



*bringing people  
and communities  
together*



# 2017/2018 Annual Report

**PEI Association for Newcomers to Canada**  
 49 Water Street  
 Charlottetown, PE C1A 1A3  
 Phone: (902) 628-6009  
 Fax: (902) 894-4928  
 Email: [info@peianc.com](mailto:info@peianc.com)  
 Website: [www.peianc.com](http://www.peianc.com)

**Board of Directors 2017/2018**  
 Julius Patkai, President  
 Tina Saksida, Vice President  
 Jim Hornby, Treasurer  
 Kaitlyn Angus, Secretary

Ali Assadi  
 Arnold Croken  
 Joe Zhang  
 Jolene Chan  
 Laura Lee Howard  
 Rachel Murphy  
 Selvi Roy



## Table of Contents

President's Message	3	Provincial Immigration Partnership	8
Executive Director's Message	3	Rural Services	9
Integrated Settlement	4	A Welcoming Island	10
Newcomer Children and Youth	6	Community Engagement	12
Employment Services	7	Funders and Finance	18

This report covers the period from April 1st, 2017 to March 31st, 2018

## Julius Patkai

President of the Board



It has been another successful year and I am grateful to be President of the Board of the PEI Association for Newcomers to Canada. A special thank you goes out to Federal and Provincial funding partners, as well as municipalities and donors, for their continued support of the Association.

I was once a newcomer to Canada, arriving in 1971 from a refugee camp in Italy. I can relate to the difficulties one can encounter when entering a new country, a new home, a new way of life, and the challenges one faces when adapting to a new culture. People come to Canada to find safety, freedom from persecution, prosperity, clean environment, and better lives for their families. This is because of Canadian customs and culture, institutions, natural places, laws, and Canadian values of unity, tolerance, diversity, and reputation for being welcoming. Although new immigrants come from many different cultures and beliefs, we must be mindful that being Canadian means respecting those values that attracted us to this beautiful country.

For these reasons, I believe wholeheartedly in this great organization, and I believe that we need to do all that we can, as proud Canadians, to ensure its continued success! I sincerely thank the Board of Directors, Executive Director, management, and staff for their dedication and attention to detail. With staff expertise and guidance, newcomers are encouraged on a path to inclusion and success in Canada.

I look forward to the year ahead, and I am confident that we will continue to accomplish great things by working together as one.

## Craig Mackie

Executive Director



We are in the midst of changing times and while there are challenges, there are opportunities as well. PEIANC appreciates the continued funding support from all levels of government to support newcomers to PEI. New arrivals, from 78 different countries, totalled 1,987 and included 1,310 permanent residents, 640 temporary residents, and 37 others. The largest intake was from China, and we saw increasing numbers from India, Vietnam, and the Philippines. We also welcomed 132 refugees. I completed my two-year term as Co-Chair of the Settlement and Integration Working Group with the Canadian Council for Refugees and I am now representing Atlantic Canada settlement agencies at IRCC's Resettlement Assistance National Working Group on GARs.

Key accomplishments at PEIANC in the fiscal year 2017-18:

- Significant intake of new temporary residents, many interested in participating in the Atlantic Immigration Pilot Program (AIPP).
- Core programs delivered needs assessments, initial settlement support, helping families with the school system, assisting clients in finding work, and to find ways to integrate into Island life.
- Provincial Immigration Partnership successful in working with municipal leaders across PEI to build more welcoming communities.
- Success negotiating with the Public Schools Branch to launch a pilot to have settlement workers in schools (SWIS).

Newcomer's achievements are supported by a dedicated group of staff, volunteers, and Board of Directors who are devoted to giving newcomers the best possible start in their new home. I'm grateful for their support and commitment.

## OUR VISION

We see PEI as a welcoming, respectful, and inclusive community that supports newcomers as full members of society and values their contributions.

## OUR MISSION

The PEI Association for Newcomers to Canada brings people and communities together by providing settlement services and fostering inclusion and integration.

### Refugees welcomed to PEI

newly arrived refugees assisted by RAP and Settlement staff **115**

information sessions delivered by Canadian Life Skills **12**

countries of origin  
 Syria  
 Iraq  
 Somalia  
 Bhutan  
 Eritrea  
 Kenya  
 5 other countries



### 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 information from PEIANC staff about topics such 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. This information, delivered within the first 6-8 weeks of settlement, helps new refugees understand their new home, and to feel comfortable on Prince Edward Island. ■



### Canadian Life Skills (CLS)

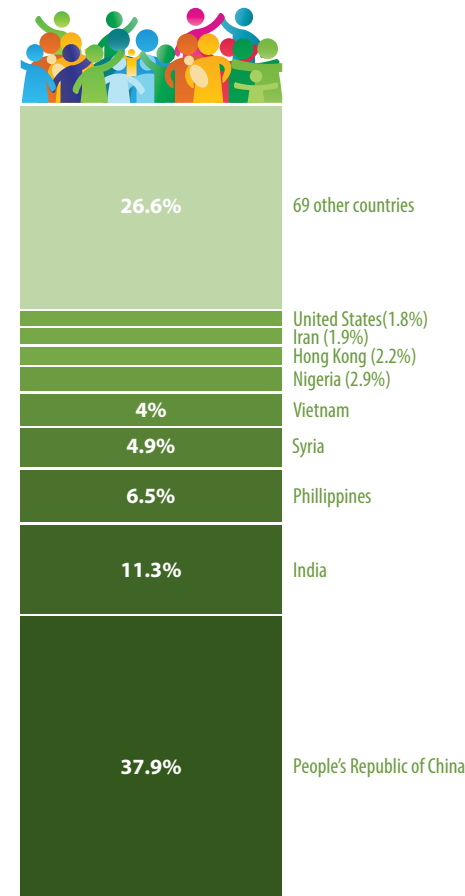
The Canadian Life Skills program aims to provide newly arrived refugees with guidance and support as they adjust to life in Canada. The program is delivered within the first 12 weeks of arrival. The CLS worker visits families to cover various topics depending on the specific needs of clients. The CLS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

### Intake and Referral Services

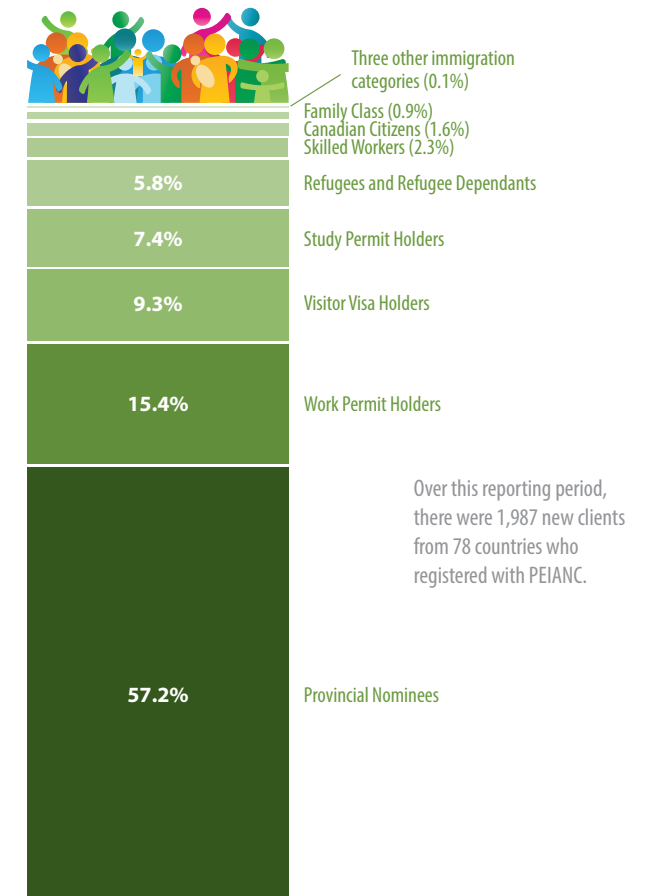
Before accessing settlement services from PEIANC, newcomers must register. Intake Workers complete a needs assessment for each family member, determine eligibility for services and programs, and refer clients to appropriate resources within PEIANC and the wider community.

### Intake for the period from April 1, 2017 to March 31, 2018 – Total: 1,987 clients

Number of registered clients by country of origin



Number of registered clients by immigration category



### Language Referrals

Learning or improving English continues to be a high priority for many newcomers. This fiscal year PEIANC made a total of 788 referrals for language training to the Language Instruction for Newcomers to Canada (LINC) training institutes: 653 to Holland College, 107 to Study Abroad Canada, and 28 to the online program, LINC Home Study.

### Newcomer Settlement Services (NSS)

Newcomer Settlement Services team provides assistance with 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 also include temporary foreign workers and international students on PEI.



### BASEL AL-RASHDAN AT THE UN'S HEADQUARTERS IN NEW YORK

Basel Al-Rashdan and his family arrived on PEI as Syrian refugees in late December 2015. Basel was involved in a number of PEIANC Youth Settlement Services programs, and his leadership and charismatic behavior made him stand out.

On World Children's Day, November 20, 2017, twelve-year-old Basel was invited to share his experience of being a refugee from the Syrian War with the 193 member states at the UN Headquarters in New York.

Prior to speaking to the UN, Basel received an unexpected call from the Prime Minister of Canada to congratulate him. Basel shared his message about respecting children's rights and safety, to which Prime Minister Trudeau commented, "We need more voices like yours, elevating themselves and sharing that message strongly."

When Basel addressed the UN, he spoke about his journey from Syria, through Jordan, to Prince Edward Island. He shared how his initial fear and apprehension has transformed into pride, hope, optimism, and happiness. ■

#### Youth Settlement Services (YSS)

YSS staff help newcomer families with school-aged children to register and integrate into the PEI school system. They assist with cross-cultural interpreting and connecting immigrant children with sports and recreational programs. YSS operates student summer camps and PD Days, and 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.

### SPEAKING RIGHTS PROJECT

In partnership with Equitas International Centre for Human Rights Education, the YSS team supported a group of young newcomers in the creation of a youth-led project that focused on human rights and issues in their community. The group chose to create an awareness video to address stereotypes that society places upon teenagers that are unfair, limiting, and inaccurate.

The group collaborated with Mahdi Selseleh to produce and edit the video launched on January 31, 2018 at the PEIANC. Guests included teachers, community partners, School Board officials and local media. Throughout the process youth were empowered, inspired, obtained a sense of achievement, and learned decision-making and leadership skills.

The video was featured on local television, radio, and newspaper, and shared on social media. On Facebook alone, there were over 6,000 views in the first 39 hours from different countries around the world. ■

### Youth Settlement Services Statistics as of March 31, 2018

active youth clients **1,495**  
 interventions during school year **8,479**



### ALTERNATE CAREERS DAY

With funding and support from the Department of Workforce and Advanced Learning, and in partnership with Réseau de développement économique et d'employabilité de l'Î.-P.-É., the EAS team organized PEIANC's third Alternate Careers Day on September 26, 2017, at the Rodd Charlottetown Hotel. The day gave approximately fifty of PEIANC's clients the opportunity to connect with over forty representatives from local Island industries. Participants engaged in conversations about PEI's labour market, listened to client success stories, and had one-to-one time with employers and sector council representatives.

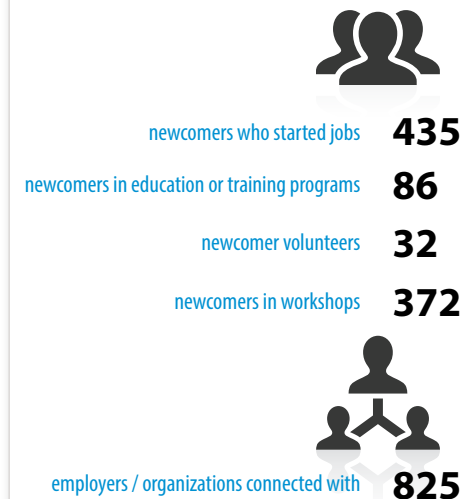
The day focused on careers in aerospace, information technology, health, bioscience, trades, finance and accounting, and early childhood education. The feedback from both clients and employers/industry representatives was positive and encouraging. ■



#### 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.

### Employment Assistance Services



” **Employers on Alternate Careers Day**

- ~ I was impressed by the event and the energy of the participants. It is exciting to see first-hand how newcomers are helping transform PEI for the better. Great event - thanks again!
- ~ Terrific event, I enjoyed it and also have perhaps some future employees.

**Clients' Feedback**

- ~ I sincerely enjoyed meeting with you and PEI employers yesterday, to learn more about PEI-companies and have the ability to be in touch with them in future cooperation.
- ~ That's a good thing for PEI to encourage the newcomers to feel like they are at home.
- ~ I've really enjoyed networking with people and learning more about identifying the skills and opportunities here in PEI. It was very organized and is providing the right platform to job seekers and employers.

”

## PROVINCIAL IMMIGRATION PARTNERSHIP



2017 PIP Forum *The Time is Now*

The PEI Immigration Partnership (PIP) is a coordinated and active working relationship amongst immigration partners in PEI who are seeking to improve newcomer integration and retention.

The PIP coordinates these efforts through regular events and activities, a Municipal Council, an SPO Working Group, immigrant advisors, regional meetings, and task-based committees for the purpose of

sharing knowledge, strengthening collaboration, and taking action together.

Enabling this work are partnerships with municipal leaders (in 9 out of 12 towns and cities in PEI), an overall network of several hundred community and business leaders, immigrant serving agencies, and provincial and federal partners.

The need for welcoming and inclusive communities, able to attract and retain increased numbers of immigrants, remains high. Late in 2016, PEI's census results became available, raising the alarm on a population crisis in a number of PEI communities experiencing double-digit population decline over five years. Meanwhile, PEI's growing communities are not immune to loss of population; while they are attracting newcomers, low retention remains a challenge. PIP's work related to newcomer attraction and retention is vital. ■



Participants in the November 2017 PIP Forum *The Time is Now*

### Provincial Immigration Partnership



active PIP network **304**

newcomer advisors **73**

municipal IIP council **7**



provincial or municipal strategy sessions **39**

working group meetings **16**

receptions, conferences, and municipal events **34**

### Provincial Immigration Partnership (PIP)

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

## CONNECTIONS WITH RURAL NEWCOMERS AND COMMUNITIES ACROSS PEI

PEIANC provides a variety of services, information, and aid to those newcomers living and working in rural areas of PEI.

The Association has a satellite office, provided by the City of Summerside and located in the Summerside City Hall, which is staffed by a full-time Settlement Worker supported by other PEIANC staff. ANC also has a part-time office in Montague again supplied by the Town of Montague and housed in their premises. Staff from the Charlottetown office travel out weekly to provide services at this location.

Employment Assistance Services (EAS) workers are in constant contact with rural employers, including those who hire temporary foreign workers in the fields of agriculture, fish industry, and manufacturing. EAS staff attend mixers for Eastern PEI, Kensington and Area, Greater Summerside, and West Prince Chambers of Commerce.

Throughout the year, PEIANC's Cultural Inclusion Trainer gave presentations to rural organizations in Souris, Scotchford, Summerside, Kensington and others.

In June and July 2017 PEIANC hosted two large multicultural inclusion events outside of Charlottetown, the DiverseCity Festivals in Montague and Summerside.

The PEI Immigration Partnership (PIP), mentioned previously on page eight, is a coordinated working relationship reaching across PEI, of municipalities, communities, and employers and leaders who are seeking to improve immigrant attraction, retention, or both. ■



Words are not enough to express to you how grateful I am for the help PEIANC gave me. Thanks for all your help and encouragement. You inspired me during all my difficult times when I needed words of encouragement. I just wanted to write to let you know how much I appreciate the positive influence you've had on my life, Belinda. I'll be forever grateful.

Summerside Newcomer Client



From a visual summary of *The Time is Now*, a Municipal and Community Engagement Forum with leaders from across PEI held in Summerside in November 2017. Recorded by Marguerite Drescher of Brave Space. This forum provided an opportunity for communities to collaborate and document collective insights.



# DIVERSECITY DIVERCITÉ

Multicultural Festival Festival multiculturel

Funded in part by:



Presented by PEIANC in partnership with:



DiverseCity continues to engage thousands of newcomers, tourists, and established Islanders in three communities in all three counties. 2017 was especially significant because it was Canada's 150 Anniversary; there was even a citizenship ceremony as part of DiverseCity Charlottetown! Overall attendance was an estimated 28,500 festival goers, and PEIANC was thrilled to feature cultural communities from 49 countries, including: 46 food vendors, 112 volunteers, 363 mainstage performers; and 89 information booths, artisans, and ethnocultural displays and demonstrations. ■



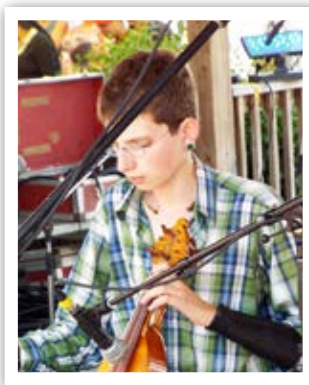
“I don't know whether to laugh or cry. Everybody else is laughing—they're so happy! I want to cry because it's just so delightful. It's DiverseCity in Charlottetown and a whole gang is line dancing. Country music comes from somewhere, a woman gives directions, yelling above the twang. Some dancers are deadly serious; they want to get this right. Others have thrown caution to the wind and are grinning to beat the band. There are pink cowboy hats and people calling out encouragement in languages I don't understand. Line dancing. The great unifier. Who would have thought it?”

*The Great Unifier - One Great Thing* by Ann Thurlow  
(The Buzz, August 2017)



“This is the second time we have attended the DiverseCity Festival. For Chinese immigrants like us, it is not only a chance for us to express our culture and display our unique character, but a good way to make friends and know the city and island better...”

Peng Peng, EasyPEI Software Inc.



“We have been participating in the DiverseCity Festival for four years now and each year the festival surpasses our expectations. It is such a unique and wonderful event that brings the beauty of PEI's diverse cultures. The festival has been an integral part to our business's growth and success and we are so fortunate to participate in it each year.”

Sheena Sunil, 4 S Catering





Louise Weeks, Lois Brown and Ruby Cousins are members of the Kensington Senior Surfers

## CULTURAL INCLUSION IN KENSINGTON, PEI

One of the highlights this year for the Cultural Inclusion Training program was a collaboration with the Kensington Senior Surfers to develop and deliver a project called “Understanding Newcomers”.

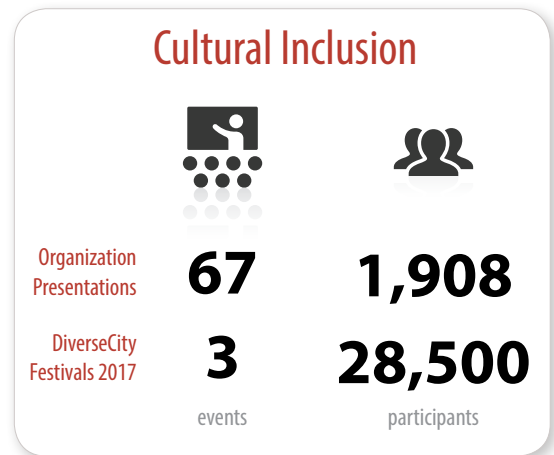
The project started when former teacher Ruby Cousins, a member of the Kensington group, was looking at the Grade 6 curriculum. “There was a page that listed the top nationalities on PEI from the 2006 census. All these people live on PEI! How are we going to know them?” she wondered.

The group applied for and was granted funding from the New Horizons for Seniors Program. They contacted PEIANC’s Cultural Inclusion Trainer and their project came to life. For the next several months the seniors researched countries of origin of newcomers on PEI, and met with eight newcomer presenters.

The project started with the CIT worker delivering an introductory presentation on cultural diversity and inclusion, followed by a series of speakers from Iran, Palestine, Kuwait, China, Nepal and India.

The newcomers involved in the project shared their stories of immigrating and integrating, as well as what life was like in their home country. Following each presentation, the seniors created storyboards of what they had learned to then share with their local elementary school and Women’s Institutes across the province.

The project concluded with an open house where the newcomers, seniors, and greater community came together to view and discuss the display of storyboards. This “Understanding Newcomers” project is a great example of Islanders taking steps to better understand newcomers to Canada and foster inclusive communities. “Our country is changing with all these new people coming in,” member Louise Weeks said, “it’s wrong not to accept them; one time we were the new people too.” ■



### Cultural Inclusion Training (CIT)

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

### 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.

## CANADA CONNECTS – A NEW CCP PROGRAM

Preparations are underway for the launch of a new Community Connections Program: Canada Connects. This new program will begin training volunteers in the fall of 2018 and it will be aimed at matching volunteers with refugees who have lived in Canada for less than one year. Canada Connects will offer volunteers a challenging and in-depth opportunity to connect with recent refugees, offering mentorship and support on all aspects of living on PEI. Volunteers will spend up to four hours per week with the refugee family they’re matched with, helping them with many things such as mastering transit routes, where grocery stores are located, and ensuring the family is fully prepared for winter in Canada. ■



Volunteers at the International Day for the Elimination of Racial Discrimination, and winners of the PEIANC Anti-Racism Challenge

## VOLUNTEER SPOTLIGHT

The Community Connections Program couldn’t operate without the support of its many dedicated volunteers. Our volunteers do it all: lead Conversation Circles, host English-centered music groups, teach IELTS exam preparation classes, teach Citizenship classes, assist with in-office projects, help with our clothing drives, participate in sporting days and trips to historical sites, pitch in at our Island-wide DiverseCity festivals, and offer friendship, mentoring, and expertise in our English as an Additional Language Tutor Program. Currently, we have 205 caring and amazing volunteers offering up some of their free time to help newcomers on PEI.

Among those, Doreen Foster and Rita Bustard at Trinity-Clifton United Church continue to help PEIANC coordinate a free, monthly clothing drive for newcomers and established Islanders alike. This initiative will wrap up in October 2018 and all donations will be forwarded to Gifts From The Heart and Santa’s Angels, who are partnering up to launch a new donation centre for Island residents. ■

### Community Connections Program

- number of clients matched with an English-as-an-Additional-Language volunteer tutor **192**
- number of clients/families matched with a Community Inclusion Volunteer or Holiday Host **18**
- number of inclusion activities organized **109**
- number of newcomers who attended Citizenship Classes **137**
- number of clients who participated in CCP inclusion activities **3,707**





(L-R) Bernie Plourde (Manager, Charlottetown Farmers Market), Diane Griffin (HR Manager, 3 Points Aviation), Donna Young (Individual Appreciation Award Recipient), Julius Patkai (President of the Board of Directors, PEIANC), and Craig Mackie (Executive Director, PEIANC)

## COMMUNITY APPRECIATION AWARDS

The annual PEIANC Community Appreciation Awards were announced on November 1, 2017. These awards, nominated and voted on by all of PEIANC staff, are handed out to very deserving candidates.

**The Business Appreciation Award went to 3 Points Aviation:** Human Resources Manager for over ten years, Dianne Griffin believes that newcomers have a wealth of work experience and skills. 3 Points Aviation is committed to hiring newcomers and supporting their continued education. Ms. Griffin refers new hires to PEIANC, so if necessary, they can upgrade their language skills, become involved in the community, and make more connections. 3 Points recognizes this will not only improve newcomer employees' performance at work, but will also help make the transition to a new country easier for them and their families.

**The Organization Appreciation Award went to Charlottetown Farmers' Market:** In 2016, Charlottetown Farmers' Market approached PEIANC with an offer to provide newcomer families experiencing food insecurity with \$15 per week in coupons for fresh produce redeemable at the Market. The Farmers' Market assisted with transportation subsidies for anyone who required it, and provided opportunities for newcomers to learn how to prepare unfamiliar foods. The program, conceived by Manager, Bernie Plourde, and the Market's Board Members, went on to support more than forty Island families in 2016 including sixteen families through PEIANC, plus eight additional families in the weeks prior to Christmas. In 2017, despite funding difficulties, the program supported ten families, and Bernie is working on securing funding for the upcoming year.

**The Individual Appreciation Award went to Donna Young:** After retiring from over thirty years of being a daycare worker, Donna Young decided to devote her life to helping others. She was involved first at PEIANC in conducting parenting sessions for newcomer families. Many of the newcomers Donna meets belong to her local church. In addition to making lifelong friendships, she has helped newcomers reunite with family members through private sponsorship. Donna provides intangible supports such as connections, resources, and personal strength. She is an asset and inspiration to the community, and a true lifeline for all the newcomers she has helped. ■

## VOLUNTEERS IMPACTING NEWCOMER INTEGRATION



Volunteer Stephanie Ragnauth and Sameh Elgharib

In October 2017, Sameh Elgharib became PEIANC's first Volunteer Organizer, a new position created in settlement service organizations across Canada, as IRCC recognized the crucial importance of managing volunteers. The Volunteer Organizer interviews volunteers, suggests appropriate programs, ensures safety screening and paperwork is complete, coaches and follows up with volunteers, and liaises with the staff whose programs utilize volunteers.

## COOKING ACROSS CULTURES

In May 2017, the PEIANC Women's Group began an ongoing partnership with the Women's Institute (Greater Charlottetown Chapter). These two groups had been trying to find a way to work together to increase social contact between new and established Island women.

The first workshop, held at the Charlottetown Farm Centre, featured chicken soup and apple crisp, both classic PEI traditional dishes. The project is ongoing and future plans involve teaching Chinese and Syrian dishes. ■



## Participants in Integration Events

Women's Group	1,117
Winter Social Events	837
Christmas Open House	545
Annual Community Meeting	107
Partnered Events	1,034

Total Participants **3,640**



A good example of volunteer success is child minding at Women's Group events. The volunteers provide on-site care for children of women participating in the programs, allowing them time to concentrate on sewing classes, parenting classes, or just to have "me-time" socializing with other women. The Volunteer Organizer can help volunteers maximize their opportunities and build new skills and experience. ■



## COMMUNITY PARTNERS FOR 2017-2018

Atlantic Council for International Cooperation  
 Carrefour de l'Isle-Saint-Jean  
 Canadian Association for Advancement of Women in Sport  
 CHANCES Family Resource Centre  
 Charlottetown City Police  
 Charlottetown Farmer's Market  
 City of Charlottetown  
 City of Summerside  
 Community Legal Information Association (CLIA)  
 Confederation Centre of the Arts  
 Coopérative d'intégration francophone de l'Î.-P.-É. (CIF)  
 Cornerstone Baptist Church  
 Diocese of Charlottetown  
 Discover Charlottetown  
 Eastern PEI Chamber of Commerce  
 Engineers PEI  
 Family Service PEI  
 Family Violence Prevention  
 Friends of Confederation Centre  
 Greater Charlottetown Area Chamber of Commerce  
 Greater Summerside Chamber of Commerce  
 Holland College  
 Island Media Arts Cooperative  
 Island Storm  
 Jumpstart (Canadian Tire)  
 Justice Options for Women  
 KidSport PEI  
 Parks Canada  
 PEI Business Women's Association  
 PEI Career Development Association  
 PEI Connectors  
 PEI Human Rights Commission  
 PEI Literacy Alliance  
 PEI Public School Branch  
 Provincial Public Library Service  
 Public Health  
 RCMP of Prince Edward Island  
 RDÉE Île-du-Prince-Édouard Inc.  
 Rural Action Centres  
 Sadat's Cuisine  
 Social Services and Seniors

Spa Total Fitness  
 St. Paul's Anglican Church  
 Stratford Community Garden  
 Tennis PEI  
 Tourism Industry Association PEI  
 Town of Alberton  
 Town of Cornwall  
 Town of Montague  
 Town of Souris  
 Town of Stratford  
 Trinity-Clifton United Church  
 Trinity United - Summerside  
 United Way of PEI  
 UPEI International Student Office  
 Wake Up Dance Studio  
 Women's Network PEI

## COMMUNITY SPONSORS AND DONORS

3 Points Aviation  
 AG Archibald Golf Tournament  
 Aspin Kemp & Associates Inc.  
 Atlantic Immigration Research Grants  
 Atlantic Lottery Corporation  
 Downtown Charlottetown Inc  
 Equitas-Centre Intl d'Éducation aux Droits Humains / Equitas  
 International Centre for Human Rights  
 Kinsmen Video  
 La Coopérative d'intégration francophone  
 McInnes Cooper  
 Mobia Technology  
 Occidental Chain  
 Provincial Credit Union Ltd.  
 RBC Foundation  
 RBC and RBC Wealth Management  
 RDÉE Île-du-Prince-Édouard Inc.  
 Slemmon Park Corporation  
 Special Events Reserve Fund - Charlottetown  
 Stewart McKelvey  
 Tourism Accommodation Levy - Summerside  
 Transform Events & Consulting

## SPOTLIGHT ON A WONDERFUL PEIANC SUPPORTER

Li Yuan Ma, Commercial Account Manager with Royal Bank of Canada in Charlottetown, was named Community Leader for the Atlantic Region at Canada's Volunteer Awards, which took place in Ottawa on December 5th, 2017. The Honourable Jean-Yves Duclos, Minister of Families, Children and Social Development, presented the awards.

Canada's Volunteer Awards recognized Li Yuan for her commitment to helping others, particularly fellow newcomers to Canada. True to form, Li Yuan Ma identified the PEI Association for Newcomers to Canada (PEIANC) to receive the \$1,000 grant associated with her recognition package. The PEI Association for Newcomers to Canada put this donation towards social inclusion and integration programming for newcomers.

Li Yuan has been a friend to newcomers and to PEIANC for many years, working together with the support of her Community Market Manager, Mary MacInnis. Since 2014, RBC and RBC Foundation have donated over \$45,000 to support newcomers and PEIANC's work of bringing people and communities together! ■



## WEBSITE STATS HIGHLIGHT

In this reporting period, PEIANC's website had an average of about 29,000 unique visitors monthly, with approximately 1,700 visits per month lasting longer than 30 minutes.

## ONLINE GUIDE FOR NEWCOMERS TO CANADA

In our Online Guide, available in seven languages, newcomers can access essential information needed to settle on PEI.



## CONNECT WITH PEIANC THROUGH SOCIAL MEDIA

In this reporting period:

**facebook.com/peinewcomers**

Our Facebook page had 449 new posts, engagement of 5,800 (reactions, comments, shares), and an average daily reach of 1,320 unique individuals.

**twitter.com/PEIANC**

The PEIANC Twitter account had 1,300 new followers, 331 new tweets, and 1,300 engagements.

**youtube.com/PEInewcomers**

By March 2018 our YouTube channel had 44 videos and 21,803 views.

## FINANCIAL OVERVIEW – FISCAL YEAR (APRIL 1, 2017 – MARCH 31, 2018)

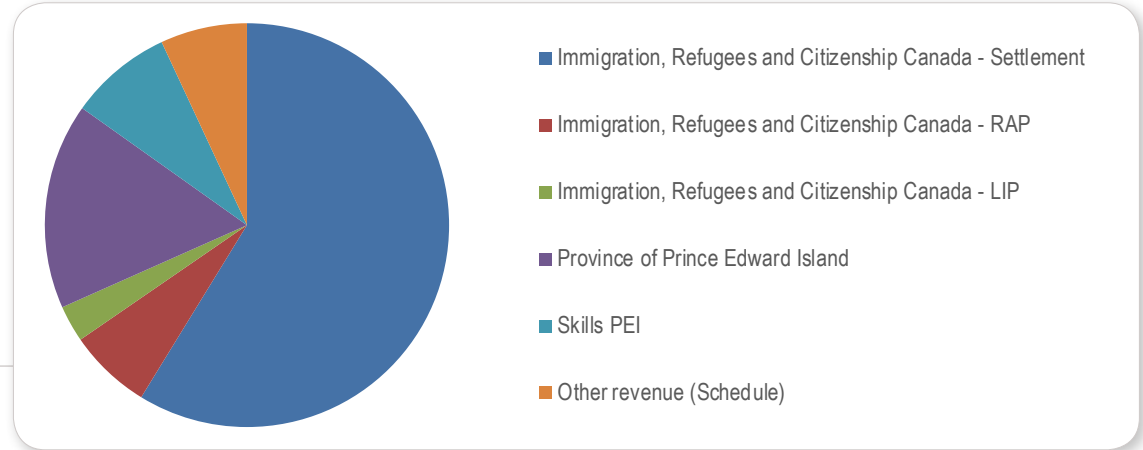
The PEI Association for Newcomers to Canada employs 30 full-time, 1 part-time, and 9 contract or short-term positions, as well as 94 contractors to provide language-based services (71 interpreters, 20 translators for the website and other documents, and 3 language assessors).

In addition to our primary service funding, we have applied for and received other funding (6.93% of total revenue) to suit additional client needs or special projects such as seniors' and intergenerational programs. 99% of the funds were spent on PEI in program activities and supplies, services, costs related to premises rental, and salaries.

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

## REVENUE

	2017-2018	2016-2017
Immigration, Refugees and Citizenship Canada - Settlement	1,521,157	1,559,403
Immigration, Refugees and Citizenship Canada - RAP	171,931	212,967
Immigration, Refugees and Citizenship Canada - LIP	75,970	73,087
Province of Prince Edward Island	427,119	463,716
Skills PEI	213,068	219,452
Other revenue	179,501	166,259
<b>Total</b>	<b>2,588,746</b>	<b>2,694,884</b>



## EXPENSES

	2017-2018	2016-2017
Wages and wage levies	1,874,432	2,006,083
Program activities	351,129	333,199
Operating expenses	63,192	62,066
Website, intranet development, and translation	58,674	37,913
Rent	102,539	101,025
Client expenses	45,885	61,264
Office	5,152	7,500
Travel	23,841	26,748
Professional development	20,440	13,760
Miscellaneous	5,641	4,147
Advertising	3,544	8,032
Professional fees	2,350	2,300
Amortization	5,079	28,604
<b>Total</b>	<b>2,561,898</b>	<b>2,613,366</b>



	2017-2018	2016-2017
<b>Excess of revenue over expenses</b>	<b>26,848</b>	<b>2,243</b>

**Federal**  
 Atlantic Canada Opportunities Agency  
 Canadian Heritage  
 Human Resources and Skills Development Canada  
 Immigration, Refugees and Citizenship Canada

**Province of Prince Edward Island**  
 Education, Early Learning and Culture  
 Skills PEI  
 Workforce and Advanced Learning

**Municipal**  
 City of Charlottetown  
 City of Summerside  
 Town of Montague

*Thanks also to the hundreds of generous members of the public and business community, as well as our many in-kind partners and supporters.*

Special thanks to PEIANC clients whose stories and photographs are featured in this 2017-18 Annual Report. Every effort has been made to ensure that the information in this report is accurate.

**Produced for:** The PEI Association for Newcomers to Canada

**Writer and Editor:** Yvette Doucette with Beti Andric

Thanks to all PEIANC staff who submitted story ideas and collected information.

**Photography:** Melanie Bailey, Nancy Clement, Melissa Coffin, Lisa Dollar, Yvette Doucette, Stephen Harris, Craig Mackie, Jill Olscamp, and others.

**Production and Design:** Goldnet Smart Technologies with Yvette Doucette

**Printer:** Halcraft Printing

Canada Customs and Revenue Agency

Charitable Taxation Number

14061 4512 RR0001



This image is of the organizers of *The Time is Now*, a Municipal and Community Engagement Forum, with leaders from across PEI, held in Summerside in November 2017. This forum provided an opportunity for communities to share experiences, learn from each other, and commit to action in support of community growth and newcomer welcome and retention. (L-R, positions are at the time of the photo) Amie Swallow-MacDonald, Director of Rural and Regional Development, Susan MacKenzie, Director of Workforce and Advanced Learning, Bonnie Gallant, Executive Director of RDÉE PEI, Catherine Rioux, bilingual Settlement Officer, Workforce and Advanced Learning, Jacinthe Lemire, Executive Director of the Coopérative d'intégration francophone de l'Î.-P.-É., Chérine Stévuła, Coordinator of the LIENS Project, Lisa Dollar, Cultural Inclusion Trainer for PEIANC, Melanie Bailey, Coordinator, Provincial Immigration Partnership for PEI