



IRSA

Immigrant & Refugee Services
ASSOCIATION
Prince Edward Island

*bringing
people and
communities
together*



2023—2024
Annual Report

Immigrant & Refugee Services Association PEI
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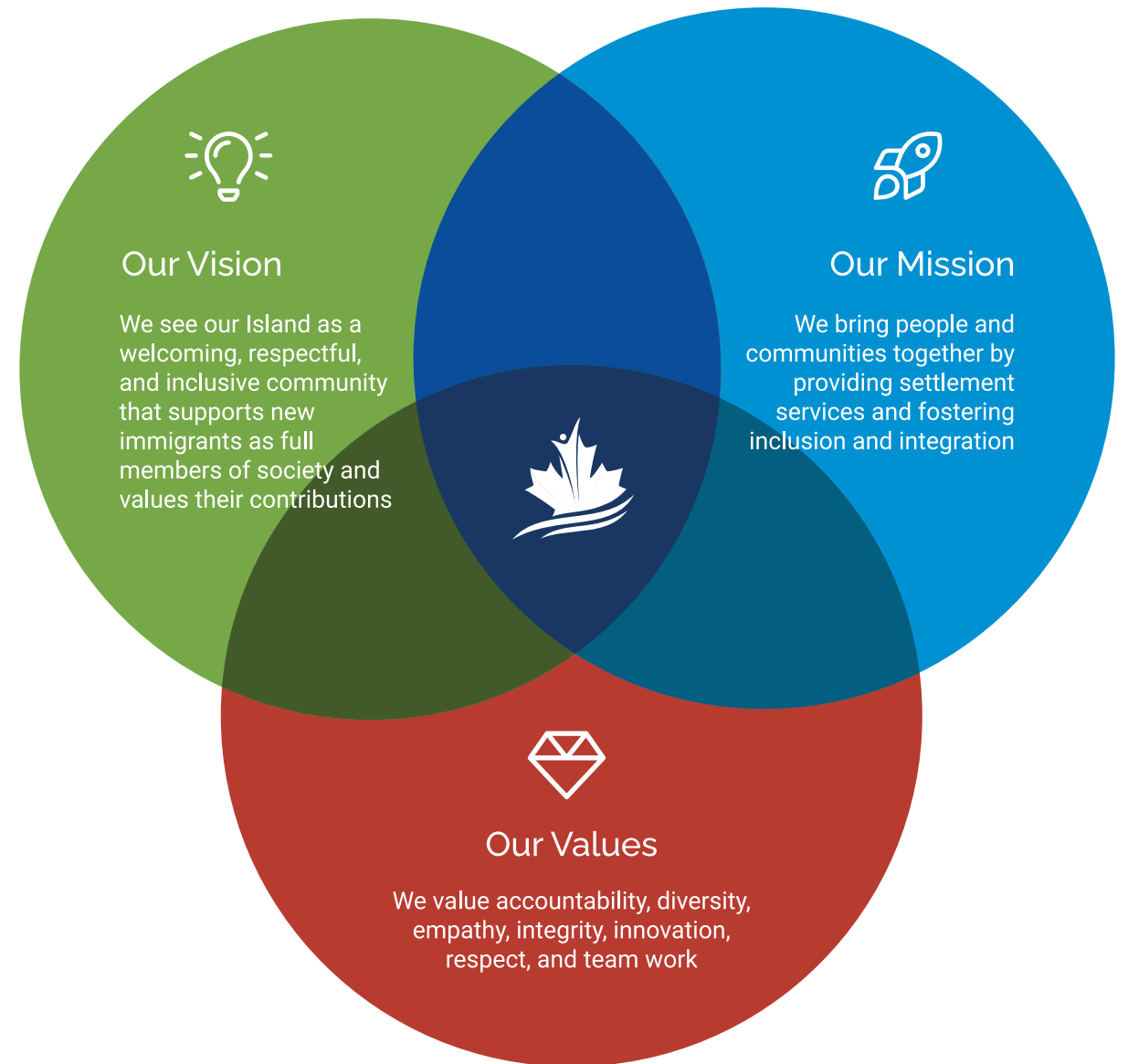


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Vanessa Wachuku, Vice President	Chera-Lee Gomez
Rachel Murphy, Treasurer	Corinne Chappell
Sandy Irwin, Secretary	Gary Demeulenaere
	Matt Totten
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President's message

Tina Saksida



Reflecting on IRSA's 30th anniversary, I am reminded of the thousands of newcomers who have become part of our community over the decades. This past year alone, IRSA welcomed over 3,000 immigrants and refugees, underscoring both Prince Edward Island's growing diversity and

the essential role IRSA plays in helping newcomers settle and succeed here. Supporting refugees who have faced extreme hardship is a critical part of our mission, alongside our commitment to helping all newcomers build a new life on the Island.

IRSA has also been working to broaden its reach and make services more accessible across the Island. The new Summerside office has allowed us to connect with clients in that region more directly, while our efforts in areas like youth engagement and employment support have seen growing participation. We remain focused on meeting the needs of our clients while navigating the complex realities newcomers face, including housing shortages, employment challenges, and limited access to health-care.

I continue to be inspired by IRSA's staff, whose resilience and professionalism are evident in their daily work, and I am grateful for the care they bring to our clients and community. The team's dedication has strengthened IRSA's ability to adapt and respond to the evolving needs of those we serve. I would also like to thank our Executive Director, Bernadette Reynolds, and the management team for their steady leadership and vision. They have been instrumental in guiding IRSA through another demanding year, ensuring that we continue to deliver high-quality support while fostering a strong, collaborative team culture.

I would like to extend my heartfelt thanks to my fellow Board members – Vanessa Wachuku (Vice President), Rachel Murphy (Treasurer), Sandy Irwin (Secretary), Bobby Thomas Cameron, Corinne Chappel, Gary Demeulenaere, Chera-Lee Gomez, Trung Ngo, Robert Saada, and Matt Totten – for their ongoing commitment to IRSA's mission. Their leadership and expertise make us stronger, and I am grateful for the guidance they bring to our work. I would also like to recognize and thank the members who left the Board last year – Ali Assadi, Jim Hornby, Julius Patkai, and Selvi Roy – for their years of dedicated service and lasting impact. Additionally, I would like to express my deep appreciation for the Board's administrative assistant, Beti Andric, whose expert assistance and wealth of institutional knowledge make her an invaluable member of our team.

Finally, to our funding partners, volunteers, and the local community: thank you for your continued trust and support. Together, we are building a more inclusive and welcoming Island where newcomers can thrive. ■

A note from the Executive Director

Bernadette Reynolds



As we celebrate our 30th anniversary, I am filled with gratitude for the incredible journey IRSA has had—and for the thousands of immigrants and refugees who have come through our doors. This past year, we have welcomed 3,334 new immigrants from over 100 countries.

As I reflect on the past year, it is not only on the work we've accomplished but on the incredible people who have made that work possible—most notably, our dedicated and passionate staff. Their tireless efforts, commitment to service, and unwavering support for the newcomers we serve are at the heart of every success we've achieved over the past three decades.

This past year, the ongoing war in Ukraine has led to the arrival of over 200 Ukrainians, seeking safety and a new beginning in Canada. IRSA welcomed 187 refugees from 8 countries, with the top three being Syria, Somalia, and Democratic Republic of Congo. As we opened our doors to these families, we saw firsthand the impact of conflict and displacement, but we also saw the power of community. Our team responded with urgency, providing life-changing support through settlement and youth settlement services, language conversation classes, employment resources, community integration activities and mental health support. The dedication of our staff has been truly inspiring.

Here are some key highlights from the past year:

ARISA's small centre sector conference saw 500 participants come together in Charlottetown from across Canada. All IRSA staff attended, and benefited from 30 workshops, 12 round tables and 2 keynotes. As well, our Provincial Immigration Part-

nership hosted the Atlantic Canadian Local Immigration Partners for a day of brainstorming and sharing best practices on Innovation and collaboration in the sector.

The newly opened Summerside office continues to expand with almost 400 new registrants, with all services provided in person. Youth programming has been well attended and "Try a Sport" which helps reduce barriers to participating in sports, was a resounding success. An Alternate Careers Day was held where over 150 participants heard presentations from various sectors, received information on training opportunities and met with employers. In addition, IRSA collaborated with Culture Summerside to bring international foods to their Christmas event.

IRSA benefits from and is grateful to all our volunteers. This year we had 195 volunteers who gave us 1,508 hours of their time. IRSA for the first time hosted a weekly Tax Clinic during March and April, where volunteers completed and filed taxes on behalf of our clients.

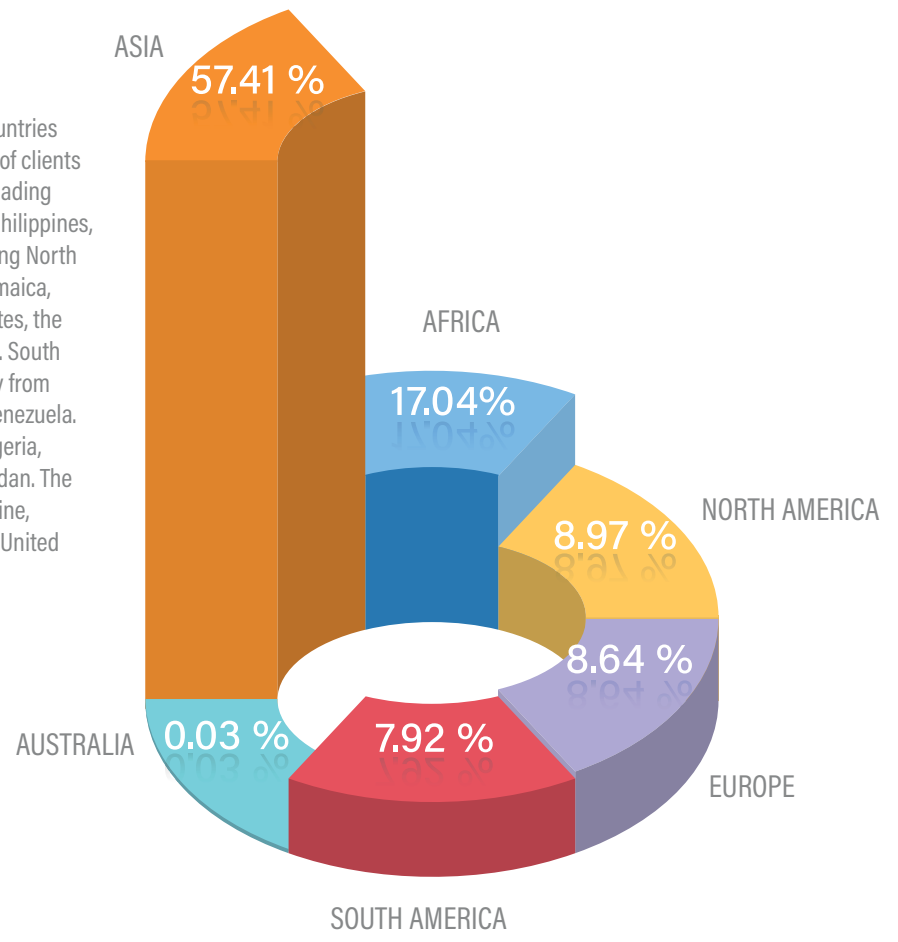
While we celebrate these accomplishments, we are also aware of the ongoing challenges. Immigrants and refugees face significant barriers, from finding affordable housing and securing employment, to dealing with the mental health impacts of resettlement. The demand for our services is growing, and we remain focused on ensuring that our programs and resources continue to meet the evolving needs of the diverse communities we serve.

Here's to the next 30 years of building a more inclusive, compassionate, and thriving community for all Island residents. ■

CLIENT DEMOGRAPHICS: OVERVIEW

Clients by place of origin

In the fiscal year 2023/2024, 3,334 new immigrants from 107 countries registered with IRSA. The majority of clients came from Asia (57.4%), with the leading source countries being India, the Philippines, China, Vietnam, and Iran. The leading North American country of origin was Jamaica, followed by Mexico, the United States, the Bahamas and Dominican Republic. South American immigrants came mostly from Chile, Colombia, Peru, Brazil and Venezuela. Most African clients came from Nigeria, Ghana, Egypt, South Africa, and Sudan. The Europeans mostly came from Ukraine, Türkiye, Albania, Germany, and the United Kingdom.



Clients by immigration class



Settlement Services

Settlement workers at IRSA deliver direct services to new immigrants—intake, orientation, translation, interpretation, referral to community resources, para-professional counselling, and providing general essential information.

These services continue to play a crucial role in helping individuals and families on their journey to achieve their full potential in their new environment. Settlement services encompass a wide range of support mechanisms designed to address the various challenges newcomers face.

Newcomer Settlement Services (NSS)

Settlement workers play a crucial role in assisting newcomers as they navigate the complexities of federal and provincial systems. They provide resources, guidance, and referrals to IRSA programs, as well as external organizations when needed. In addition to offering support with practical matters such as housing, employment, and legal issues, settlement workers help clients connect with the broader community, fostering a sense of belonging and stability. This comprehensive support system is designed to ensure that newcomers have the tools they need to thrive in their new environment.

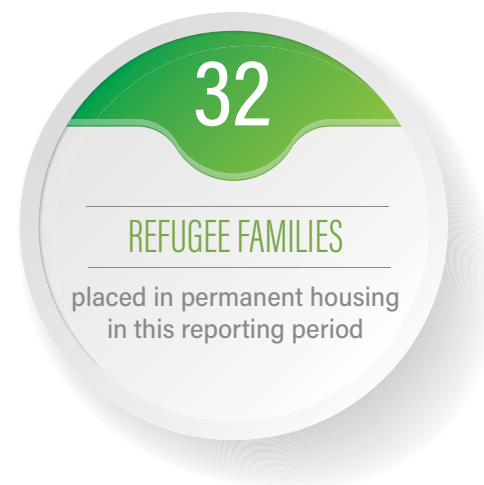
By taking an individual case management approach, NSS workers focus on the unique needs of each client and provide tailored assistance to help them adjust to their new life. This personalized approach includes regular follow-ups to ensure clients' ongoing success. The program's core objective is to empower newcomers, giving them the knowledge and confidence they need to navigate Canadian society. Whether it's understanding cultural norms, or accessing healthcare, NSS workers strive to create a welcoming and inclusive environment where all newcomers feel supported and valued, ensuring a smooth and successful transition to life in Canada.





Resettlement Assistance Program (RAP)

This program is crafted to address the immediate settlement needs of Government Assisted Refugees (GARs), and it is delivered within 6 to 8 weeks of their arrival in Prince Edward Island. During this crucial period, the program extends essential services pivotal to a smooth transition for the newcomers. Services include temporary accommodation, an initial assessment of the refugees' unique needs, skills, and aspirations, the delivery of orientation and information needed to begin the resettlement process, and connection to other programs and services provided by IRSA.



IRSA office in Summerside

Several IRSA team members work full-time out of the new office in Summerside. With support from their Charlottetown colleagues, they operate the following programs and services:

- General settlement services
- Youth settlement services
- Employment assistance services
- Community engagement programs
- Provincial Immigration Partnership program

About twelve percent of the total number of new clients in this reporting period were settling in Prince County and registered with IRSA through the Summerside office.



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2023/2024 PROGRAMMING HIGHLIGHTS—PRINCE COUNTY

Our commitment to supporting overall development and integrating newcomers into the Prince County community is evident through diverse initiatives. This year, we continued expanding our programs and services delivered through the Summerside office. Here are some highlights:

Youth Programs

With two staff in charge of youth settlement programming in the Summerside office and the support of the Charlottetown team, we provided many opportunities for young immigrants in the area.

Besides the regular youth settlement services, like helping with school enrollment, the Youth Settlement Services team organized twenty-five events during the reporting year for our clients settling in Prince County. These events have enhanced IRSA's presence in the area and facilitated greater community involvement among our clients. The events included PD day camps, March break camps, a full week of summer camp, international friendship groups in Summerside schools, Future Readiness events for Grade 9+ students, youth circles focusing on life skills for adolescents, First Aid and Babysitting Courses, Self-defense and Martial Arts classes, Winter Nature Walks, various sporting events, Free Prom Dress Shopping, Summer Nature Camps, and yoga sessions. [see page 8 for more information on youth services]

Employment Assistance Services

IRSA's employment services team hosted an Alternate Careers Day in Summerside—the first of its kind in the city.

The event featured presentations from various sectors and information on training opportunities and community support. Over eighty newcomers attended the event. It was a remarkable success! [see page 12 for more information on employment services] ■



Youth Settlement Services (YSS)

The YSS team supports immigrant students (Kindergarten through Grade 12) and their families in Charlotte-town and Summerside.

The team members assist newcomer children to achieve their full potential within the Canadian school system, provide guidance and skills transfer to help youth adapt to Canadian culture, and support students in coping with social, emotional, and family or other relationship-related challenges.



YOUTH SETTLEMENT SERVICES: A YEAR OF SPORTS

This was a big year for sport events in YSS. We received a few grants that allowed the team to offer try-a-sport camps to immigrant youth of different ages at no cost. Through these events YSS aimed to reduce the barriers many of our clients face when trying to participate in sports or recreational activities. In addition, YSS provided options for girls-only events in hopes of counteracting gender inequality trends related to sport participation across Canada.

We held nearly 50 events to cater to 584 participants. These events promoted physical activity and healthy lifestyles; they exposed participants to various sport activities, many of which were new to them; and supported youth in discovering what they enjoyed and find a passion for a sport they hadn't considered before. ■



The Home Instruction for Parents of Preschool Youngsters (HIPPY) program grew out of an evidence-based initiative that involved collaboration with families in their homes. The program empowers parents, primarily mothers, to actively participate in Canadian society and prepare their children for school and life success. Through home visits and personalized educational sessions, the HIPPY program team ensures each participating parent is equipped with the proper tools to adjust to life in Canada with children.

”

When I emigrated from Jamaica in December 2023 with my kids, I felt overwhelmed with the need to adjust quickly and get my kids settled in school. However, I had no idea of how to even start the process of getting them enrolled. Seeing my frustration my spouse took me to IRSA and there my journey began.

I will always remember the warmth and smiles of everyone. The staff was so helpful and I quickly signed up to be a member of the community of newcomers. It was there that I met Sara Peters. I was immediately drawn to her sunny disposition that radiated through the room. She along with her colleague assisted me with the applications for enrolling my kids into the different schools. She also helped me become aware of the different benefits available to me and my family and helped us access them. If there was anything that she didn't know, she knew someone who knew, and she always pointed me in the right direction.

After all but one of my kids were settled into school, she mentored me through the HIPPY program on ways to adequately prepare my son for Kindergarten. The lessons were always interactive, student-centred, and based on a relatable theme. [...]

Although Sara mainly focused on the HIPPY program, she never forgot to ask how I was adjusting. She showed genuine care and helped me to make sense of a lot of processes that were unfamiliar to me.

Thanks, Sara. I look forward to continuing the friendship and relationship we have developed over the months.

~ Jannel Diedrick

”



DiverseCity multicultural festival

The festival events were held in five Island communities—Charlottetown, Alberton, Summerside, Three Rivers (Montague), and Souris—in June and July 2023. The festival also produced four one-hour shows that aired on the national Eastlink Community TV network in the fall of 2023, and streamed online on the DiverseCity website.

Background

The first DiverseCity took place on Victoria Row in Charlottetown in 2007. From then on, DiverseCity grew larger every year. In 2014, DiverseCity became a multi-event fair held in all three counties of the province and is now an essential part of the Prince Edward Island summer festival line-up. To mark the festival’s 10th anniversary in 2016, we added a citizenship ceremony to kick off the events in Charlottetown. Celebrating the newest Canadians at the Festival has now become a tradition.

DiverseCity Now

The annual DiverseCity Multicultural Festival continues to take place in multiple Island locations over the summer months. Performers, vendors, artisans, community groups, and activity leaders represent about eighty different cultures each year. The Festival is an occasion for everyone to celebrate the Island’s diverse community that is continuously becoming culturally richer thanks to immigration.

CULTURAL INCLUSION TRAINING

The Cultural Inclusion Training (CIT) Program is dedicated to advancing cultural diversity, fostering inclusion, and addressing racism within Prince Edward Island. As a key leader in this area, CIT aims to create a welcoming and inclusive environment by actively challenging stereotypes, biases, and discrimination.

Through various workshops and presentations customized to meet specific topics and time requirements, CIT engages diverse community members—from government officials and businesses to educators, students, and organizations. The Program supports the smooth cultural integration of newcomers into Island workplaces and communities, helping to build a stronger, more inclusive province. ■



“
Literally, everyone who provided feedback had high praise for both your content and delivery. You shared some great examples and statistics that many people found interesting and helpful. I think your workshop was both incredibly applicable to the work we do, but it is also helpful [to me] as a community member. Thank you for leading us through this training.
I attended your training with two junior supervisors, and a few times during the session I saw them have light bulb moments. It was the session that was talked about back at the plant after the conference.
You presented to a leadership group that I was a part of last fall. I have told so many people how great of a session that was, all of us thought that session was fantastic. I found I really got a lot out of the breakout group activities.
 ”



COMMUNITY ENGAGEMENT SERVICES – 2023/2024 PROGRAMMING HIGHLIGHTS

IRSA's Community Engagement Services offer a range of programs and events to support newcomers in Prince Edward Island as they integrate into Canadian society. Through programs like the Canada Connects and English as an Additional Language Volunteer Tutor program, newcomers receive language support, cultural orientation, and guidance from established community volunteers. Events such as the Christmas Social and Women's Wellness Night provide opportunities for social integration and community engagement. Additionally, practical support is provided through services like the Canada School and Tax Clinic, which offer information sessions and assistance with essential tasks like tax filing.

Celebrating 30 Years of Community and Inclusion



On 6 July 2023, we proudly celebrated the 30th anniversary of our Association! Since our founding in 1993 as a non-profit organization, we have dedicated ourselves to providing essential short-term settlement services and long-term programs that promote inclusion and active community participation for new immigrants arriving on the Island. This milestone reflects three decades of commitment to fostering a welcoming environment for all.

To mark this special occasion, we hosted an unforgettable Annual Community Meeting and 30th Anniversary Party at the Beaconsfield Carriage House, drawing over 500 attendees. The atmosphere was vibrant and joyful, filled with laughter and camaraderie. Guests delighted in interacting with friendly turkeys, goats, and chickens, creating a warm, festive ambiance. Delicious catering from newcomer vendors highlighted the diverse culinary talents that enrich our community.

This celebration not only commemorated our past achievements but also inspired us to look forward to the future. As we continue our mission, we remain grateful for the support of our members, partners, and the community. Together, we will keep building bridges and creating opportunities for newcomers, ensuring that everyone feels at home on the Island. Here's to many more years of service, connection, and growth! ■



Christmas Social

Our Christmas social was held on 7 December 2023 at the Confederation Court Mall. It was a delightful celebration! With live music filling the air, attendees enjoyed a variety of delicious international foods and participated in crafts at the kids' table. The highlight of the evening was a special visit from Santa Claus and his cheerful elves, bringing joy to over 500 guests who joined in the festivities.

Women's Wellness Night

On 8 March 2024, we celebrated International Women's Day with our Women's Wellness Night. Our clients were treated to an array of complimentary activities and wellness treatments, including manicures, hairstyling, makeup tutorials, and henna art. Emotional wellness workshops also provided valuable insights and support, making the evening a truly empowering experience for everyone involved.

Tax Clinic

In a significant first, IRSA hosted its inaugural Tax Clinic for Newcomers in partnership with the Canada Revenue Agency from 11 March to 29 April 2024. Twenty-four volunteers, who were also IRSA clients, completed specialized CRA training to assist newcomers with their tax filings. The clinic was a resounding success, with many newcomers benefiting from the service— 205 clients received assistance.

Canada School

This program offers presentations to new immigrants on various topics, delivered online or in person.

Each topic is presented by the orientation coordinator or experts on the subject, and participants can ask questions in a supportive, friendly environment



PEI's Provincial Immigration Partnership (PIP) is an Island-wide initiative funded by Immigration, Refugees and Citizenship Canada (IRCC). The PIP team at IRSA facilitates collaboration and coordination among stakeholders interested in improving settlement and retention outcomes in the province of Prince Edward Island – provincial and municipal governments, businesses, organizations, community groups, and individuals.



Enhancing Provincial Immigration Partnerships: A Strategic Framework for Settlement Sector Support

In recent years, the dynamics of immigration and settlement have undergone significant transformations, necessitating a strategic and collaborative approach to support newcomers and enhance community integration. The Provincial Immigration Partnership is committed to foundational work that focuses on strengthening collaboration, innovation, and evidence-based responses within the settlement sector.

Key Areas of Focus

Collaboration and Coordination

This work involves establishing steering committees and developing actionable plans to streamline efforts across various sectors.

Strengthening Island-Wide Collaboration and Innovation

By promoting sector innovation, the Partnership can respond more effectively to the diverse needs of immigrants and the broader community.

Activities

The PIP team has built the *Partners in Immigration* network by connecting stakeholders, convening gatherings, and facilitating collaboration. The team supports partners' activities and initiatives and leads special projects. Activities include:

- Development of action plans that seek to close service gaps, expand services, improve collaboration among the partners, and improve immigrants' success;
- Formation and facilitation of task-based working groups; and
- Conducting research and distributing research findings.

In addition to working within the province, the PEI network collaborates with local immigration partnerships elsewhere in Canada, through regional and national working groups and knowledge dissemination.



PIP organized a Housing Innovation workshop for ARAISA's National Small Centre Conference on 31 May 2023

Evidence-Based Action

Conducting comprehensive surveys and analyzing findings will enable us to identify emerging needs. This research will inform next steps, ensuring that responses are rooted in data and aligned with community priorities.

Employment Support and Worker Responses

The Partnership is committed to developing targeted support for critical workers and enhancing employment opportunities for newcomers.

Youth Mental Health and Discrimination

We continue to focus on strategies to combat discrimination and promote mental wellness among young immigrants in K-Grade 12 settings.

Housing Supply Innovation

Innovative solutions to accelerate housing supply are essential to accommodate new residents. We are exploring creative approaches to ensure adequate and accessible housing for all.

Community and Multi-Municipal Collaboration

Integrating newcomers into communities requires coordinated efforts across municipalities. We are facilitating collaboration among various stakeholders to enhance the integration process.

Research and Knowledge Dissemination

Ongoing research into emerging trends, such as work permit barriers, population growth, and youth wellness decline, will inform policy and practice. The Partnership is dedicated to disseminating this knowledge to stakeholders to drive effective responses.

The PIP is poised to make significant strides in enhancing settlement sector support. By focusing on collaboration, innovation, and evidence-based actions, we aim to create a welcoming environment for newcomers. Through these efforts, it is possible to build a future where every resident can thrive and contribute to the social and economic fabric of Prince Edward Island. ■





IRSA's employment assistance services play a pivotal role in assisting newcomers as they navigate the complexities of the job market in their new community. The comprehensive support includes guidance on crucial aspects such as resume building, effective job search strategies, and the development of professional networking skills. Beyond these fundamental elements, IRSA goes a step further in fostering social and cultural integration through a range of employment-related community events and workshops. These initiatives serve as platforms where immigrants can connect with potential employers and other local residents, facilitating meaningful interactions and friendships.

By creating an environment that encourages social and professional connections, IRSA aims to instill a sense of belonging among newcomers. This holistic approach recognizes the importance of finding employment and building a supportive community network that contributes to the overall well-being and successful integration of immigrants into their new home.



EMPLOYMENT ASSISTANCE SERVICES – 2023/2024 PROGRAMMING HIGHLIGHTS

IRSA Job Fair

One of the more significant events this year was the hosting of the IRSA PEI Job Fair, which saw over a hundred clients come together to explore new opportunities and connect with potential employers.

Alternate Careers Events

In our commitment to broaden horizons, we organized the Alternate Careers Events in Charlottetown and Summerside. In Charlottetown, it was a vibrant gathering featuring ten community resources and ten industry presenters from diverse sectors including health, education, trucking, carpentry, and agriculture. This event attracted more than 150 clients, showcasing a range of career pathways and the support available to them. This initiative provided essential presentations on sector-specific training opportunities and community resources, proving to be a remarkable success.

Collaborations

Our team also collaborated with key educational and governmental organizations, hosting informative sessions with representatives from Holland College, the RCMP, and the Office of Immigration, among others. These presentations offered valuable insights into micro-credentialing and other pathways for career development.

Our involvement in various job fairs on the island allowed us to further extend our reach, engaging with job seekers in multiple settings. Notably, our participation in the Study and Stay graduation ceremony highlighted our dedication to supporting international students and their families as they embark on their professional journeys.

Professional Development

Professional development remained a priority for our team this year. We attended the CDA conference, where we enhanced our skills and networked with other professionals in the field. Our employment specialists completed a four-day training course in Career Development, earning certificates that reflect their commitment to continuous improvement.

As we look ahead, we remain committed to empowering our clients with the tools and resources they need to thrive in their careers. The successes of this year not only reflect our dedication but also inspire us to continue our mission of enhancing employment opportunities for all. ■



Craig Mackie Memorial Award

The annual Craig Mackie Memorial Award, introduced in 2022, recognized an individual who has significantly contributed to helping newcomers settle in Canada with enthusiasm, dedication, and positivity. This person exemplifies a high degree of community spirit.

Bruce Cluney, this year's Craig Mackie Memorial Award Recipient, completed the Career Bridges program in June 2018 and has since come full circle by accepting a position as the Provincial Coordinator for the program. Under his leadership, Bruce and his dedicated team have provided invaluable support to immigrants and refugees seeking guidance, training, and the confidence to pursue new career paths in Prince Edward Island.

Over the past year, Bruce has passionately advocated for a specialized program to assist Ukrainian clients in accessing Career Bridges, resulting in remarkable success in helping them secure full-time employment. Known for his empathetic approach and strong interpersonal skills, Bruce collaborates effectively with IRSA PEI to empower clients as they embark on their new journeys.

Bruce's commitment has made it possible for six Ukrainian clients to participate in the program, despite it typically being restricted to permanent residents. Thanks to Bruce's efforts, these clients on work permits were given a valuable opportunity to find meaningful employment through the Career Bridges initiative. ■



THANK YOU, VOLUNTEERS!

Volunteers are the backbone of IRSA's efforts, providing essential support across various programs and activities designed to assist new immigrants in the province. From acting as cultural guides in the Canada Connects Program to offering personalized language tutoring in partnership with local libraries, volunteers are integral to helping newcomers adjust and thrive in their new community. They also contribute their time and skills to events like the Tax Clinic and social gatherings, enhancing the organization's ability to deliver comprehensive support services. The organization's reliance on volunteers allows it to create a welcoming, supportive environment where newcomers can build connections and gain the confidence needed to succeed in their new lives. ■



VOLUNTEER SPOTLIGHT—CAROL BALLESTEROS

Carol was born in Santander – Colombia. She came to Canada in August 2022 and started volunteering with IRSA towards the end of that year. Volunteering has always been a significant part of Carol's life. She volunteered at an orphanage in Colombia and with other non-profit organizations in the cities she lived in. Carol's response is heartfelt when asked why she enjoys volunteering: "Volunteering brings me immense satisfaction. It fills my heart enormously to be able to serve others selflessly."

Even before moving to Canada, Carol was involved with IRSA. She followed our social media while still in Colombia, researching her future home: Prince Edward Island.

Upon arriving in PEI, Carol wasted no time—she reached out to IRSA and signed up as a volunteer. She volunteered as part of the Community Engagement Services team in many activities and events, including the DiverseCity festival. She also assisted with office tasks whenever possible. Additionally, Carol has volunteered with other organizations and events in PEI, including the Canada Games.

When asked why she wanted to volunteer with us, she responded: "IRSA was the place that helped me and my family, and I am very grateful for it. Volunteering with IRSA is my way of giving back, at least a little bit, of what they have offered me. I will always be there for IRSA, or any other organization that I see I can lend a hand, with the greatest pleasure and love."

Carol's dedication to IRSA has been invaluable, and we want to recognize her efforts, because she deserves to be on the Volunteer Spotlight one hundred percent! Thank you, Carol, for everything you've done for us. We appreciate you! ■



” Volunteering with IRSA is my way of giving back, at least a little bit, of what they have offered me. I will always be there for IRSA, or any other organization that I see I can lend a hand, with the greatest pleasure and love. ”

A BIG THANK-YOU TO OUR COMMUNITY PARTNERS!

- ARAISA
- Atlantic Council for International Cooperation
- Big Brothers and Big Sisters of PEI
- Boys and Girls Club
- Black Cultural Society of PEI
- Canada Microcredit Educators Group (CMEG)
- Canadian Lebanese Association of PEI
- Canadian Mental Health Association PEI
- Canadian Vietnamese Association on PEI
- CHANCES
- Charlottetown City Police
- Chinese-Canadian Association of PEI
- Charlottetown Farmer's Market
- Community Legal Information
- Confederation Centre of the Arts
- Construction Association of PEI
- Cornerstone Baptist Church
- Culture Summerside
- Dalmac Print
- Discover Charlottetown
- Greater Charlottetown Area Chamber of Commerce
- Greater Summerside Chamber of Commerce
- Health PEI
- Hockey PEI (in partnership with UPEI)
- Holland College
- Jumpstart (Canadian Tire)
- Kerala Association of PEI
- KidSport PEI
- La Commission scolaire de langue française
- La Coopérative d'intégration francophone de l'Î.P.É.
- Latinos Association of PEI
- Mi'kmaq Confederacy of PEI
- Native Council of Prince Edward Island
- Parks Canada
- PEI Advisory Council on the Status of Women
- PEI Business Women's Association
- PEI Connectors
- PEI Human Rights Commission
- PEI Literary Alliance
- PEI Museum and Heritage Foundation
- PEI Public Library Service
- PEI Soccer Association
- RBC Foundation
- RBC Royal Bank of Canada
- RCMP of Prince Edward Island
- Stratford Community Gardens
- Study Abroad Canada
- The Rotary Club of Charlottetown
- Tourism Accommodation Levy - Summerside
- Tourism Industry Association of PEI
- Trinity United Church
- United Way of PEI
- UPEI | UPEI International Student Office
- Women's Network PEI

irsapei.ca/guide

WEBSITE AND SOCIAL MEDIA



In this reporting period, IRSA's website had an average of 21,000 unique visitors monthly. Typically, more than 1,500 visitors browsed the website for longer than 30 minutes during their visit each month.

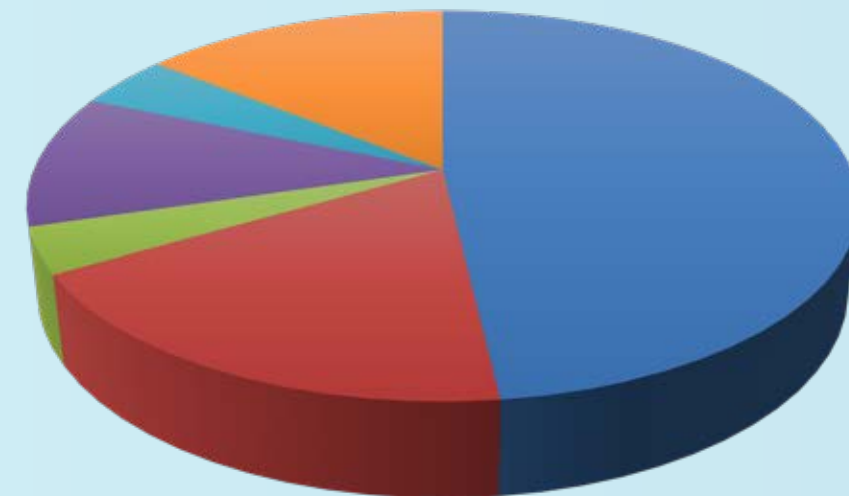
In our Online Guide, newcomers can access essential information needed to settle on PEI. The Guide, and most of the rest of the IRSA website, is available in eight languages: English, French, Spanish, Arabic, Persian, Chinese (Simplified), Korean and Vietnamese.

	
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**
- Canadian Heritage
- Immigration, Refugees and Citizenship Canada (IRCC)
- Provincial**
- Economic Growth, Tourism and Culture
- Health PEI
- Island Investment Development Inc.
- Justice and Public Safety
- PEI Department of Agriculture & Land
- PEI Office of Immigration
- Skills PEI
- Workforce and Advanced Learning
- Municipal**
- City of Charlottetown
- City of Summerside
- Town of Alberton
- Town of Cornwall
- Town of Kensington
- Town of O'Leary
- Town of Souris
- Town of Stratford
- Town of Three Rivers
- Town of Tignish
- Grants and donations**
- Affiliation of Multicultural Societies and Service Agencies of BC
- Andrews Senior Care
- ARAISA
- Atlantic Lottery Corporation
- Atlantic Provinces Association of Communications Inc.
- BIPOC USHR
- Black Cultural Society of PEI
- Canadian Mental Health Association
- Canadian Race Relations Foundation
- Cavendish Farms
- CHANCES INC
- Charlottetown Christian Reformed Church
- Charlottetown Lions Club
- Community Housing Transformation Centre
- Confederation Centre of the Arts
- Culture Summerside
- Downtown Charlottetown Inc.
- Dunne and Murphy
- Eastlink - Marketing
- EMC Canada
- Holland College
- ISANS
- Island Abbey Foods
- Islandsand Holdings Inc.
- Janet Marshall
- Key Murray Law
- Maritime Electric
- McInnes Cooper
- Mothers Matter Centre
- Murphy Hospitality Group
- PEI Alliance for Mental Well-Being
- PEI Connectors
- PEI Public Service Commission
- RBC Foundation
- Seniors College of PEI Inc.
- Sport PEI Inc.
- TD Bank Group
- The Joan & Regis Duffy Foundation
- Tourism Industry Association of PEI
- United Way of PEI
- University of Prince Edward Island
- Women's Network PEI

REVENUE

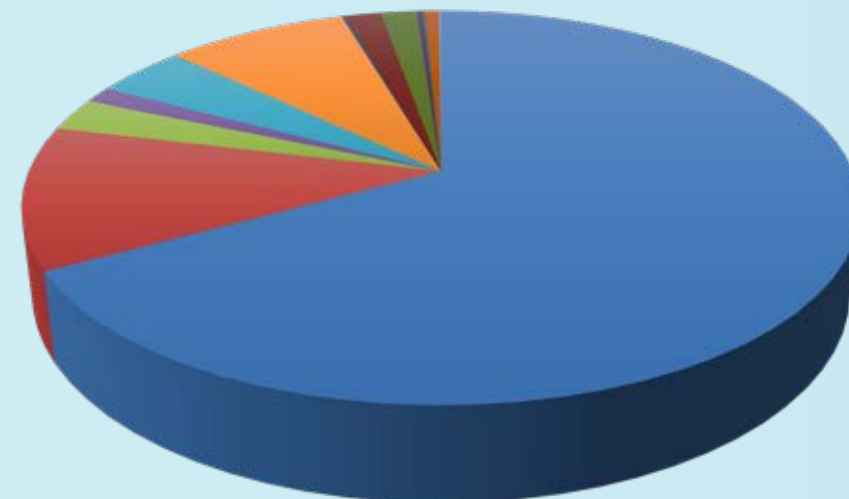
	2023-2024	2022-2023
Immigration, Refugees and Citizenship Canada - Settlement	2,493,406	2,279,193
Immigration, Refugees and Citizenship Canada - RAP	953,220	759,251
Immigration, Refugees and Citizenship Canada - LIP	196,187	148,376
Province of Prince Edward Island	570,699	629,427
Skills PEI	225,965	222,058
Other revenue	737,762	720,075
Total	5,177,239	4,758,380



- 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

	2023-2024	2022-2023
Wages and wage levies	3,457,699	3,184,473
Program activities	606,388	733,169
Operating expenses	139,005	151,173
Website, intranet development, and translation	69,202	80,668
Rent	217,978	187,218
Client expenses	430,940	291,137
Office	8,758	5,039
Travel	85,172	83,065
Professional development	85,391	17,198
Miscellaneous	13,866	9,718
Advertising	5,884	6,137
Professional fees	32,833	4,365
Amortization	5,177	6,903
Total	5,158,293	4,760,263



- 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

	2023-2024	2022-2023
Excess of revenue over expenses	18,946	-1,883



Special thanks to IRSA clients whose stories and photographs are featured in this Annual Report.

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

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