

*bringing
people and
communities
together*



2021—2022 Annual Report

Immigrant & Refugee Services Association PEI
 49 Water Street | Charlottetown, PE C1A 1A3
 902-628-6009

info@irsapei.ca
 irsapei.ca

Board of Directors 2021/2022

Tina Saksida, President
 Arnold Croken, Vice President
 Rachel Murphy, Treasurer
 Vanessa Wachuku, Secretary

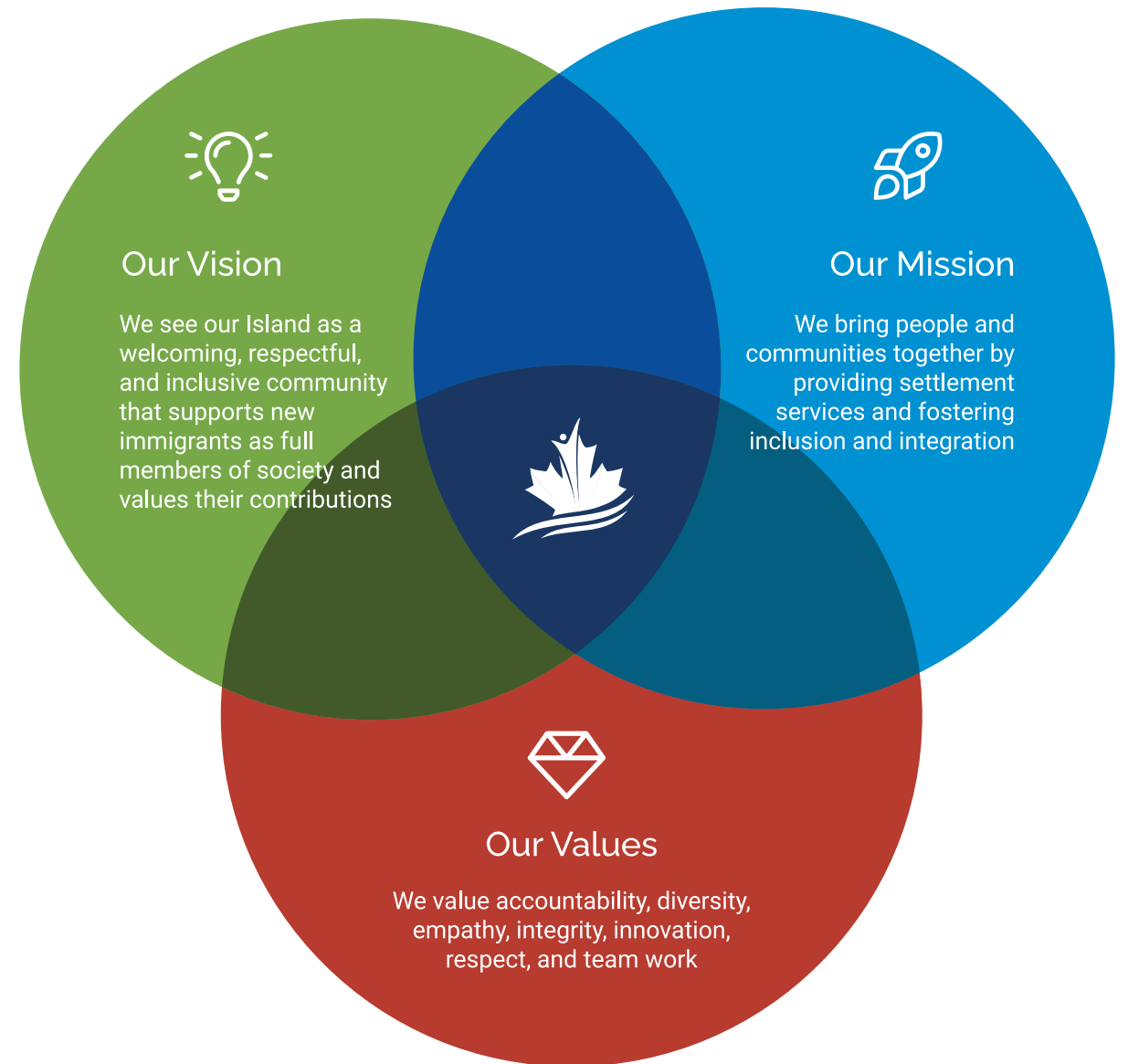
Ali Assadi
 Chera-Lee Gomez
 Gary Demeulenaere
 Jim Hornby
 Sandy Irwin
 Selvi Roy
 Trung Ngo



Table of contents

President’s message	2	Employment services	10
A note from the Executive Director	3	Provincial Immigration Partnership	9
2021/2022–A year of changes	4	Community engagement	16
Settlement services	6	Website and social media	18
Youth settlement services	7	Funders and finance	20

This report covers the period from 1 April 2021 to 31 March 2022





President's message

Tina Saksida

The 2021-2022 fiscal year saw the beginning of a slow return to normal, although the Omicron wave highlighted the ongoing threat of the COVID-19 pandemic. At the Immigrant & Refugee Services Association PEI (IRSA), staff started transitioning back to working from the office and meeting with clients in person. I would like to thank our amazing management team and staff for their hard work, commitment, and sacrifice over the past couple of years; they have done a tremendous job supporting our clients during this difficult time, quickly adapting to new ways of working and making every effort to deliver high-quality services. I would also like to thank our volunteers for their dedication to IRSA, our clients, and the greater good.

The past year was also one of change. In October 2021, we officially renamed the organization to IRSA (from the PEI Association for Newcomers to Canada) to better reflect our clients and our mandate. Then in December 2021, we welcomed Bernadette Reynolds as our new Executive Director. Bernadette brings with her a wealth of senior management experience from the private sector and a fierce commitment to newcomer and refugee integration and well-being. Craig Mackie, our former Executive Director who retired in late 2021, had served in the role for twelve years and left an indelible mark on this organization, the people who worked with him, our clients, and the local community. We will forever be grateful to Craig for his contributions to IRSA.

Finally, I would also like to extend a heartfelt thank you to my fellow Board members – Arnold Croken (Vice President), Rachel Murphy (Treasurer), Vanessa Wachuku (Secretary), Ali Assadi, Chera-Lee Gomez, Gary Demeulenaere, Jim Hornby, Sandy Irwin, Trung Ngo, and Selvi Roy – for their willingness to volunteer their time and expertise to this important organization.

We have long held that newcomers enrich our communities in immeasurable ways. With the generous support of our funding partners, particularly the Federal and Provincial Governments, and the local community, we at IRSA consider it our duty and privilege to continue ensuring that immigrants and refugees can thrive here and make PEI their home. ■



A note from the Executive Director

Bernadette Reynolds

The year behind us was an eventful one. Parallel to providing the usual array of services to new immigrants settling on the Island, IRSA saw through a couple of significant changes: the organization changed its name to better reflect its mandate, and the position of Executive Director changed hands in December of 2021.

Despite the erratic travel rules due to the still-present global pandemic, the number of new immigrants who registered with IRSA nearly doubled compared to the previous fiscal year when the pandemic was in full swing. We signed up 1,390 new arrivals and provided services to over 4,000 unique clients through nearly 25,000 recorded interactions and interventions.

Starting my role at the Association's helm just over three months before the end of this reporting period, I hit the ground running. The first few weeks I spent becoming acquainted with managers and employees, funders, and community stakeholders, as well as IRSA's many services and activities. This was happening during yet another pandemic wave and reinstatement of some of the restrictions.

Here are some highlights from those first three months of my tenure at IRSA:

- We developed and launched a vaccination policy and started planning for staff to return to working from the office and reopening it to the public.
- We renegotiated the lease for the Charlottetown office space and arranged for ventilation system upgrades.
- We proposed and were granted funds to hire an additional Counselling Support Worker to address increasing mental health needs.
- We started *Health & Wellness* and other employee committees.
- Following the Russian invasion of Ukraine, we joined forces with local and national partners to prepare for a response to the imminent refugee crisis.

As I was welcomed into the role of Executive Director and joined the IRSA team, I was impressed and inspired by the dedication and passion of the staff, management, and the Board of Directors of this organization. As well, I am grateful to the funders and community partners for supporting our organization. I am using this opportunity to extend a heartfelt thank-you to everyone at IRSA, including the former Executive Director, Craig Mackie, who helped me in the first few weeks of my new engagement. I am pleased to be part of such a committed group of people and look forward to the year ahead. ■

We've changed our name — PEIANC is now IRSA

Our organization was incorporated as a non-profit charitable organization in 1993 under the name PEI Association for Newcomers to Canada (PEIANC). Our mandate has been to provide short-term settlement services and lead long-term inclusion and community integration programs for new immigrants to Canada settling in the province of Prince Edward Island.

As of October 1, 2021, we officially changed the organization's name to Immigrant & Refugee Services Association PEI (IRSA). The new name better reflects who we are, what we do, and most importantly, who our clients are.

All our staff, services, programs, and activities continued as they have in the past, providing services to new immigrants in our province and organizing community engagement and integration events that bring the new and established Islanders together.

Our new domain name is irsapei.ca. Staff members can be reached at their original email addresses (@peianc.com) or at the new domain (@irsapei.ca). To keep our brand recognizable, we kept the same symbol in our logo, changing only the organization's name and acronym.

We look forward to continuing our work with and on behalf of our clients, collaborating with our many community partners, our volunteers, and everyone who has made PEI one of the most welcoming places for new immigrants in Canada. ■



A thank-you to Craig Mackie

Craig Mackie, who had been the Executive Director at the Association for more than twelve years, officially retired from his position in December 2021. Many positive developments happened under his leadership.

Here are some things Craig accomplished during his time as the ED — two major strategic plans were developed; the number of employees and the size of the budget nearly doubled; the offices were moved into a more appropriate, accessible, and visible physical space; reception apartments for government-assisted refugees were established; a number of new programs and services were introduced; the network of community and business partners was expanded and strengthened; the name and the brand of the organization were changed to reflect its work better.

With Craig's support, IRSA's DiverseCity festival grew from a single-city multicultural street festival into a major series of events held in all three counties of the province, attracting more than 20,000 people annually. And finally, Craig led the organization in providing support and services to refugees and immigrants through the difficulties of the pandemic.

IRSA board and staff extend a heartfelt thank-you to Craig for his dedicated service to the Association and its clients. ■



Welcome, Bernadette Reynolds!

In December 2021, Bernadette Reynolds joined the Association in the role of Executive Director. Impressed by Bernadette's breadth and depth of professional experience, the Board welcomes her and the know-how she has accumulated in her many years of work in the private sector that will help strengthen and further develop the Association.

Bernadette has more than a decade of senior management experience with Western Union, working in Canada and the United Kingdom. She is widely respected as a leader, mentor, and coach, and she is a keen supporter of mental health in the workplace. She has volunteer experience with the Breaking Barriers program in the UK helping refugees in London prepare for the job market, and with Estación Inglesa in Spain helping Spanish speakers improve their English. ■

SETTLEMENT SERVICES — 2021/2022 HIGHLIGHTS

A new Newcomer Settlement Services program

The *Home Instruction for Parents of Preschool Youngsters* (HIPPY) program empowers parents to actively participate in Canadian society and prepare their children for success in school and in life. Through home visits and personalized educational sessions, the HIPPY program leader ensures each parent is equipped with the proper tools to adjust to life in Canada with children. This year, eight families with nine children took part in the program. The participating parents were all mothers, and we are hoping to engage some fathers in the future. Participants have reported back that this activity has given them the confidence to be able to speak up for their children and their educational needs, and that the children looked forward to HIPPY time with their mom.

Atlantic Immigration Program brings a new stream of immigrants to PEI

The Atlantic Immigration Program (AIP) exited its pilot phase at the end of 2021. It is now established as a pathway to permanent resident status for skilled workers and international graduates (from a recognized post-secondary institution in Atlantic Canada) who want to work and live in one of Canada's four Atlantic provinces — New Brunswick, Nova Scotia, Prince Edward Island, or Newfoundland and Labrador. The program helps employers hire qualified workers for jobs they cannot fill with the existing local workforce. At IRSA, we now have a cross-department team that works with the clients who apply for the program, and the employers who are undergoing the designation process through IRCC. A settlement worker helps the applicants navigate the process, and a Cultural Inclusion Trainer delivers the Intercultural Competency Training (ICT) which is mandatory for participating employers. In this reporting period, seventy-nine AIP applicants registered with IRSA for assistance.

Counselling Support Services

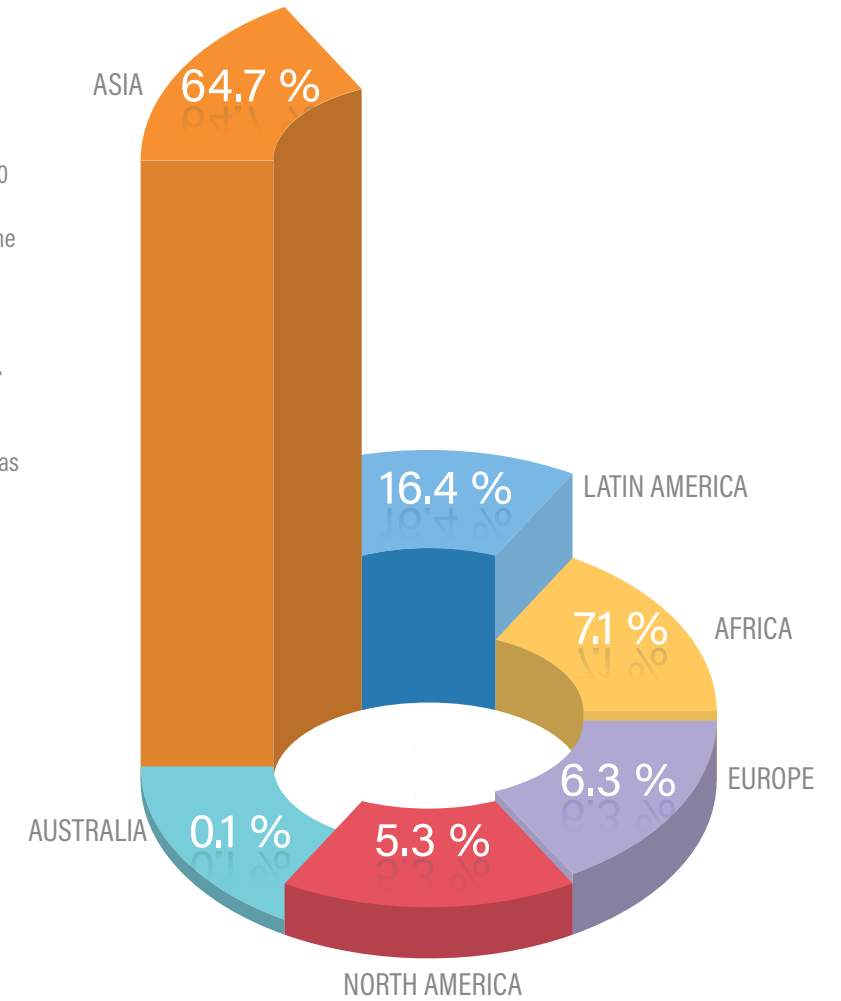
The counselling support team, now under the Settlement Services umbrella, delivered an eight-week online *Parenting Tool Kit* course and a four-week in-person *Active Parenting* workshop. Topics included stress management, communication skills, bullying, screen time, positive discipline tools and self-esteem. As well, IRSA's counselling services have supported individual clients and families through challenging situations at home, work, school, and elsewhere.



INTAKE OVERVIEW FOR THE 2021/2022 FISCAL YEAR

Clients by place of origin

In the fiscal year 2021/2022, 1,390 new immigrants registered with IRSA. The majority of clients came from Asia (64.7%), with the leading source countries being Vietnam, China, Hong Kong SAR China, India, and the Philippines. The leading Latin American country of origin was Mexico, followed by Jamaica, the Bahamas and Brazil. Most African clients came from Egypt, Nigeria and Kenya. The Europeans mostly came from the UK, Ukraine and Ireland.



Clients by immigration class





YOUTH SETTLEMENT SERVICES – 2021/2022 PROGRAMING HIGHLIGHTS

Youth Settlement Services in Summerside

In November 2021, the Youth Settlement Services (YSS) team introduced a full-time Youth Settlement Worker in the Summerside area for the first time. This expansion was welcomed by the schools in the area as well as students and their families. They all now benefit from an array of in-person services that include meetings with parents and school administrators, follow-up appointments with families, internal referrals to counselling support workers, as well as international friendship groups in schools and group sessions for youth. To promote the new services, the YSS team conducted an extensive outreach campaign to inform immigrant families in the area.

Future Readiness Program for immigrant youth

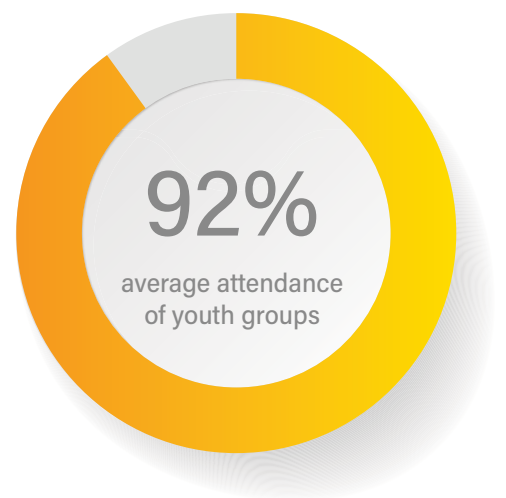
In July 2021, YSS was approved for a second year of funding from the RBC *Future Launch* program. This opportunity enables YSS to run a one-to-one support program focused on helping immigrant students in grades 9 to 12 find part-time or summer employment. The participating youth received help with writing resumes and cover letters. The team also helped the youngsters with interview preparation, informed them of post-secondary education options, and assisted with applications. In addition, the YSS team offers monthly online sessions on topics developed to help students prepare for the challenges that the future may bring.

Youth Settlement Services

The YSS team offers support to immigrant students (Kindergarten through Grade 12) and their families. The team members assist newcomer children to integrate into the Canadian school system, provide guidance and transfer of skills to help youth adapt to Canadian culture, and support students in coping with social, emotional, and family or other relationship-related challenges. The team members advocate on behalf of newcomer children and families as needed.

Learn to Camp program for immigrant youth

The YSS team started a partnership with Parks Canada to run a *Learn to Camp* program for youth as an alternative to the Camp Keir overnight camping YSS had been offering in the past. Two overnight camping trips were offered to two different age groups: Grades 7 to 9 and Grades 10 to 12. These activities provided a new experience of outdoor camping in a tent to many immigrant youngsters who may have had limited or no access to this popular Canadian activity due to cultural differences, financial challenges and other circumstances before moving to Canada. Parks Canada provided most of the programming and granted the organization \$1,250 for each camping group.





EMPLOYMENT SERVICES - 2021/2022 HIGHLIGHTS

Alternate Careers Week

In November 2021, IRSA's Employment Services team hosted its second virtual Alternate Careers Week, reaching clients and employers across the province, including rural areas. This event featured over thirty employers and industry representatives including health care, construction and trades, bio science and Human Resources. Over 120 clients attended.

Atlantic Immigrant Career Loan Fund

The Atlantic Immigrant Career Loan Fund (AICLF), a micro-loan fund for internationally trained individuals, saw a rise in applications during the 2021-2022 year. As healthcare worker numbers in the province dropped, the number of IRSA clients receiving training in this field increased significantly thanks to this initiative. Our team worked diligently with clients, guiding them to the success they deserve and that our community needs.

SUCCESS STORIES

Jay—Philippines

Arriving at the Charlottetown airport and noting a lack of an immigration office and a single conveyor belt, Jay immediately knew there would be an adjustment to his life. The IRSA team helped this transition—from his first visit to the website which helped him navigate the steps required to become a Canadian citizen, to his first encounter with settlement workers Steve and John who would help Jay to realize his dream to continue his education become a Registered Nurse.

After a few visits to the IRSA office, Jay was relieved to learn that the Atlantic Immigration Loan Fund, a microloan fund for internationally-trained professionals, would help cover the costs of his RN exams and the Bridging program – the necessary steps to finish his studies and start a nursing career in Canada. Jay says that all of this was overwhelming at first but IRSA staff helped replace stress with peace of mind. "When we came here, we were treated like family. Whatever happens, we have somewhere to go."

Bibiana—Brazil

Bibiana, a movement specialist, came to Canada to escape Brazilian politics and to create her own future with the freedom to do so on her own terms. Her long-term plan was to build her own business, similar to the one she ran in her home country. With Canadian standards differing from those of Brazil, Bibiana found the entire process daunting.

After a consistent three to four months with an employment specialist, Bibiana had a complete resume, a cover letter, and renewed confidence. English as a second language was not difficult for her, but she needed help practicing in a world of native, fluent speakers.

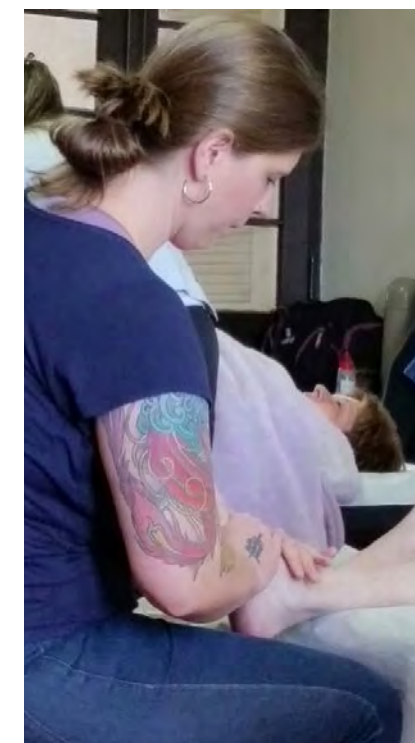
"I was afraid to talk to anyone. But I had to speak to get a job!" IRSA's employment services team created mock interviews and time to practice English expressions and common workplace vocabulary. Bibiana found her first job with Sports Centre Physiotherapy, where she stayed until finally opening doors to her new business, *Move Better For Life*.

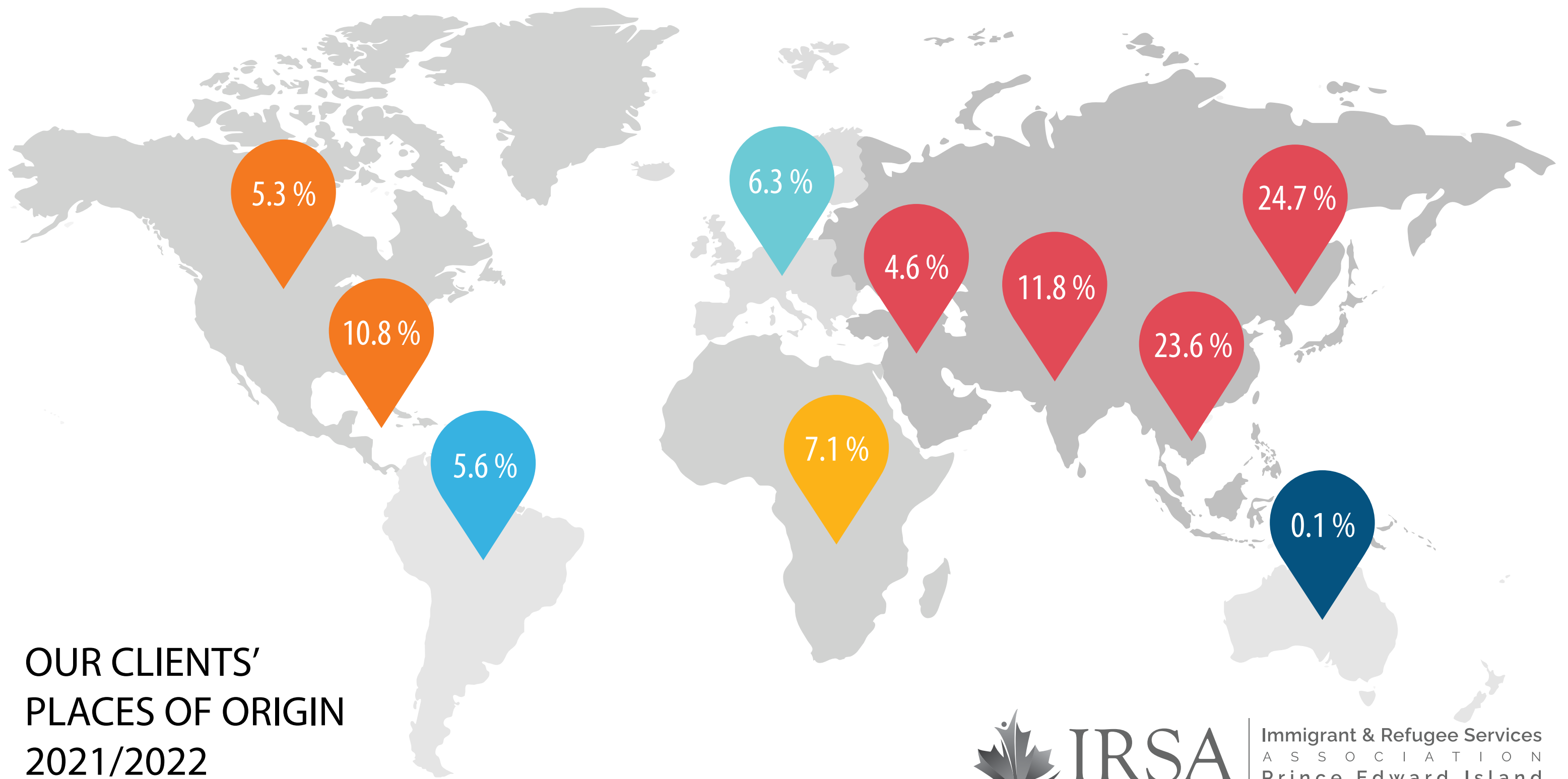
Kendi—Democratic Republic of Congo

Kendi's life-long dream has always been to become a doctor. By nature she is a caretaker, and she is passionately driven to give her family a safe and happy life. Living in South Africa prevented making this dream a reality due to her status and the lack of education opportunities for refugees.

Kendi arrived in Canada in 2019 with her family of six. She immediately fell in love with PEI and was eager to learn about her new opportunities to work and go to school. Working with IRSA's employment services, Kendi learned how to create a proper, Canadian-style resume and cover letter. The team guided her through the steps to apply for a student loan, and helped her connect with advisors at Holland College. She applied to the Licensed Practical Nursing Program and started immediately.

"I love it, it's my passion," she explains. "At the end of the day I will be helping somebody who cannot take care of themselves, and I will be taking care of them."





**OUR CLIENTS'
PLACES OF ORIGIN
2021/2022**



IRSA

Immigrant & Refugee Services
ASSOCIATION
Prince Edward Island



PROVINCIAL IMMIGRATION PARTNERSHIP – 2021/2022 HIGHLIGHTS

Provincial housing intervention

IRSA's Provincial Immigration Partnership (PIP) team led a major housing intervention for PEI, bringing research to a province-wide partnership network. Later, the same research was shared at a national conference. Along with PIP partners, we advocated with CMHC to secure support for PEI through round two of their housing initiative. We supported Stratford, the municipality that stepped forward with updated research and a support letter, and it was selected for the support package. The PIP team continues this support through a housing innovation working group.

Influencing provincial budget decisions

PIP presented, informed, and advocated during the provincial pre-budget consultations to influence budget priorities, based on the 2022 trends identified through surveys and consultations with newcomers. This effort resulted in additional mental health support, increase in funding for housing innovation work, additional support for workforce innovation in response to labour shortages, and in-

creased awareness of the importance of immigration in countering labour shortages.

A new partnership

We started a new partnership with a workforce innovation program at Holland College to bridge the gap between immigrants and other job seekers to job opportunities. This included micro-credential programs created in response to labour shortages. This collaboration, still underway, will involve the creation of a next-step working group, a recommendation under the PIP action plan.

Career development initiative

The PIP team worked with direct service partners on expanding youth and adult career development. We informed, advocated and supported the partners as they expanded information and learning sessions. Initial steps were taken in this reporting period, and we anticipate more work in this area going forward.

Supporting Canadian business cultural classes

Our team supported a direct service provider related to Canadian business cultural classes, following

concerns raised in the survey and observed business practices. After a series of advocacy meetings to update and inform partners on all findings, we held a one-to-one meeting with this partner. They launched a Canadian business culture class and the first session was held this year.

Advocacy for more mental health supports

The PIP team took part in a short-term mental health working group early in 2021. Following the third pandemic lockdown and related surge in mental health needs, the team advocated and cowrote a proposal to expand mental health support for immigrants. This work was done following the recommendations in PIP's action plan.

Response to the crisis in Ukraine

Our team participated the rapid response to the news of the crisis in Ukraine in February 2022. Many partners in this response showed commitment and leadership. A short-term informal working group was formed to prepare for possible arrival of refugees, collaborate between organizations, and work with PEI's established Ukrainian community.

Other activities

- National presentations (CDP housing, National Conference, and P2P/IRCC collaboration)
- Expanded work related to Atlantic and National networks and support
- LIP Council #1 – EPIC – has fully reformed and launched late this year with a new chair, new strategic plan, refreshed membership, and a new momentum
- LIP Council #2 – several small group sessions and a series of one-to-one meetings, consultations, and activities were completed this year with municipalities in the Greater Charlottetown area, to lay the foundation for an upcoming working group refresh in 2022-2023





DiverseCity multicultural festival

With Public Health restrictions changing as summer approached, the *DiverseCity* management, Transform Events and Consulting, was able to plan for in-person events for the festival for the first time since 2019. Five events were planned and delivered in June and July in five communities across the Province—Charlottetown, Summerside, Alberton, Three Rivers, and Abram Village.

Although audience numbers were limited according to Public Health rules, performers and attendees were delighted to have the festival return, even in this modified fashion. The performances were recorded, and the festival highlights were broadcast on Eastlink Television every Saturday evening in September. The combined live, broadcast, and streamed audience was estimated to a 145,000.



COMMUNITY ENGAGEMENT PROGRAMMING – 2021/2022 HIGHLIGHTS

Canada School information and orientation

Canada School presentations continued online, enabling newcomers to grasp Canadian culture concepts from the comfort of their own home. High attendance modules included Renting on PEI - Tenants’ Rights and Responsibilities, Reconciliation and the Mi’kmaq First Nations, Understanding Mortgages, Canadian Citizenship and PEI Drivers Licences. These educational information sessions followed by a question and answer period, prove to be an integral part of adjusting to life in PEI and Canada.

Newcomer Artist Circle

Newcomer Artist Circle was a project realized through a partnership between IRSA and the City of Charlottetown. Over the course of four months a group of eight clients, with the help of local artist Kirstie McCallum, designed and painted a two-sided mural. While one side depicts the diversity of nature and wildlife, the other showcases people and cultures who have made PEI their home. The artwork was presented during an unveiling ceremony in August with the artists, IRSA team members, the Mayor of Charlottetown, and staff from City Hall in attendance.

Learn to Camp program returns

After a one-year hiatus the *Learn to Camp* program returned in 2021 as part of our ongoing partnership with Parks Canada. IRSA staff led camping trips for clients in July and August, and spots filled quickly by new camping enthusiasts. This marked a 10-year anniversary since the Association began offering this activity to clients.



A new intercultural training program for employers

Intercultural Competency Training (ICT) was introduced for the purpose of the Atlantic Immigration Program (AIP), and it began in January 2022. ICT presentations are delivered to employers undergoing the designation process for AIP. The goal is to help the employers create strategies to reduce barriers and foster a sense of belonging for newcomer employees. The training focuses on creating a workplace with an understanding of diversity, equity, and inclusion. By the end of this reporting period, 18 presentations had been delivered to more than 100 management-level staff. There is a check-in with employers after three months of the training delivery to follow up, measure their progress, and determine how they are reaching their goal to create and maintain a workspace that is welcoming and inclusive.

A BIG THANK-YOU TO OUR COMMUNITY PARTNERS!

ARAISA
 Atlantic Canada Opportunities Agency (ACOA)
 Atlantic Lottery Corporation
 Bienvenue Évangéline
 Black Cultural Society of PEI
 Canadian Association for Advancement of Women in Sport
 Canadian Lebanese Association of PEI
 Canadian Mental Health Association-PEI
 Canadian Vietnamese Association on PEI
 Carrefour de L'Isle-Saint-Jean
 CBDC West Prince Ventures Limited
 CHANCES Family Resource Centre
 Charlottetown City Police
 Chinese-Canadian Association of PEI
 Charlottetown Farmer's Market
 CIBC Community Investment
 City of Charlottetown
 City of Summerside
 Community Legal Information (CLI)
 Confederation Centre of the Arts
 Construction Association of PEI
 Cornerstone Baptist Church
 Culture Summerside
 Diocese of Charlottetown
 Downtown Charlottetown, Inc.
 Eastern Chamber of Commerce
 Efficiency PEI
 Engineers PEI
 Family Service PEI
 Family Violence Prevention
 Friends of Montague Summer Days
 Girls Action Foundation
 Greater Charlottetown Area Chamber of Commerce
 Greater Summerside Chamber of Commerce
 Harmony House Theatre
 Health PEI
 Holland College
 Indo-Canadian Association of PEI
 Immigrant Services Association of Nova Scotia (ISANS)
 Jumpstart (Canadian Tire)
 Kerala Association of PEI
 KidSport PEI
 Kinsmen
 Kwik Kopy Printing
 La Coopérative d'intégration francophone
 Maritime Electric

Markham Centre Financial
 Mi'kmaq Confederacy of PEI
 MRSB Group
 Native Council of Prince Edward Island
 Parks Canada
 PEI Business Women's Association
 PEI Career Development Association
 PEI Connectors
 PEI Human Rights Commission
 PEI International Business Centre
 PEI Literary Alliance
 PEI Public School Branch
 Provincial Credit Union
 Persian/Iranian Community
 Provincial Public Library Service
 Public Health
 RBC Foundation
 RBC Royal Bank of Canada
 RCMP of Prince Edward Island
 Rural Action Centres
 Sobeys, Inc.
 Social Services and Seniors
 Special Events Reserve Fund (SERF)
 St Paul's Anglican Church
 Stratford Community Garden
 Summerside Lobster Festival
 Tennis PEI
 The Rotary Club of Charlottetown
 Tourism Accommodation Levy - Summerside
 Tourism Industry Association PEI (TIAPEI)
 Town of Alberton
 Town of Cornwall
 Town of Montague
 Town of O'Leary
 Town of Souris
 Town of Stratford
 Town of Three Rivers
 Town of Tignish
 Trinity United Church
 United Way of PEI
 University of PEI
 UPEI International Student Office
 Wake Up Dance Studio
 Women's Network PEI
 Winter Love PEI
 YMCA of Greater Toronto

















irsapei.ca/guide

WEBSITE AND SOCIAL MEDIA



In this reporting period, IRSA's website had an average of 15,000 unique visitors monthly. Typically, more than 1,250 visitors browsed the website for longer than 30 minutes each month.

In our Online Guide, newcomers can access essential information needed to settle on PEI. The Guide, and most of the rest of the IRSA website, is available in eight languages: English, French, Spanish, Arabic, Persian, Chinese (Simplified), Korean and Vietnamese.

	
Welcome to Canada and PEI	First things to do when you arrive
	
Important documents	Money and finances
	
Housing	Food
	
Shopping	Transportation
	
Communication	Health
	
Information for parents and youth	Adult education
	
Employment	Law and order
	
Culture and social life	Canadian citizenship

Federal

Immigration, Refugees and Citizenship Canada (IRCC/CIC)
 Canadian Heritage
 Health Canada
 Human Resources and Skills Development Canada (HRSDC)

Provincial

Government of Prince Edward Island
 Department of Workforce and Advanced Learning Skills PEI

Municipal

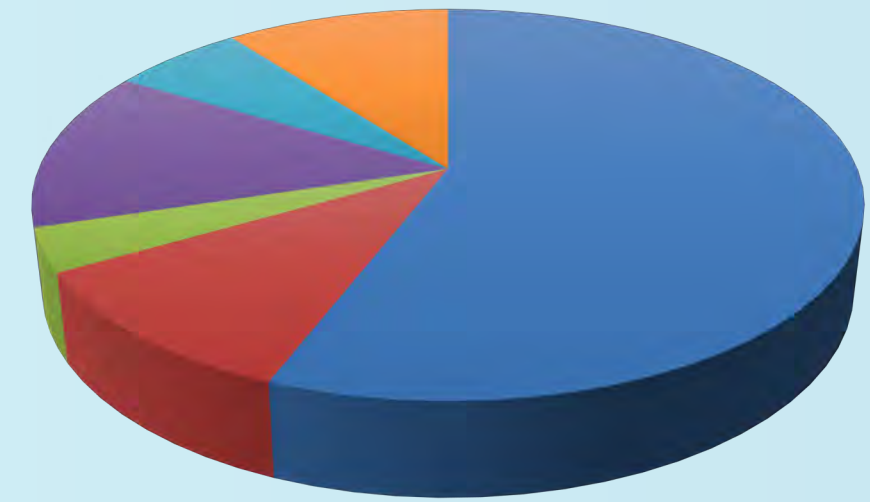
City of Charlottetown
 City of Summerside
 Town of Alberton
 Town of Montague
 Town of O’Leary
 Town of Tignish

Grants and donations

Atlantic Lottery Corporation
 Brown’s Volkswagen
 CapServCo Limited Partnership
 CIBC Community Investment
 Downtown Charlottetown Inc
 Edward NewTech Ltd
 Friends of Montague Summer Days
 Girls Action Foundation
 Great Enlightenment Buddhist Institute Society
 Greater Charlottetown Area Chamber of Commerce
 Invesco
 Kwik Kopy Printing
 Maritime Electric
 MRSB Group
 Provincial Credit Union Ltd.
 RBC Royal Bank
 Respon Wealth Management Corp.
 Special Events Reserve Fund (SERF)
 Summerside Lobster Festival
 Tourism Accommodation Levy – Summerside
 YMCA of Greater Toronto

REVENUE

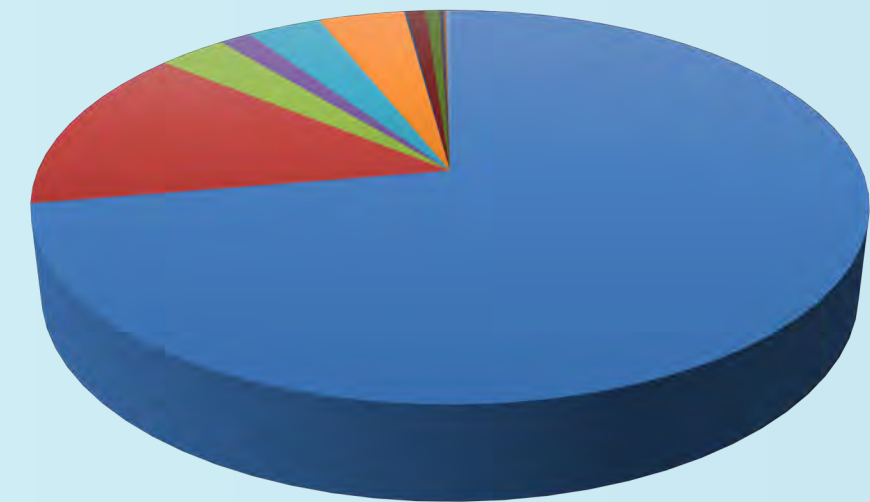
	2021-2022	2020-2021
Immigration, Refugees and Citizenship Canada - Settlement	2,026,219	1,808,732
Immigration, Refugees and Citizenship Canada - RAP	390,334	248,041
Immigration, Refugees and Citizenship Canada - LIP	129,998	81,359
Province of Prince Edward Island	479,736	432,691
Skills PEI	222,841	219,921
Other revenue	375,723	345,432
Total	3,624,851	3,136,176



- Immigration, Refugees and Citizenship Canada - Settlement
- Immigration, Refugees and Citizenship Canada - RAP
- Immigration, Refugees and Citizenship Canada - LIP
- Province of Prince Edward Island
- Skills PEI
- Other revenue

EXPENSES

	2021-2022	2020-2021
Wages and wage levies	2,590,826	2,310,261
Program activities	486,706	371,525
Operating expenses	112,096	84,942
Website, intranet development, and translation	52,461	68,777
Rent	122,232	120,482
Client expenses	141,941	69,859
Office	4,547	3,957
Travel	30,542	11,271
Professional development	23,265	10,782
Miscellaneous	4,981	4,674
Advertising	1,739	777
Professional fees	3,390	2,750
Amortization	6,904	7,359
Total	3,581,630	3,067,416



- Wages and wage levies
- Program activities
- Operating expenses
- Website, intranet development, and translation
- Rent
- Client expenses
- Office
- Travel
- Professional development
- Miscellaneous
- Advertising
- Professional fees
- Amortization

	2021-2022	2020-2021
Excess of revenue over expenses	43,221	68,760



Well-being Matters

In 2021, IRSA added a page about mental health to our Online Guide for Newcomers. The page talks about mental health in general and how to take care of oneself and informs newcomers on available help should they need it. This content, like all of the Online Guide, is available in eight languages.
irsapei.ca/mental-health

Special thanks to IRSA clients whose stories and photographs are featured in this 2021-2022 Annual Report. Your stories are inspirational and show in a tangible way the true benefits immigration brings to Prince Edward Island.

Every effort has been made to ensure that the information in this report is accurate.

Produced for: Immigrant and Refugee Services Association PEI

Writer: Beti Andric

Editor: Yvette Doucette

Thanks to Samara Meade and all IRSA staff who submitted story ideas and collected information.

Photography: DiverseCity - Via Reyes Wilson

Production and Design: Goldnet Smart Technologies

Canada Customs and Revenue Agency
Charitable Taxation Number

14061 4512 RR0001