhood Educators

The Early Childhood Development Association (ECDA) hosts a conference each fall where Early Childhood Educators (ECEs) from across the province come together for two days of professional development. This year, the CIT Trainer was invited to participate by facilitating two half day workshops on "Designing a Cultural Inclusion Framework".

The workshops were built to highlight key considerations in developing a plan for cultural inclusion. ECEs discussed cross-cultural challenges they sought to overcome in their centres, and shared successes that each another could build upon.

The ECEs emphasized the importance of cross-cultural skills training for their staff. The demographic of their clients has changed significantly in the past several years, and it is fundamental to have an understanding of how culture influences communication, behavior, and expectations in the context of how they operate and interact with families. The ECEs discussed ways to make their practices equitable and exchanged inclusive practices that work in their centres. The collective intelligence and opportunity for dialogue amongst peers helped participants identify core elements of an inclusion plan to take and develop at Early Learning Centres across Prince Edward Island. ■

Community Connections Program (CCP)

CCP is an outreach and inclusion program connecting newcomers with local volunteers, activities, and events. There are three areas of focus: Community Inclusion, EAL Tutor Program, and Volunteer Organizing. Within Community Inclusion is the Men’s Group, Women’s Group, Citizenship Preparation Classes, and the Holiday Host Program. CCP has many partnerships across PEI which enable clothing drives, sporting events, camping, and other activities beneficial to newcomers to Canada. ■

Bringing Established Islanders and Refugees Together

Khalid Shami and his wife, Rawia Alshami, and their two daughters immigrated from Palestine to Canada in 2016. They have been very active with PEIANC ever since. Khalid and Rawia have a wide variety of talents and have been a tremendous support to many of the programs at the PEIANC. They were among the first volunteers to sign up with our new Canada Connects Program. In February 2019, they were matched with Muhammed Ali Babilli and his wife, Altaf Badenjki.

Muhammed, Altaf, and their four children immigrated to Canada from Syria in December 2017. They have many interests, but they also have many challenges – a low level of proficiency in English being one of their main challenges. Khalid and Rawia are ideal volunteers to work with the Babilli family because they speak Arabic, are about the same age as the Babilli family, both families have young children, and both families share a desire to be fully involved in the community.

Since being matched in the Canada Connects Program with Khalid and Rawia, Muhammed and Altaf have been exploring much more of what PEI has to offer. They are now familiar with the Confederation Centre Public Library and have library cards to borrow books and movies. Both families have been regular attendees of the PEIANC’s Friday Friendship Hour

Social Integration Event Participation

| | |
|-------------------------------------|---------------|
| Women’s Group, Men’s Group, Seniors | 1,428 |
| Community Connections | 437 |
| Friday Friendship Hours | 955 |
| Global Jams | 58 |
| Christmas Open House | 212 |
| DiverseCity Festivals | 22,400 |
| Partnered Events | 456 |
| <hr/> | |
| Total Participants | 26,383 |



where everyone is welcome to meet and mingle at the end of the work week. They have enjoyed dining out with established-Canadians. They attended

the International Day for The Elimination of Racial Discrimination in Stratford in March. Muhammed is preparing for his driving license exam. He is an experienced trucker and this may lead to a career option for him. He is also interested in learning more about hunting and fishing on PEI.

With a small baby and three older children in the Babilli family, Altaf and Rawia are kept busy making sure the children are happy and content. The baby has had some health issues, and the family had to travel to Halifax for treatment. As often as possible, Rawia

and Altaf attend PEIANC Women's Group activities, such as fitness classes, sports, and art programming.

Muhammed, who is an accomplished athlete, has joined a soccer league that meets on the weekends. He is also pursuing his dream of cooking as a career, an area where he has vast career experience. With help from Khalid, Muhammed is in the process of achieving a Certificate in Food Service and is also preparing to launch into catering. His passion for food is inspiring and his results are outstanding! ■



EAL Tutor Spotlight: Sylvia Burke

Sylvia Burke is a retired Grade 1 teacher from Summerside, PEI. She taught for 38 years before retiring. She decided to become an EAL Tutor in order to connect with a newcomer who lives on Prince Edward Island. Sylvia hoped, "to have a positive influence and to learn about their life and culture". Along with helping a newcomer learn English, Sylvia wanted to help her learner understand more about Canadian culture.

Hyewon (Tiffany) Jin came to Prince Edward Island from South Korea in August 2018 with her husband who came to PEI to work as a welder. She was a dental hygienist in South Korea. Tiffany currently attends Holland College English classes and works at a fish plant.

Tiffany and Sylvia meet for their tutoring sessions at the Public Library in Summerside or Tim Horton's to enjoy coffee and a cinnamon roll, Tiffany's favourite. Tiffany wanted to become more comfortable with her verbal English so the pair spent a lot of time talking about everyday things. They would discuss shopping, cooking, Canadian culture, and would review what Tiffany was working on in LINC class.

Sylvia understands the importance of spending time building a connection with Tiffany, listening to her talk about the people who she was missing from South Korea and helping her become more independent and confident in her new country. Tiffany has enjoyed having a tutor very much and says, "I thank ANC for meeting her, because she is my English tutor and a good friend." ■

New and Established Islanders Share Time Together

PEIANC provides many opportunities for new and established Islanders to get together. These include the weekly Friday Friendship Hour (FFH), a variety of Women’s Group, Men’s Group, and seniors/intergenerational activities, as well as annual events and partnered events. There’s something for everyone, from art classes to laughter yoga.

FFH runs weekly from fall to spring each year. Islanders - both new and established - socialize, share food, network, and have fun together. PEIANC Employment staff and Community Engagement staff as well as PEIANC volunteers are on hand to make sure everyone feels welcome and benefits from their participation. This year, “home-base” for FFH was the PEI International Business Centre, where these get-togethers featured catered international snacks from India, China, and Taiwan. Sometimes it would include

a guest speaker, such as the local Rotary Club. Other times, we took the event “on the road”, to Montague, the Carrefour de l’Isle-Saint-Jean, the Charlottetown Curling Complex, and the Guild Art Gallery.

The Women’s and Men’s Groups are open to everyone, whether you are born on PEI or chose PEI as home. Some activities enjoyed this year were camping, yoga, swimming, women-only dance parties, pool night, and a wellness evening. New participants can register for any activity; there are always some new and some familiar faces at each event.

If you would like to join any of these activities, simply sign up for our newsletter and check the box for the activities that interest you; join “PEIANC Women’s Group” or “PEIANC Men’s Group” Facebook groups; or contact nancy@peianc.com. ■



“We may not change the world but we can change ourselves for a more fair and equitable world.”

Community Engagement Participant



Finding “Home” through Arts and Culture

For many newcomers, the key to feeling a sense of belonging, as well as expressing oneself, lies in arts and culture. Music, visual arts, theatre, crafts, and dance can be a way for newcomers to connect with people within their new community who share similar interests. The arts can also be a way to communicate across language barriers and tap into universal human emotions. They can also provide a way for new Islanders to contribute to the constantly diversifying cultural fabric of PEI and Canada. PEIANC has developed several programs and projects based on this concept.

The Global Jams, held at Sadat’s Cuisine on the last Monday of each month, bring musicians from all cultures together, including Canadian-born musicians. The gatherings are informal, not performances, and are open to all skill-levels – beginner musicians or singers, experienced musicians. Parents are welcome

to bring children who enjoy making music.

Dance has been used to connect people too. At the Women’s Group monthly dance parties and weekly exercise classes (which have featured salsa and Zumba, both taught by immigrant dance teachers), as well as at International Women’s Day events, dance is helping bring people together. Visual arts and crafts have also been a popular way for seniors and others to get together and share across languages and cultures, while learning new skills from each other and from the instructors.

Finally, theatre can also provide a channel for newcomers to express their stories. The PEIANC Women’s Group attended the Shoe Project in April 2018, which featured immigrant women from across Canada telling their stories in a creative manner. This inspired the women in our group, and we hope to create our own story-telling project this year. ■



Volunteer Spotlight: Nick Scott

Nick began volunteering with PEIANC in September 2018. He wrote a history of PEIANC spanning the last 25 years. He presented this history to our Christmas open house event in December. He is also the lead volunteer for Friday Friendship Hour, a weekly gathering of newcomers and established Islanders to share a meal, talk, and relax.

Nick became a volunteer because he is deeply interested in working in immigration as a career. He has found both of his volunteer roles educational. They permit him to learn about immigration from a historical and contemporary perspective. His involvement with PEIANC allows him to talk to newcomers about their migration experiences, enabling a deeper understanding of what it means to move across worlds. Aside from this, Nick has enjoyed his time volunteering with the PEIANC because, as a student, free, delicious food and pleasant company every Friday never goes unappreciated! ■

Volunteer Supported Services

| | |
|------------------------------------------------------------|---------------|
| number of active volunteers | 468 |
| number of new volunteers (intakes) | 241 |
| number of clients matched with a volunteer EAL tutor | 97 |
| number of clients matched with a Canada Connects volunteer | 4 |
| number of clients matched with a Holiday Host volunteer | 26 |
| number of hours given by volunteers | 40,446 |



DIVERSECITY DIVERCITÉ

Multicultural Festival Festival multiculturel

Funded in part by:



Presented by PEIANC in partnership with:



The DiverseCity Multicultural Festivals continue to be a highlight on PEI during the summer months. This year we hosted three celebrations of PEI's diversity in Charlottetown, Alberton and Montague.





Community Partners for 2018 - 2019

| | | |
|-----------------------------------------------------------|--------------------------------------------------|----------------------------------------------------|
| 3 Points Aviation | Greater Charlottetown Area Chamber of Commerce | RCMP of Prince Edward Island |
| ARAI SA | Greater Summerside Chamber of Commerce | Rural Action Centres |
| Aspin Kemp & Associates Inc. | Health PEI | Sadat's Cuisine |
| Atlantic Canada Opportunities Agency (ACOA) | Holland College | Smart ECom |
| Atlantic Council for International Cooperation (ACIC) | Ion Optical Consulting | Sobeys Inc |
| Atlantic Lottery Corporation | ISANS Immigrant Services | Social Services and Seniors |
| Canadian Association for Advancement of Women in Sport | Island Storm | Spa Total Fitness |
| Carrefour de l'Isle-Saint-Jean | Jumpstart (Canadian Tire) | St. Paul's Anglican Church |
| CBDC West Prince Ventures Ltd. | KidSport PEI | Starshot |
| CHANCES Family Resource Centre | Kinsmen Video | Stratford Community Garden |
| Charlottetown City Police | Maple Leaf Curling Inc. | Tennis PEI |
| Charlottetown Farmer's Market | Maritime Electric | The Rotary Club of Charlottetown |
| City of Charlottetown | Markham Centre Financial | Tourism Industry Association PEI |
| City of Summerside | Parks Canada | Town of Alberton |
| Community Legal Information Association (CLIA) | PEI Business Women's Association | Town of Cornwall |
| Confederation Centre of the Arts | PEI Career Development Association | Town of Montague / Friends of Montague Summer Days |
| Coopérative d'intégration francophone de l'Î.-P.-É. (CIF) | PEI Connectors | Town of O'Leary |
| Cornerstone Baptist Church | PEI Human Rights Commission | Town of Souris |
| Diocese of Charlottetown | PEI International Business Centre | Town of Stratford |
| Eastern PEI Chamber of Commerce | PEI Literacy Alliance | Town of Three Rivers |
| Efficiency PEI | PEI Public School Branch | Township Buick |
| Engineers PEI | Provincial Credit Union Ltd. | Trinity United - Summerside |
| Family Service PEI | Provincial Public Library Service | Trinity-Clifton United Church |
| Family Violence Prevention | Public Health | United Way of PEI |
| | RBC Foundation | UPEI |
| | RBC Royal Bank of Canada / RBC Wealth Management | UPEI International Student Office |
| | | Wake Up Dance Studio |
| | | Women's Network PEI |

PEIANC Board of Directors 2018/2019

| | | |
|------------------------------|------------------|---------------|
| Julius Patkai, President | Ali Assadi | Rachel Murphy |
| Tina Saksida, Vice President | Arnold Croken | Selvi Roy |
| Jim Hornby, Treasurer | Jolene Chan | Shawn Murphy |
| Kaitlyn Angus, Secretary | Laura Lee Howard | |

Website Stats Highlights

In this reporting period, PEIANC's website had over 71,000 unique visitors. Our website was visited more than 103,780 times.

The Online Guide for Newcomers to Canada continues to be a rich resource for helping immigrants settling on PEI.

Connect with us through Social Media



facebook.com/peinewcomers

During this reporting period, our Facebook page had 733 new posts, engagement of over 20,000 (reactions, comments, shares). Our page was liked by 4,048 users.



twitter.com/PEIANC

The PEIANC Twitter account had 3,000 new followers, 278 new tweets, and 1,200 engagements during this reporting period.



youtube.com/PEInewcomers

By March 2019 our YouTube channel had 50 videos and 23,264 views. It should be noted that videos are also being uploaded (recorded and live streamed) to PEIANC's Facebook page as well. ■



25 years - Retrospective

The PEI Association for Newcomers to Canada has been serving refugees and immigrants since 1992. In celebration of 25 years of helping settle newcomers in Canada, we invite you to take a brief visual journey through time. Enjoy! ■



2008: Korean Drum Band provides demonstration of cultural drumming.



2014: Former staff, Bobby Cameron, celebrates Pink Shirt Day.



2003: Former Youth Settlement Services staff and clients at Rainbow Valley.



2007: First DiverseCity Festival - Bing Yiao with Pilipina Dancers.



2005: World Refugee Day at Memorial Hall: PEIANC youth with staff, Nancy Clement.



2006: YSS Summer Program outing, with staff, Brianne Peters, and former staff, Jeff Zaat.



2007: Peace Tree planting with young newcomers and former staff, Jeff Zaat.



2006: Starting to outgrow the space at the old office on University Avenue!



2005: New friends.



2007: Brookvale tubing and skiing trip.



2008: CCP summer beach outing.



Financial Contributors, Partnerships and Other Beneficiaries

| 2018-2019 Fiscal Year |
|-----------------------------------------------------------------------|
| Immigration, Refugees and Citizenship Canada |
| SkillsPEI |
| PEI Department of Workforce and Advanced Learning |
| Employment and Social Development Canada (Canada Summer Jobs) |
| Canadian Heritage |
| Government of PEI (Other Departments) |
| Municipal Governments (Charlottetown, Summerside, Alberton, Montague) |
| Other Not-for-profit Organizations |
| Various Private Sector Companies |

In addition to our primary service funding, PEIANC applies for and receives other funding to suit additional client needs or special projects such as seniors' and intergenerational programs.

PEIANC employs 30 full-time and 10 contract or short-term positions, as well as 94 contractors to provide language-based services (71 interpreters, 20 translators for the website and other documents, and 3 language assessors).

Many of PEIANC's staff are newcomers to Canada themselves. The PEIANC also uses newcomer caterers to provide food for events, and hires newcomers for performances at DiverseCity Festivals and other events. ■

Final Notes

Special thanks to PEI Association for Newcomers to Canada clients whose stories and photographs are featured in this 2018-2019 Annual Report. Every effort has been made to ensure the information presented in this report is accurate.

Audited financial statements are prepared within six months of the end of the fiscal year. Once they are prepared and accepted by the Board of the PEI Association for Newcomers to Canada, they are made available to the public. The most recent Audited Financial Statements are available online at www.peiinc.com/financials.

Produced for: The PEI Association for Newcomers to Canada Inc.

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Thanks to all PEI Association for Newcomers to Canada staff who submitted story ideas and collected information.

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Production and Design: Jonathan Hamel with Yvette Doucette.

Printer: Halcraft Printing

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UNCOVERING the VIBRANT HEART of our ISLAND

When IS PEI AT ITS BEST?

Beautiful



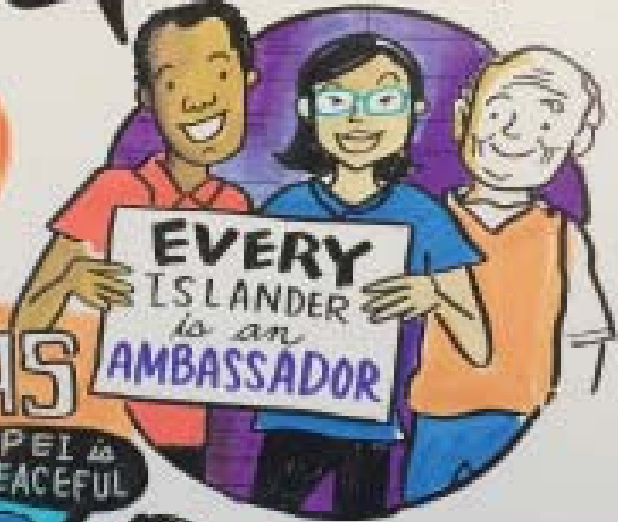
COASTAL SCENIC

We're great at CONNECTING PEOPLE! IT'S WHAT WE DO!

HOW DO WE make others FEEL WELCOME to COME?

SAFE

OUR PACE OF LIFE IS DESIRABLE!



EVERY ISLANDER is an AMBASSADOR

STRENGTHS

PEI IS PEACEFUL

ECONOMIC OPPORTUNITIES

VIBRANT ARTS SCENE "P.E.I.!"

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We welcome NEWCOMERS
"WELCOME TO PEI"

OPEN to CHANGE

SENSE of FAMILY and COMMUNITY



QUALITY OF



Credit: ©Tourism PEI / Stephen Harris



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