

Newcomer Centre's
**Report to the
Community**

2024-2025



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OUR PURPOSE & VALUES



Our Purpose

We envision a community where every newcomer to Edmonton has the opportunity to thrive.

Our Commitment

To go beyond meeting immediate needs by fostering long-term inclusion, resilience, and prosperity for all newcomers and their families.

Our Core Values

Our values reflect who we are, what we stand for, and how we work together to achieve our mission. They are the foundation of the Newcomer Centre culture and guide our interactions with newcomers, colleagues, community members, and partners. These values shape not only what we do but how we do it, ensuring that we stay true to our philosophy of fostering inclusion, empowerment, compassion, and accountability in all aspects of our work.

Locations

- Newcomer Centre – Downtown:**
10170-112 ST NW Edmonton, AB T5K 2L6 | 780-424-7709
- Gupta Newcomer Resource Centre:**
11713-82 Street NW, Edmonton, AB T5B 2V9 | 780-945-2295
- Some of our services are also available at**
- C5 Northgate Hub Market and Donation Centre:**
13530-97 Street Edmonton, AB T5E 4E2 | 780-244-2451
- C5 North East Hub:**
Clareview Village Shopping Centre 14017 Victoria Trail NW, Edmonton, AB T5Y 2B6 | 780-456-1484
- C5 at Clareview Recreation Centre:**
3804-139 Ave NW, Edmonton, AB T5Y 3G4



Empowerment

We believe people thrive when they have the information, tools, support, and opportunities to shape their own path.



Interconnectedness

We believe we are all connected — our collective progress and well-being depend on the relationships we build with each other and our community.



Compassion

We believe care, empathy, and understanding build lasting connections that positively impact lives.



Accountability

We believe trust comes from taking responsibility for our actions, following through on our commitments, and upholding integrity along the way.

Land Acknowledgement

For as long as the sun shines, the rivers flow, and the grass grows... We honour that the lands we reside and work upon in ᐱᓄᓐᓂᓐᓂᓐᓂᓐᓂᓐ (A m i s k w a c i - w ā s k a h i k a n), Treaty 6 Territory, are the ancestral homelands and traditional gathering places for many nations including the Nēhiyawak (Cree), Niitsitapi (Blackfoot), İyârhe Nakodabi (Stoney Nakota Sioux), Haudenosaunee (Iroquois), Dene, Ojibway / Saulteaux / Anishinaabe, Inuit, Métis, and other distinct Peoples whose histories, cultures, and languages infuse the spirit of this land. We are settlers here on Turtle Island. As we welcome newcomers to this beautiful place now called Edmonton and Alberta, we remain committed to ongoing learning and engagement with Indigenous Peoples as we reconcile with the past and journey together toward an inclusive future.

SUPPORTING COMMUNITIES

to Thrive Here through Many Touch Points



With the support of volunteers committed to a good cause, the generosity of donors and funders, guidance of the government at all levels and expertise of our staff, we worked in one accord to enrich communities by enhancing the settlement journey of newcomers.



Through language, employment, settlement, therapeutic and counselling services as well as community capacity building initiatives our services met immediate and long term needs for continuous progress for self-reliance and collective prosperity.

Driven by compassion, a desire to make a positive impact and foster social responsibility, we strengthen local connections, and provide people with valuable life experiences. In practice, our services took many forms, such as assisting the elderly, civic engagement, mentoring children and youth, mental health support, skills acquisition and promoting social good with an ultimate goal to benefit both the individuals involved and the wider community while creating a more supportive and caring society.



2024-2025

PROGRAMS AND SERVICES



Settlement Services

- Ukrainian Work Permit Extension Information Sessions
- Individualized Settlement Supports
- Case Management Support and Advocacy
- Tax Preparation Clinic in partnership with E4C
- Rainbow Refuge
- Enhanced Settlement Workers in Schools (ESWIS)
- ESWIS - Parents of Children With Disabilities Support Group
- ESWIS - Social Wellness, Education, Learning & Leadership



Language Services

- Language Instruction for Newcomers to Canada (LINC)
- Care for Newcomer Children (CNC)
- Community-Based Care for Newcomer Children (CBCNC)
- Community English
- English for Seniors



Employment Services

- Newcomers Essential Skills Training (NEST)
- In Motion & Momentum+ (IM&M+)
- Culinary Skills Training Program
- Job Ready
- Skill Up



Therapy and Counselling Services

- Counselling for Individuals, Children and Youth, Couples, and Families
- Play and Art Therapy



Community Programs

- Empowered Communities - Ethnocultural Group Capacity Building
- Immigrant Women's Integration Network (I-WIN)
- Supporting Kids & Youth (SKY) Club
- Volunteer Services
- Global Garden
- Global Girls

IMMIGRANTS HAVE A ROLE TO PLAY

in the Future of a Prosperous Alberta

Immigrants helped build this province and they continue to make valuable contributions to Alberta's economic, social and cultural life. Immigrants are vital to sustaining the prosperity and continued development of Alberta's economy, now and in the future.

Offering language, employment, settlement services and community integration initiatives ensures that immigrants are equipped with skills, knowledge and capacities to actualize their full potentials in a manner that supports sustainable development for communities towards a prosperous Alberta.



50%

Immigrants are projected to account for **50%** of Canada's working-age population by 2041



20%

Almost one in five or approximately **20% of privately owned businesses** are owned by Albertan immigrants.



724,000

Based on historical settlement trends, Alberta is expected to welcome **724,000 permanent and non-permanent residents** between 2024 and 2033



↑ 20,600

By 2033, Alberta's construction labour needs are expected to **increase by 20,600 workers**, compared to the number employed in 2023



Edmonton Newcomer Centre supported more than 10,000 newcomers on their journey to thrive through community, employment, language, settlement, and therapeutic programming.

THE BOARD OF DIRECTORS



We recognize with profound gratitude, the insightful leadership, and stellar contributions of our Board of Directors. Their commitment to our mission and vision has been instrumental in fulfilling our mandate of supporting newcomers to thrive.



Harman Singh Kandola
Chair Person



Paola Matallana
Vice Chair Person



Bilal Abdu
Treasurer; Chair Of Audit
And Finance Committee



Daniela O'Callaghan
Secretary; Chair Of
Governance Committee



Helen Ngan-Paré
Chair Of HR Committee



Michelle Fuko
Co-Chair Of
Development And
External Relations
Committee



Kirsha Campbell-Murray
Co-Chair Of
Development And
External Relations
Committee



Sunny Chattha
Director



Barry Andres
Director



Taras Nohas
Director



Ana Remesovscaia
Director



Jackson Fallah Boikai
Director



Sumira Duggal
Director

Their guidance, expertise, and passion continue to inspire us all, and we are truly fortunate to have such an exceptional board supporting our endeavours. Thank you for your time, effort, and steadfast support.

Message from **INTERIM EXECUTIVE DIRECTOR**



A Reflection on the Year: Moving Forward with Purpose

This year has been one of transformation—one that has challenged us, inspired us, and reaffirmed our commitment to the people we serve. As we introduce our new strategic plan, we do so with a steadfast focus on what matters most: a newcomer-centric approach to service delivery. Every decision we make, every program we offer, and every partnership we cultivate is grounded in the belief that newcomers deserve services that are accessible, responsive, and rooted in care.

With change comes reflection. The closure of our Welcome Centre for Immigrants location was not a decision made lightly. We recognize the impact of this transition, and we hold ourselves accountable for ensuring that newcomers continue to receive the support they need to thrive. While this chapter has come to a close, our commitment to serving newcomers in South Edmonton remains unwavering. We will continue to explore ways to provide meaningful, accessible support to the individuals and families who call this area home.

Advocacy has always been at the core of who we are, and as we look ahead, we commit to doing more. The voices and experiences of newcomers must be heard, and we will continue to push for policies, programs, and partnerships that create real opportunities for those who choose to make this community their home. We are here to see newcomers thrive here—empowered, connected, and supported in every step of their journey.

With Gratitude and Appreciation

None of this work would be possible without the dedication, generosity, and support of so many.

To our donors, your generosity fuels our mission. Your contributions go beyond funding programs—they create opportunities, change lives, and help newcomers build a sense of belonging in their new home.

To our board members, your leadership and vision guide us forward. Your commitment to governance, strategic direction, and advocacy ensures that we continue to grow and adapt in ways that best serve our community.

To our staff, you are the heart of this organization. Your passion, resilience, and dedication make a profound impact every day. Whether through direct service, program development, or behind-the-scenes efforts, your work changes lives.

To our volunteers, you give your time, energy, and kindness to make a difference. In countless ways, your contributions strengthen our community.

Together, we are building a more welcoming, inclusive, and supportive future for all. We are deeply grateful for each of you and look forward to continuing this important work together.

Regards

Laurie Hauer
Interim Executive Director



FAREWELL AND THANK YOU TO MEGHAN

Serving as Executive Director for more than four years, Meghan Klein demonstrated exceptional leadership qualities and steered Edmonton Newcomer Centre in the direction of progress. She brought innovative skills in mentorship, fund development, stakeholder relations, focused efforts on the importance of data and expanded the reach and depth of programs and services delivered to newcomers in Edmonton.

The entire team is deeply grateful for her contributions and wish her success in her future endeavours.



*Thank you, my friends,
it has been such a joy
and honour to work
with all of you. Thank
you so very much.
With my love and
appreciation,
- Meghan*



ROADMAP INTO THE FUTURE

New Strategic Plan

We are excited to introduce our new three-year strategic plan for 2025 – 2028; a pivotal roadmap for the future of our organization. This plan is designed with an intentional and meaningful focus on being newcomer-centered, ensuring that the needs and aspirations of those we serve are at the heart of everything we do.





Through this roadmap, we will align our structure, processes, culture, and resources to deliver seamless, newcomer-centered services that meet the evolving needs of newcomers. The plan will be executed by designing and implementing an integrated service delivery model supported by collaborative teams and a culture rooted in accountability, transparency, and data-driven decision-making.

By redefining organizational structure and streamlining processes, Newcomer Centre will ensure clarity and consistency across all levels, enabling teams to respond effectively to newcomer needs.

As we embark on this journey, our goal is clear: to build on our accomplishments and to continue with creating an even greater impact in our community. By aligning our actions with this strategic vision, we will strengthen our capacity to provide support, empower individuals, and make a lasting difference.

This plan represents not only a commitment to the people we serve but also to the valued members of the Newcomer Centre team. It is through the dedication, expertise, and passion of our staff and volunteers that we can bring this vision to life. Each member of our team plays a vital role in fostering a welcoming environment, delivering impactful programs, and building meaningful connections within the community.

newcomercentre.com/about/community-reports

25th Anniversary of

ANNE FALK

Memorial Education
Endowment Fund

Following a review of over 100 applications for the 2024/2025 Anne Falk Memorial Fund. We are excited to announce that two students currently enrolled in health-related programs have been awarded \$750 each, through the Anne Falk Memorial Education Endowment Fund.

Congratulations to the recipients; **Gloria Shi** (registered in BSc, Dental Hygiene at the University of Alberta) and **Salma Raghe** (registered in the LPN program at NorQuest College).

Anne Falk was a nurse by profession, a founder, and original staff member of Newcomer Centre in 1981. She assisted Vietnamese immigrants with medical and health related issues. Having spent more than a decade in Southeast Asia, as a volunteer nurse, she was able to bridge language and cultural barriers for Vietnamese clients. She devoted her life to the service of God by serving fellow human beings.



The Anne Falk Memorial Education Endowment Fund was set up through Edmonton Newcomer Centre for newcomers pursuing a career in a health science field. Thanks to a generous donation, we were able to double our impact in 2024 by awarding two students as we marked the 25th anniversary of the fund.

Recipients of the Anne Falk Memorial Education Endowment Fund

newcomercentre.com/program/anne-falk-endowment-fund/



Tribute to our Founders

First Mennonite, Holyrood Mennonite, Faith Mennonite and Lendrum Mennonites Churches

In the 1980's North Americans were welcoming a whole new culture of people; the Vietnamese, Laotian and Cambodian refugees.

Mennonites, with memories of a persecuted past, as well as international relief experience through Mennonites Central Committee (MCC) understood the problem as well as the potential for a response.

The need expanded and under the direction of a Board consisting of appointees from the First Mennonite, Holyrood Mennonite, Faith Mennonite and Lendrum Mennonites Churches, what we have as Edmonton Newcomer Centre was started. Today, we stand upon the foundation laid by pioneers and visionaries from bricks of compassion, service to mankind and passion for a collective good.



A NEWCOMER-CENTRIC APPROACH

to Services Delivery



Compassionate Service is our Response to Global Humanitarian Crisis

“I understand you, and you’ll be okay.”

Newcomer Staff member to Andrii, on his first visit.

Andrii Levytskyi - Fled the war in Ukraine and found purpose, healing, hope and an opportunity to contribute to a good cause.

A Life Uprooted

“I grew up in a country shaped by hardship and resilience. My family was not wealthy, but thanks to my parents’ hard work, I received a good education, and built a meaningful career with Ukraine’s largest telecom operator. I started a family, earned a second degree, volunteered, and travelled.”

That was Life Until February 24, 2022

“We woke up to a new reality. Daily airstrikes, sleepless nights in bomb shelters, nuclear threats, curfews, armed patrols and relentless news of destruction and death. Futures were stolen overnight.”

Andrii and his wife fled Ukraine after the war began - a decision not only for survival, but for the life they were about to bring into the world. They arrived in Canada with no plan, no home and no community.

Canada Gave Us Shelter

“Adapting to daily life in Canada wasn’t easy. We had to learn to adapt to the language, and the hardest reality of all was that we were alone. Just four Ukrainians trying to find the courage to start again.”



That was when we found the **Newcomer Centre**

“I still remember the calm, confident and warm reception that I received from staff.”

“That first conversation, even with speaking my language - made me feel human again.”

At a time when everything was uncertain, the Newcomer Centre offered something powerful- recognition, reassurance, hope and a path forward.

From Client to Colleague

“They believed I could thrive. Then they invited me to help others do the same.”

Andrii began to support Ukrainian newcomers - first by processing data, then by coaching them through the job search process, writing resumes, cover letters, interviews, and crisis recovery. With a background in telecoms and a second degree in psychology, he began offering both technical and emotional support. For many people, just knowing there was a place where they were safe, seen and needed, was everything.

A Model of Impact

Andrii story is a clear example of what happens when services are centred around people; not processes - when compassion leads service delivery and healing is part of every support offered.

“I am truly grateful to the Newcomer Centre for the opportunity to heal, to grow and feel useful again.”



Newcomer - Centric Service Delivery

At the heart of our work is a belief that every Newcomer has the right to feel safe, seen and supported, not just as they rebuild their lives, but as they reclaim their voice and purpose in a new home.

ADVOCACY AND A TRAUMA-INFORMED APPROACH



Advocacy and Community Capacity Building

Many immigrants join familiar groups to find their footing in an unfamiliar environment. For this, they seek out homogeneous and ethnocultural groups that vary from registered or unregistered non-profits, grassroots organizations and youth cohorts.

Though limited in capacity, these groups offer remarkable and intimate support services which enhance the settlement process for newcomers. The Newcomer Centre strengthens these organizations through mentorship, fiscal management, operational excellence, corporate governance and community-based initiatives to empower communities to take control of their own development.

- At the recent **Edmonton Heritage Festival** we facilitated the Myanmar community for their first time engagement in one of the biggest multicultural events in Edmonton. Our support included planning, logistics, liaison between the Edmonton Heritage Festival Association and other partners.
- We actively engage with the **Ethnocultural Capacity Building Collaborative** (ECBCollaborative) to advocate for the needs of ethnocultural communities and increase community programs through other organizations such as **Edmonton Chamber of Voluntary Organization (ECVO)**, **REACH Edmonton**, **Edmonton Multicultural Coalition (EMC)** and more.

Not all newcomers walk through our doors, we meet and serve many newcomers through allied partnerships.

A Trauma-Informed Approach to Mental Health and Complex Cases

Anti-LGBTQI+ laws vary widely across the globe. In some countries, same-sex relationships are stigmatized, criminalized, with penalties ranging from fines to imprisonment or even death.

Many LGBTQI+ immigrants have fled their home countries to seek refuge in Canada where they can live a life of dignity and safety. These complex cases require specialized support and we meet people right where they are — offering individualized, holistic services through a trauma-informed approach.

With advocacy and connection with community partners, LGBTQI+ immigrants are able to navigate the settlement process, find employment, enjoy sound mental health and connect to LGBTQI+ friendly services.

DID YOU KNOW?

Over 300 LGBTQI+ newcomers found their voices and freedom of expression through our services.

Therapeutic and Counselling Services

Our drive to ensure the physical and emotional safety of newcomers by fostering empowerment and autonomy to involve individuals in their care and decision-making processes underscores our trauma-informed approach.

We recognize the complexities of cultural, historical, and gender diversity of the community we serve. These factors inform our methods and processes of creating a safe and supportive environment and a sustainable outcome for newcomers.

DID YOU KNOW?

Through counselling, nature walks, gardening, conversation circles, tactile activities, music and art, over 400 newcomers took firm steps towards care for their mental health and were equipped with tools to build upon their progress.

Settlement for Ukrainians Fleeing the War to Find a Home in Canada

We are grateful to have played a role in supporting Ukrainians on their journey to self-reliance and integration. We believe that a key factor for a thriving society is the standard of living of its population through employment opportunities and integration through language and building connections.

We are motivated by the principle of UBUNTU - ***I am because you are***. With this drive, we supported Ukrainians with training, skills upgrade, networking opportunities and language services to break through the barriers to accessing employment in a new country.

Serving as a community and resource hub for both job seekers and employers. In-person and virtual career and employment support were offered in English and Ukrainian to evacuees (newcomers) impacted by the ongoing war in Ukraine.

DID YOU KNOW?

- **We helped over 1100 Ukrainians prepare for, find, and maintain employment in Canada**
- **707 are currently gainfully employed across various economic sectors such as; janitorial services, logistics, construction, culinary services, technicians and in managerial positions.**



OVERCOMING BARRIERS TO SELF-RELIANCE



Employment plays a crucial role in driving economic prosperity and the overall well being of a society. Immigrants often encounter a myriad of challenges when seeking employment in Canada on the quest for self-reliance and a life of dignity.

Our approach is to deploy a mix of strategies to offer resources and open opportunities to overcome those barriers in the immediate and long term. By leveraging available skills and competencies of newcomers while equipping them with new and alternative capabilities, newcomers are able to find their footing in the Canadian economy, optimize their potentials and integrate into a productive life.

DID YOU KNOW?

- **Over 2,400 newcomers were supported to overcome barriers to employment through skills acquisition, job-ready training to understand the Canadian labour market, find and maintain employment.**



SETTING THE FOUNDATION FOR CHILDREN & YOUTH

to Thrive

DID YOU KNOW?

- **Over 60 students from grades 1-12 are thriving in school from the mentoring and academic support they receive through SKY Club**
- **SKY Club has proudly served newcomer kids and youth with academic support and community connection for over 17 years.**



Support for Kids and Youth (SKY) Club

Through consistent academic support and a focus on community connection, SKY Club helped over 60 newcomer students gain the confidence and skills necessary to thrive both in the classroom and in their new community in 2024/2025. The program has not only improved academic performance but also nurtured personal growth and social integration, providing youth with a sense of belonging and a strong foundation for future success.

Supported by the University of Alberta's Community Service Learning Program and Undergraduate Research Initiative, SKY Club benefited from rich volunteer services from students of the University. Through this initiative, over 30 students received invaluable community-based experiences that linked their academic coursework to real-world applications.



Enhanced Settlement Workers in Schools (ESWIS) Program

In the Enhanced Settlement Workers in Schools (ESWIS) Program, over 2000 newcomer children and families faced with unique integration challenges, special needs and disabilities, received support to help children thrive in schools. Through improved socialization skills, English proficiency and dedicated guidance, children were able to assimilate the Alberta school curriculum content. Information sessions were offered to families with interpretation support in Amharic, Arabic, French, Mandarin, Punjabi, Somali, Spanish, Tigrinya, Ukrainian and more languages, making the process of navigating resources and service institutions smoother.

Early Childhood Care for Newcomer Families

The role of child care services in settling into a new country and establishing connections to thrive cannot be overemphasized. Economic development by expanding workforce participation, particularly for parents of young children, open avenues to optimize potentials for overall productivity of a society's workforce. With free child care delivered by nurturing professionals in early childhood development, children received proper education, socialization, and emotional support which enabled more parents; especially mothers, to focus on skills acquisition, language development and services to enhance their settlement journey.



DID YOU KNOW?

- **Over 370 children received care under our Care for Newcomer Children (CNC) and Community-Based Care for Newcomer Children (CBCNC)**

WHAT WE HEARD



When I first arrived in Edmonton, I struggled to find reliable child care while attending language classes. The Newcomer Centre's Child Care program gave me the peace of mind to focus on my studies, knowing my daughter was in a safe, nurturing environment. Now, I've completed my LINC classes, and my daughter is more confident and social. This program truly supported both of us on our journey to a better future.

~ Amira A



The Newcomer Centre's Language Instruction for Newcomers to Canada (LINC) program helped me improve my English and gave me the confidence to apply for jobs. I'm now working full-time in a customer service role and feeling more independent every day.

~ Ahmed S.



They're very helpful, as you enter your address by the person at the front desk, it's a very warm and nice feeling.

~Cordelia Graham



As a single mother, finding a job was my top priority. The Newcomer Centre's Employment Services guided me through resume building and interview practice. Within two months, I secured a job in my field. I am forever grateful for the support that made this possible.

~ Fatima K.



I am really grateful for your timely help in completion of my reference check. I later received a call from the HR manager that I had been hired. Again, a hearty thanks to the I- WIN team for changing me in all aspects.

~Sonu Gipin



SKY Club program is a great way to practice teaching skills, gain patience, be part of something bigger than yourself, and apply learning to the real world.

~Jamie Clark, a volunteer



Meeting Newcomers **RIGHT WHERE THEY ARE**

Closing Welcome Centre for Immigrants after 30 Years – A Pivot to Embed Ourselves Deeper into the Community

Edmonton Newcomer Centre permanently closed the Welcome Centre for Immigrants (WCI) located at 7609 38 Avenue NW Edmonton (Millbourne Mall) on March 14, 2025 following operational restructuring for service efficiency and fiscal reviews.

While WCI has been a service hub and a first point of contact for immigrants in South Edmonton for over two decades, our approach to operations and service delivery has pivoted to embedding ourselves deeper into the community. Through collaborations with allied service partners, small to medium service stations will be available in community centres to provide hands-on support for newcomers.

Considering the concentration of the immigrant population in South Edmonton, our focus is to meet newcomers with employment and settlement services right where they are,

in a manner that optimizes resources while ensuring that immigrants to Canada receive the support they need to thrive and no one falls through the cracks.



Once, I went to Service Canada in Millbourne Mall and I needed to copy some documents to apply for my passport. Service Canada asked me to go to WCI to do my copy. What I want to say is that WCI is so welcoming that even Service Canada sends people there.

- Shirin Ayatollahi

WCI has been a community hub where we made positive contributions to people's lives. We are certain that with the passion, dedication, and resilience of the Newcomer Centre's team as well as support from community partners, we will have more presence and accessible service in South Edmonton.



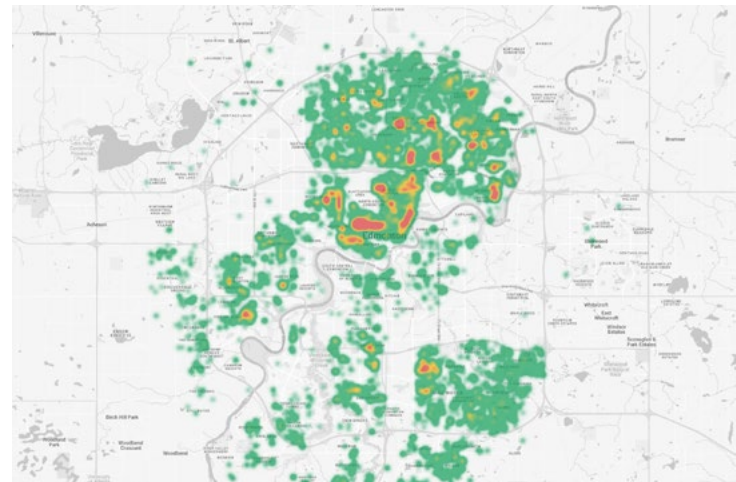
Language Program (CLB 5 and 6) Closures

The scope of our Language Instruction for Newcomers to Canada (LINC) services has changed for the foreseeable future. We will no longer be offering English classes at the CLB 5 and 6 levels.

This development was on the heels of funding reduction from Immigration Refugees and Citizenship Canada (IRCC) for language programs on the grounds that since fewer newcomers are expected in 2025-2027, a commensurate reduction in funding was therefore necessary.

The LINC program is a vital program that helps newcomers with English; reading, speaking and writing skills for smoother integration into Canada.

This program has made a difference in the lives of many newcomers over the years and we will continue to take steps to help newcomers access the services they need.



This map shows the concentration of newcomers in the Edmonton area.



A SNAPSHOT OF OUR LANGUAGE SERVICES LAST YEAR

1,200

unique
learners

59%

of our learners
are refugees

63%

students identified
as female

25,601

instructional
hours

613 GRADUATES

Since the funding cuts

- The number of clients waiting for classes continues to grow, putting pressure on available resources and staff capacity.
- Access to crucial language learning opportunities are limited.

What we heard after the

- It made me really sad, because I was expecting to continue learning English. ~Fosia

- I don't want to use a translator at the doctor, I want to keep my info private. Also, I want to communicate with my children's teachers.
- I am a single mom who cannot get a good job with my poor vocabulary and spelling. Presently, my children understand English more than me and I want to be able to interact with them so that we can be a strong family.
- I can't improve my English skills further and this hinders my goals.
- If I have (C L B 5) I am very confident to get a job. I will be able to build a strong community by helping my children to communicate with their teachers and classmates.

THRIVING TOGETHER:

Collaboration at the Heart of Community Impact



We know that no single organization can meet the complex needs of a community alone, that is why we are excited to collaborate with mission-aligned partners in shared spaces, shared values and shared purpose. Together, we are creating a future where everyone can thrive - especially those who too often are left behind or forgotten.

C5 - Five Leading Agencies, Collaborating for Change

C5 is a collective of five Edmonton agencies working together to create a seamless, wraparound network of support for individuals and families:

- **Norwood Child and Family Resource Centre**
- **Bent Arrow Traditional Healing Society**
- **Boyle Street Community Services**
- **Edmonton Newcomer Centre**
- **Terra Centre for Teen Parents**

Every year, the **C5 Agencies collectively serve 180,523 Edmontonians**, including:

- **Indigenous individuals and families**
- **Youth and adults facing economic and social marginalization**
- **Newcomers, immigrants and refugees**
- **Teen parents and their children**

We are tackling a complex system with a simple goal: to meet people where they are and help them get where they need to go, with dignity, clarity and compassion.



C5 Northgate Hub: A Community Market with Dignity at its Core

The C5 Community Market is much more than just accessing food, it enables anyone to “shop” with dignity in a way that reflects their own culture, needs and preferences.



“It makes you feel more like a human — and that’s the way it should be”

Jason Kavanagh, a single father of three children

Key Programs at the Hub:



C5 Community Market

Serves 300 families bi-weekly, offering free culturally preferred food items.



Emergency Food Hampers

Delivered to those facing urgent food scarcity or mobility barriers.



Donation Centre

Re-opened in October 2024, it has provided basic household goods to over 500 families - ranging from utensils to baby gear.



Wraparound Support

Families can connect with housing, health, education and employment supports provided by the C5 partners at any of the C5 locations.



Roots on 6: Honouring Stories, Building Communities

Roots on 6 is a shared space and a digital storytelling platform dedicated to amplifying the voices of multigenerational refugees, newcomers and Indigenous peoples on Treaty 6 territory. Through artistic expression, cultural storytelling and collective dialogues, **Roots on 6** helps us reflect on our past and imagine a more interconnected future.

The Newcomer Centre is part of the Roots on 6 collaborative effort that brings together diverse voices to honour stories of steadfastness, cultural heritage, and the shared experiences that unite us.

On June 19, 2024, this cross-collaboration co-hosted, a powerful event at City Hall to mark **World Refugee Day** (June 20) and **National Indigenous Peoples Day** (June 21), spotlighting stories of

- Displacement and resilience
- Cultural heritage and healing
- Art as a vehicle for memory and change

Through spoken word, storytelling, music, fashion, food and poetry, we honoured those who have journeyed across borders and those whose roots run deep on this land.

CELEBRATING CULTURE, RESILIENCE AND STRENGTH IN DIVERSITY

Staff Highlight

38 Years of Service and HEART: Celebrating Qing Cai

On February 24, 2025, we celebrated an extraordinary milestone - Qing Cai's 38th work anniversary at the Newcomer Centre!

...of compassion, wisdom and dedication to helping newcomers feel at home!

Qing is also believed to be Alberta's longest-serving settlement staff member and an irreplaceable part of our story. She has walked alongside generations of immigrants as they navigate new beginnings with kindness, care and quiet strength.

Qing, your legacy lives in every newcomer's life that you touched. Thank you for showing us what commitment truly looks like.



THAT'S:

456
Months

1,976
Weeks

13,870
Days

332,880
Hours

19,970,800
Minutes

Recognizing Immigrant Success in Edmonton (RISE) Awards reimaged

Honouring the Past, Embracing the Future

After 19 years of celebrating immigrant success, we are pressing pause on the RISE Awards in 2025 as we reimagine how best to uplift, honour and elevate newcomers moving forward.

The spirit of RISE - Recognizing Immigrant Success in Edmonton - remains the heart of our work, and we remain dedicated to celebrating their journeys through advocacy, programs, services and stories. To our past nominees, recipients, partners, sponsors and Friends of RISE: **Thank You** for nearly two decades of inspiration and celebration.

We're excited to write the next chapter - and we can't wait to celebrate with you again.





Multicultural Festival 2024

A Celebration of Community and Culture

On June 26, 2024, more than 800 people from diverse communities gathered for the 3rd Annual Newcomer Centre Multicultural Festival, a joyful vibrant celebration of family-friendly cultural experiences that enrich and celebrate the diverse newcomer and immigrant communities in our city.

Held at our downtown location, the festival brought together clients, families, staff, community partners, local neighbours, businesses, law enforcement and government representatives in a day filled with:

- Live music and performances
- Cultural cuisine
- Arts & Crafts
- Cultural games and activities
- Interactive experiences for all ages

This year was extra special as we officially celebrated our refreshed identity as the Newcomer Centre –a name to better reflect our commitment to belonging and community.

We are grateful to Rohit Group of Companies, Covenant Health, Trioinvest, and Royal Bank of Canada (RBC) for their partnership in this initiative and thank you to Celebrate Canada and Canadian Heritage who awarded us the grants to fund the festival.



We appreciate everyone for celebrating with us. Together we are building bridges of understanding and joy across cultures.



GIVING BACK TO MOVING FORWARD



As the year closed, we renewed our commitment to helping newcomers thrive - by building capacity not just for today, but for a stronger and more inclusive tomorrow. This impact is possible because of you - our monthly donors, and community investors - who chose to invest in a future where every newcomer belongs and contributes.

In a world full of worthy causes, **you chose us**. That choice fuels our work and deepens our resolve. Your steady support created lasting changes, rooted in compassion, shared values and by the belief that when newcomers succeed, we all move forward together.

**Thank you for giving,
You are helping entire
communities thrive for
generations to come.**

List of Donors

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The Rotary Club of Edmonton Gateway

The Virgo Group

YEG Edmonton International Airport

Youth Philanthropy Initiative

Monthly heroes
offer more than
financial support —
they bring stability



Monthly Heroes

This is Why We Give

Donia & Nahla's Story

When Donia & Nahla's family arrived in Canada from Lebanon in the 1960s, there was no roadmap, no community hub, and no support system to help them feel at home. Their mother, who spoke limited English, leaned on her children for everything from translating school notices and grocery labels to navigating phone calls and driving to appointments.

In the face of hardship and discrimination, their parents modelled strength and pride. They taught their children that resilience was a kind of power - and that success was still possible, even in the face of being "othered."

We Give...

"We give to ensure programs for language learning, settlement services, and immigrant community development are available to as many newcomers as possible.

"We give to ensure that specialized support programs for immigrant women, youth, and families can address challenges and create hope and stability.

We give because we want newcomers today to have what we didn't - the guidance and resources that ease the path to belonging. Every time we donate, we think of our parents, who worked so hard and became proud Canadians, instilling in us the values of community, resilience, and giving back."



Newcomer Centre's support is immediate and ongoing, walking alongside new immigrants as they navigate a new life in Edmonton and all the uncertainties that can appear along the way.

Today, Donia and Nahla give back so that other newcomer families don't have to do it alone.



Like so many newcomers, our parents didn't leave home because they wanted to. They left to find safety, stability and a better life for our family.





You Can Help Newcomers Thrive Here

When you give to the Newcomer Centre, you are not just making a donation -you are investing in a better future. Your support creates real opportunities for families to rebuild their lives, contribute their strengths and build communities now and for generations to come.

Join us. Help newcomers thrive here

Monthly Heros

Abiodun Adedoyin
 Adam Kemezis
 Adebola Adedoyin
 Adewale Adedoyin
 Allison Peters
 Anna Priemaza
 Anne Hayes
 Anthony Davison
 Barbara Ireland
 Chantelle Hughes-Kreutzer
 Chelsea O'Neill
 Colette Matthews
 Cristina Wong
 Daniela O'Callaghan
 Deanna Mendoza
 Derek & Andrea Watts
 Dianne Balon
 Donia Tarrabain
 Emma Whipple
 Erik Giajnorio
 Erin Langager
 Fiona Kelly
 Geoffrey Mbabazi
 Georgina De Cordova
 Harman Kandola
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 Meghan Klein
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 Octavian Bosonea
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 Sarah Tiefenbach
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 Sukhdeep Chattha
 Teresa Atterbury
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Scan Here to Donate



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| Adam | Adrian |
| Aishe | Abliaveva |
| Alexis | Sidor |
| Alona | Mishchenko |
| Alyssa | Pohar |
| Andy | Kim |
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| Anna | Valchyk |
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| Anu | Folefoc |
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| Avani | Solanki |
| Azeez | Yabo Victoria |
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| Belinda Pascaline | Agyei |
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| Betty | Gaju |
| Bhawna | Chauhan |
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| Harpreet | Kaur |
| Helloune | Haddad |
| Ian (Yan) | Pelise |
| Ikram | Mohamed |
| Inna | Lialyk Baran |
| Irene | Ngounou |
| Irene | Baergen |

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|-------------------|-----------------|
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| Iryna | Svystunova |
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| Jamiruh | Kalanzi |
| Jan | Wiens |
| Jashanpreet Singh | Taur |
| Jazmin | Palacio |
| Jessica | Diep |
| Jessica | Butler |
| Jessica | Nabassa |
| Jie | Gong |
| Jiyun | Han |
| John | Chou |
| Juliet | Gimei |
| Juru | Lako |
| Kabunga | Faisal |
| Kaitlyn | Harvey |
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| Katia | Youssef |
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| Keaton | Lacroix |
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| Lindsay | Schrader |
| Maria | Maleka |
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| Nour | Al Muhammedawi |
| Oksana | Makaruk |
| Oleksii | Burlutskyyi |
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| Omes | Balami |
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| Viktor | Burlutskyyi |
| Viktoriiia | Zubko |
| Viktoriiia | Deineko |
| Wendy | Chen |
| Wendy | Lau |
| William | Chizewski |
| William | Zhang |
| Yahima | Rodriguez Cabrera |
| Yaroslava | Trebenko |
| Zahra | Lahij |
| Zannathe | Ferdusi |
| Zippouh | Omete |
| Zoë | MacFunk |

We Will Not Rest on Our Oars - Inspired by the Next Generation

Last year, a powerful act of youth leadership reminded us why we do this work, and why we must keep it moving forward.

Through the **Youth and Philanthropy Initiative (YPI)**, students at Dr. Donald Massey School were invited to research and champion a local non-profit for a \$5,000 grant. Among 20 participating groups, **Angel Naomi Wong, Elise Chan, and Ella Quash** chose the Newcomer Centre. The trio visited our facility, asked thoughtful questions, and deeply engaged with our mission to support newcomers as they thrive in Edmonton. Competing against 20 other groups, they advanced to the second round, where they presented alongside seven other top teams from across Edmonton.

In the final round, their compelling presentation, rooted in empathy, research and advocacy, stood out among top teams from across the city. They spoke not just about our 40+ year legacy, but about our contributions to a stronger, more inclusive Edmonton and Alberta. The judges awarded them first place.

Thanks to these students, Newcomer Centre received a \$5,000 donation. But their impact goes far beyond the funds.

Their belief in our work, their courage to speak up, and their generosity of spirit have inspired us. We will not rest our oars. Encouraged by the youth in our community, we are more committed than ever to ensuring newcomers thrive here.

When young people lead with purpose, they remind us that giving back is how we move forward.





Plum Blossom Luncheon

Last year, we held the plum blossom luncheon; the Newcomer Centre's inaugural fundraising event. It was organized to raise funds to support essential programs and services for newcomers in our city. This special event was attended by over 150 individuals who share a passion for creating a welcoming and inclusive environment for newcomers and a total of **\$43,000 was raised**.

Sponsors

- Cameron Development
- Yeg International Airport
- Konica Minolta
- Chateau Louis Hotel



Financials

Our complete audited financial statements are available on our website under community reports.

| OVERVIEW (IN \$ 000'S) | 2024/25 | 2023/24 |
|---------------------------------------|------------------|------------------|
| FINANCIAL POSITION | | |
| Current Assets | \$5,177 | \$ 5,519 |
| Restricted Investments | 21 | 21 |
| Capital Assets | 6,695 | 7,043 |
| Total Assets | \$ 11,893 | \$ 12,583 |
| LIABILITIES AND EQUITY | | |
| Current Liabilities | \$ 3,978 | \$ 5,118 |
| Non-current Liabilities | 4,971 | 5,344 |
| Externally Restricted Investments | 154 | 154 |
| Endowment | 21 | 21 |
| Unrestricted Equity | 2,769 | 1,946 |
| Total Liabilities & Equity | \$ 11,893 | \$ 12,583 |

| OVERVIEW (IN \$ 000'S) | 2024/25 | 2023/24 |
|---|------------------|------------------|
| FINANCIAL RESULTS | | |
| Sources of Funds | | |
| Grants | \$ 21,086 | \$17,614 |
| Fundraising | 858 | 817 |
| Investment and other income | 192 | 209 |
| Total Funds Utilized | \$ 22,136 | \$ 18,640 |
| Use of Funds | | |
| People Expenses & Contracted Services | \$ 17,486 | \$ 14,364 |
| Building & Equipment Expenses | 2,184 | 2,029 |
| Program Resources | 674 | 674 |
| Administrative Expenses | 439 | 483 |
| Net Depreciation & Amortization | 278 | 261 |
| Financing Costs | 252 | 138 |
| Total Uses of Funds | \$ 21,313 | \$ 17,949 |
| Funds Available for Future Programming | \$ 823 | \$ 691 |

Thank You to our Funders



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Future Launch



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Alberta
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Association



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TD READY
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