



EMCN



2016
**COMMUNITY
REPORT**

Vision and Board

Vision

We see a future where many citizens walk with newcomers to bridge their transition into the community. To achieve this vision, we will serve as a key catalyst and leading collaborator in positively shaping the attitudes, behaviours and practices of organizations and individuals to value the diversity that newcomers bring to the community.

Core Purpose

To enhance the quality of life for Newcomers and all Canadians.

2016 Board Members

Wray Steedsman

Brian Ladd

Rick Enns

Jennifer Braun

Scott Key

Kevin Guenther Trautwein

Cecilia Ran

Brian Kwan

Darrell Wiens

Mike Ediger

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Dear EMCN friends and supporters

The 2016/2017 fiscal year was another incredible period for EMCN, marked by substantial growth, innovative programming and the many strong community partnerships we formed and strengthened. Our expanding involvement in Edmonton communities has allowed us to reach new audiences and increase our role in Edmonton's diverse communities. Our year was excelled by the impactful community partnerships that we established, for example:

PEGASIS is a collaborative of seniors-serving agencies in Edmonton working to develop new ways of supporting seniors to reduce social isolation and create a community where seniors feel more valued and respected and where their safety and well-being is actively supported. By teaching senior newcomers English, they gain independence, create new relationships and are engaged in the community.

Another great example is our first time participating in the Servus Heritage Festival. Under one tent we brought together people from Barbados, Syria, Togo, Burundi and Mali, which are countries separated by thousands of kilometres, but now call each other neighbours. They were proudly representing their country and culture for the first time at Heritage Days in Edmonton.

By forming relationships with other organizations, we create more resources for newcomers in Edmonton. A newcomer may have multiple barriers or needs beyond our support so by introducing them to other service providers we are enhancing their quality of life and are creating lasting impacts in the lives of newcomers and all Canadians. Our partners have helped us provide more supports to newcomers in areas we were unable to reach before.

Our community partnerships show our eagerness to work with others to provide the best supports possible for newcomers. EMCN is fortunate to have developed strong partnerships with a number of different community organizations, and the success of many of our programs has been thanks to them.

This report highlights a few of the countless success stories and achievements that occurred this past year. What lays here is a reflection of the daily occurrences that motivate our employees, empower newcomers to achieve success, and inspire funders and donors to contribute. We are very proud of the trajectory EMCN is on and look to the future with optimism and anticipation.



Erick Ambtman
executive director

Programs & Services

SETTLEMENT

Settlement/Orientation services

- *Settlement/Orientation Services*
- *Complex Case Management*
- *Relentless Connectors*
- *Mental Health and Wellbeing Services*
- *Youth Multicultural Liaisons in Schools*
- *Community Outreach*

EMPLOYMENT

Employment Readiness

- *Helping Immigrants Reach Employment*
- *Career Planning and Employment Readiness Services*
- *Planning for Canada*

Bridging and Training

- *Accountants' Bridging Program*
- *Engineering Technologists Integration Program*
- *Payroll Certification Program*
- *Constructing Futures*
- *Immigrant Youth Employment Program*

COMMUNITY ENGAGEMENT

Children and Youth Programs

- *S.K.Y Club*
- *Immigrant Youth Replanting Roots*
- *Global Girls*
- *Pre-school Swim and Skate*

Empowered Communities

- *Global Choir*
- *Wintergration*
- *Community Garden*
- *Organizational Development for the Somali Canadian Women and Children Association*
- *Immigrant Womens' Integration Network*
- *Safe Families*

LANGUAGE

Language Instruction for Newcomers

- *Community-Based English as Another Language*
- *Seniors Community English*
- *Parenting and Literacy*
- *Care of Newcomer Children*
- *Community-Based Care for Newcomer Children*



Rotary Club of Edmonton Glenora

Since 1990, Rotary Club of Edmonton Glenora has focused on serving women and children in need locally, nationally and internationally. Rotary members believe that they have a shared responsibility to take action on our world's most persistent issues, so when Edmonton received the first wave of Syrian Refugees it was clear to them that they wanted to contribute to this cause. After researching ways to contribute, they decided that EMCN was the organization they wanted to support in achieving their goals for welcoming, assisting and integrating refugees into Edmonton. There are many ways that the Rotary Club of Edmonton Glenora contributed to Syrian Refugees, from funding the purchase of Winter attire so that Syrian youth can participate in winter activities, to funding Equine Therapy for 30 trauma-inflicted youth refugees. Their generous giving and determined dedication have directly and positively impacted countless refugees that now call Edmonton home.

It is an understatement to say that the Rotary Club of Edmonton Glenora immensely contributed to EMCN, which ultimately led to several successful initiatives that supported refugees to thrive in Edmonton.

“As Rotarians, we are committed to community service and are thrilled that our engagement with EMCN provides support to Syrian refugee families as they transition to make Edmonton home”





Client Story

Our client, Solange Konan, first came to Quebec from the Ivory Coast in 2014 to have a chance at a better life for her and her three children. Moving to Quebec was a relatively smooth transition because she is a native-French speaker; however, employment prospects were grim, so she decided to move her family once again, this time to Edmonton. Like most newcomers, she wanted to learn English and find employment to achieve the quality life she wanted for her family.

Although busy raising three children alone, she selflessly wanted to volunteer in some way to give back to a place she now calls home. After tirelessly looking for a volunteer placement, she began to feel disheartened because her language barrier was standing in her way. Eventually, EMCN was able to connect her to a kitchen volunteer position at Norwood Child & Family Resource Centre, where their staff and clients warmly welcomed her. After some time at Norwood, it was clear that Solange was a great fit for the organization, so they offered her a part-time employment contract.

Through her determination to contribute and by doing an outstanding job as a volunteer, Solange found a fulfilling position that supports her and her family. The Norwood Centre had gained an energetic, reliable and kind person with the cultural diversity and childcare abilities that they needed. She had succeeded in connecting to the Edmonton community, had made friends, improved her English and won a part-time paid position.

“EMCN connected me to my first job in Edmonton.”

Branding & Web Design

"Supporting Newcomers to Thrive"

We celebrated our 35th anniversary in 2016, and this outstanding milestone was a fitting time to rebrand our organization with a more precise and up-to-date representation of who we are. We collaborated with community members, volunteers, clients, students and employees to hone in on what exactly EMCN is, how we are perceived and what our brand personality is. Once this data was collected, we went to work with Sticks & Stones and Alif Partners to create our new brand image and roll-out strategy.

There were many aspects to consider when designing our new logo: we wanted it to be vibrant yet mature, we wanted it to be professional but not intimidating, we wanted it to be timeless but not dated, we wanted it to be grounded but not too reserved. Sticks & Stones had much to consider when trying to capture our needs and reflect the essence of EMCN in a design – but they did it!



100%

of the people that love our new brand, love our new brand

Our previous website was out-of-date, hard to use and did not reflect the innovative organization that we are today. Our main focus is always on supporting newcomers – with that in mind, we designed our website to be as user-friendly for newcomers as possible. It is simple and sleek, but it is also a comprehensive resource for finding out more information about our programs and services.

We also updated our tagline to "Supporting Newcomers to Thrive", which succinctly says what we do, without putting limitations on how we do it. EMCN is constantly growing, and this tagline can grow with us.

We may have transformed our image, changed our tagline and launched a brand new website, but one thing will always remain the same: our tireless dedication to supporting newcomers to thrive.



ALIF
PARTNERS

STICKS & STONES



A total of 155 parents were registered in LINC and 238 children placed in 73 daycares around Edmonton and Sherwood Park.

Community-Based Care For Newcomer Children

Community-Based Care For Newcomer Children was a pilot program that was the result of Language Instruction for Newcomers (LINC) providers, settlement agencies and childcare providers addressing their concerns for EMCN childcare waitlists of 4-18 months for children of parents enrolled in LINC classes.

In light of the systemic shortage of spaces and the recent influx of refugees in Edmonton, it was clear that the only feasible solution to the childcare shortage was to leverage existing childcare resources in the community. The goal of the project was to enable rapid access to quality childcare for pre-school aged children of all newcomers who will require LINC in 2016.

Early on in this pilot program, it was evident that we were onto something because we were achieving incredible outcomes. Parents with pre-school aged children were able to attend LINC classes in a timely manner, which led to us opening up more LINC classes to meet the high demand of parents needing to learn English. Our target of supporting 70 parents was hit in only four months.

Over 130 child care providers have been trained on pre-migration experiences of refugee families and the potential impact of trauma, grief and loss on the social and emotional development of refugee children. This training is crucial to understanding the unique context of the children they are providing care for. Currently, 93% of our clients accessing this program are women, and we see the greatest impacts for newly arrived refugees from Syria, Oromos and Eritrea.

Community-Based Care For Newcomer Children is another shining example of successful collaboration between LINC schools, Settlement agencies and Child Care providers and the community. Because of this pilot, which has now been established as an ongoing program at EMCN due to its success, newcomer parents have fewer barriers to learning English, which leads to finding employment, and ultimately thriving in Canada.



Global Girls

Global Girls is an exciting new program that EMCN offers young women between 16 and 22 who are newcomers to Canada. Our mission is to support young women from ethnocultural backgrounds to build new relationships, develop their sense of confidence and resilience, cultivate critical thinking skills and to help them identify pathways to achieving their goals.

Being a young woman comes with many internal and external challenges: they are expected to cope with more responsibilities, social burdens, and school pressures, as well as, feeling overwhelmed when faced with unprecedented stresses concerning school and college, career confusion, and the financial burden of a post-secondary education. Young newcomer women have these same challenges and often more because they are adjusting to a new culture, they may be learning a new language and are balancing traditional customs while trying to fit into Canadian life. Supporting young newcomer women not just to overcome, but to thrive from these challenges, is imperative for their futures and achieving quality of lives in Canada.

To achieve our mission, the Global Girls program includes discussion groups, mentorships, active and engaging activities, and objectives-based activities. Our past activities have included painting self-portraits, team-building activities, discussing self-identity, modern dance, creating mind maps and vision boards of short and long-term goals, successful immigrant guest speakers, attending a career day for youth, and touring a college.

Most participants are from Syria, Iraq, and Somalia, and the majority came to Canada to flee civil wars in their home countries. All participants were born outside of Canada, and have been here from one year to six years.

88%

of Global Girls participants came to Canada as refugees from countries experiencing civil war. As such, their education was interrupted, and they came to Canada not knowing English.

*“I believe now that if
I want to do it, then I
CAN do it!”*

C5

As part of C5, EMCN, Bent Arrow Traditional Healing Society, Boyle Street Community Services, Norwood Child and Family Resource Centre and Terra Centre for Teen Parents, strive together to address barriers families face in their everyday lives. One of those barriers is access to housing: C5 is advocating for a change in housing regulations with the Government of Alberta. Current regulations mean that families are penalized for earning more income or improving their assets; they may no longer qualify for subsidized housing. Also, large families can't access housing because of the number of bedrooms stipulated in the regulations needed per family member. We're hopeful that the changes we've recommended to the government will be implemented, improving access to affordable housing and supporting families to move out of poverty.

C5 is also expanding their presence in the northeast of the city. Demand for our employment programs and family supports is growing; and families are telling us about other needs they have – in particular, a place to get together and connect. We are renovating a community space in our Northeast Hub, with a community kitchen, which is scheduled to open in 2017.

EMCN's participation in C5 means stronger community links and being part of an effective voice for change – benefitting all our clients.



Constructing Futures

Constructing Futures is our newest Bridging & Training program that we offer in partnership with NAIT, Enbridge and Alberta Labour. Constructing Futures is an integrated occupational skills training program that provides essential workplace skills and access to the labour market for unemployed, or underemployed immigrants who want to further develop careers in project management.

After 18 weeks of employment preparation, at EMCN and NAIT, participants complete an 8-week work experience in the project management field. Our Constructing Future graduates complete the program with a Project Leadership Certificate issued by NAIT, a deeper understanding of Canadian business communication skills, an increase of confidence to enter the Canadian labour market and further employment prospects.

At EMCN, we strive to ensure our Employment Graduates complete our programs feeling accomplished, confident and ready to embark upon a career in their respective fields. Constructing Futures is a new program, but we are confident that it will have the same positive impacts as our veteran programs, such as our Engineers' & Technologists' Integration Program, which has 1,800 alumni to date.

"A key value for me has been the number of networks I have connected with through this program, as well as the practicum experience. This is truly a worthwhile outcome and I will recommend this program to any newcomer with the engineering background, experience, and interest to learn!"

- Olusegun, January '17 Constructing Futures student



17/17

14 candidates successfully completed in class training





RISE

AWARDS 2016

Each year EMCN celebrates the commendable service of newcomers and Canadians alike on their outstanding accomplishments in helping build Edmonton to be the welcoming and inclusive city it is today.

The 13th annual RISE Awards Gala, was set for May 4, 2016. However, due to the tragic displacement of 2,400 Fort McMurray Wildfire evacuees to Northlands, the very same venue we were to host this celebratory occasion, we made the difficult decision to postpone the event. We knew, in our hearts, that we could not continue with our gala knowing families who had just lost everything were among us.

On September 28th, 2016 we hosted the postponed RISE Awards at City Hall, and although it was on a smaller scale, it was still a terrific evening of honouring the following award recipients:



SEBASTIAN BARRERA, Arts and Culture

MARION BULMER, Community Leadership, Non-Immigrant

SARMAD RASHEED, Community Leadership, Immigrant

CITY OF EDMONTON, DIVERSITY RECRUITMENT TEAM, Welcoming Workplace

DR. SOPHIE YOHANI, Lifetime Achievement

We would like to sincerely thank our Sponsors, Honorary Chair Karen Lynch, Josh Classen, the Jury Panel, nominees, nominators, recipients, volunteers and attendees' for all your support, hard work and contributions to the RISE Awards.



<i>Revenue</i>	<i>2017</i>	<i>2016</i>	<i>2015</i>
FEDERAL GOVERNMENT GRANT	\$ 8,061,417	\$ 5,927,581	\$5,013,715
PROVINCAL GOVERNMENT GRANT	3,870,966	3,591,101	3,434,245
OTHER ORGANIZATION'S GRANTS	1,048,477	642,135	528,083
MUNICIPAL GRANT	187,922	266,593	238,822
FUNDRAISING	80,914	162,460	184, 024
DONATIONS	322,669	106,099	157,421
REGISTRATION FEES	55,743	45,551	37,413
INVESTMENT INCOME	33,863	7,333	10,017
RENT	13,805	3,465	6,143
	\$13,675,776	\$ 10,752,318	\$ 9,609,883

<i>Expenses</i>			
SALARIES, WAGES & BENEFITS	\$9,124,121	\$7,468,571	\$6,192,089
RENT, UTILITIES & MAINTENANCE	1,526,871	1,388,281	1,347,844
CONTRACT SERVICES	1,583,368	622,106	698,096
RESOURCES	502,807	335,799	308,888
ADMINISTRATIVE	482,342	452,296	363,474
AMORTIZATION	185,344	174,759	176,794
EQUIPMENT, REPAIRS & MAINTENANCE	261,600	29,927	13,256
	\$ 13,666,453	\$ 10,471,739	\$ 9,100,441

<i>Excess Revenue Over Expenses</i>			
CURRENT ASSETS	\$ 9,323	\$ 280,579	\$ 509,442

<i>Asset Ratio</i>			
CURRENT ASSETS	\$2,765,339	\$ 2,759,541	\$ 2,490,380
CURRENT LIABILITIES	1,857,751	1,871,550	1,872,261
	\$907,588	\$887,991	\$618,119
TOTAL ASSETS	\$3,026,505	\$3,116,689	\$2,830,056
TOTAL LIABILITIES	2,093,830	2,193,337	2,187,283
	\$932,675	\$923,352	\$642,773

Funders



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