Annual Report 2021-2022

WIS

Newcomers and refugees have long been the motor of Canada's society and economy, and our country has a proud tradition of being an international leader in resettlement and integration. This success could not be achieved without the help of vital settlement service organizations that help newcomers learn Canada's official languages, find jobs and build successful lives in their new communities. Our investment today will be key to enhancing access to support services in smaller and rural communities. These services will support newcomer families and provide the tools for their long-term success in the years ahead.

The Honourable Sean Fraser
Minister of Immigration, Refugees and Citizenship.
January 17, 2022

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Message from the Chair

For more than two decades now, Westman Immigrant Services has been welcoming and assisting newcomers to Canada, helping them to start new and prosperous lives in the Westman region. It is good to remember that the strength and prosperity of this entire nation was itself only possible because of the welcome and assistance extended to incoming settlers by many generations of its Indigenous inhabitants. Our several sites in Brandon are located on Treaty Two territory, as are most of our regional offices throughout Westman. We respect the treaties made on these lands and we live and work here with gratitude to the Anishnabe, Cree, Oji-Cree, Dakota and Metis peoples.

We look forward to the year ahead with great excitement. WIS is expanding, both in the number of clients we serve, the range of services we provide, the number of staff and volunteers, and the number and accessibility of our office locations. This has been and will continue to be a time of growth and change. Our profile within Brandon and Westman is becoming more prominent, and people are beginning to recognize that our value proposition is even more than it has been in the past.

Governments, organizations, and local businesses – and our potential clients, as well – are looking at us with new eyes. The hard work of our managers, staff and volunteers is paying off in greater public awareness and higher expectations for the future. I know we are ready to rise to the challenges we will face. I speak for the whole Board of Directors when I say that I am so grateful for all you do for our clients and for WIS.

I would like to thank our Directors for their dedication and their commitment to the objectives of this organization. WIS relies on their guidance, as in the creation of our strategic plan, and on their attention and oversight. As always, we live in a turbulent world, and while many new Canadians arrive here by choice, some also arrive fleeing desperate situations in their homelands. We must listen, to be aware of changing needs, and we must be flexible to respond in as helpful a way as we can. Our mission and our services, even our mind set, will need to keep evolving as the months and years ahead bring new challenges and opportunities.

-Dr. Steven Robinson

2021-2022 Board Members

Dr. Steven Robinson (Chair)

Katharine Mercredi (Vice-Chair)

Jeanette Hudon (Treasurer)

Aida Tahhan

Amal Jabar

Brendan White

David Lopez

Deborah Berkan

Jan Marie Graham

John Pearen

Matthew Blunt

Dr. Michelle Lam

Muhammad Khan

Paula Gros

Milestones

New Executive Director, Enver Naidoo started

COVID-19 restrictions eased and WIS offices reopened

In-Person English classes return

May — Jun — Jul — Aug — Sept

2021

WIS Partners with Prairie Mountain Health to deliver the COVID-19 vaccination clinic at the WIS office

Minister of Advanced Education, Skills and Immigration, the Honourable Wayne Ewasko visited

WIS Brandon hosted Honduran consulate

2022

Oct

Partnership meeting with Brandon Friendship Center

Nov

Community Voices board diversity research project took place in partnership with BU Cares Research Centre and the City of Brandon

Jan

WIS ED co-chaired meeting with RMED CEO to discuss immigration and economic growth with PrairiesCAN, Brandon Economic Development, BU, ACC, and Brandon Chamber of Commerce

Mayor Chrest and Councillor Frangi officially present WIS the black history month proclamation for the work we are doing to support diversity and multiculturalism

Feb

WIS Academy launched to provide more professional development to staff

Mar

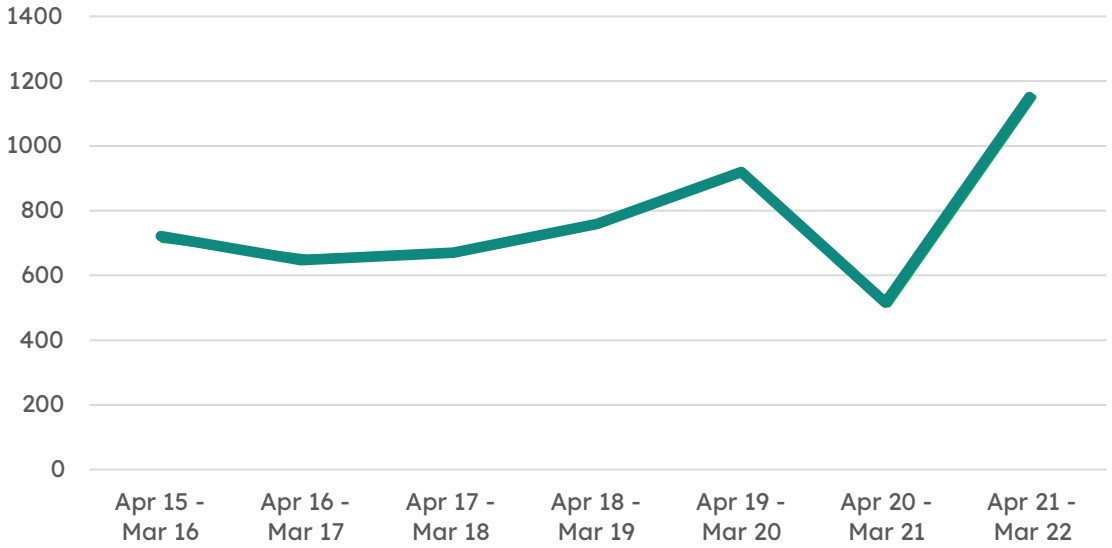
Joy Escalera and Hellen Dawidi nationwide Metropolis conference

WIS invited to attend the flag raising and proclamation for Mauritian Independence Day

Executive Director, Enver Naidoo, appointed to the Immigrant Advisory Council co-chaired by Minister Reyes and Dr. Lloyd Axeworthy

Minister of Advanced Education, Skills and Immigration, the Honourable Jon Reyes, and local MLA for Brandon East, Len Isleifson, visited

New Permanent Residents to Brandon 2015-2022

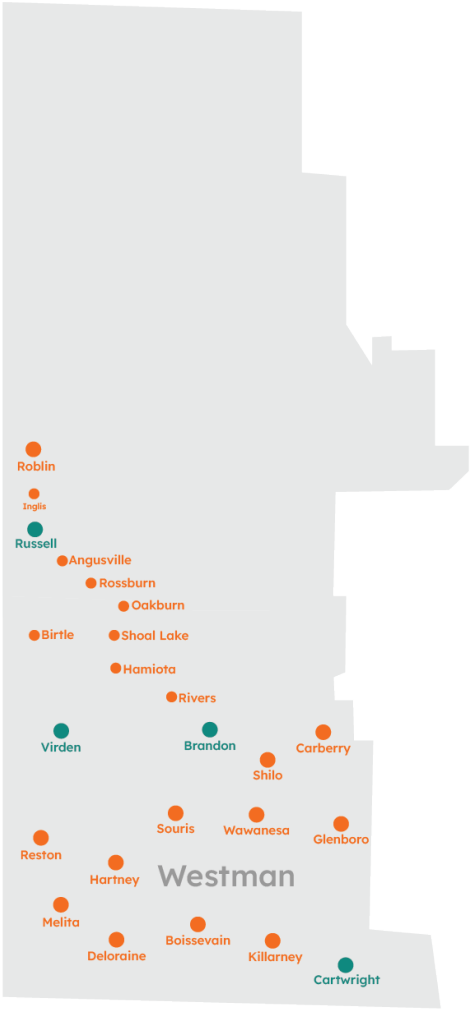


Source: Brandon - Admissions of Permanent Residents by Province/Territory and Census Metropolitan Area of Intended Destination, January 2015 – March 2022. Source: IRCC, June 16, 2022

Our reach

We represent 27 municipalities in our region.

Province of Manitoba



- Communities we serve
- WIS Offices

Assisting newcomers with Employment

Immigration is a key driver to economic growth. Our employment team understands the challenges that newcomers face finding employment.

They are here to help clients by providing interview preparations, resume writing, credential assessments, help develop career goals, navigating Canadian workplace culture, and offering different training opportunities for clients to access.

177

Clients gained employment

50

Workshops provided

83%

Clients completed 12 week MALTI programs

I am very happy with this opportunity and thought to share this news with you. Your guidance helped me a lot in my first job search in Canada. Thank you is a small word for the confidence you have provided throughout this process. You are indeed a great support for the newcomers and I am sure people will remember you always in good words.

-WIS client

Helping newcomers settle in Westman

Our settlement facilitators are here to help newcomers in every step of their journey as they adjust to their new life in our communities.

Our clients start their journey with a needs assessment. This is an in-depth look at their situation, goals, background and interests. We then work with clients closely through follow-up appointments and information sessions to improve their integration.

Needs identified

Community and Government Services	25%
Life in Canada	21%
Education in Canada	16%
Working in Canada	16%
Improve language skills	10%
Social networks	5%
Access to local community services	3%
Level of community involvement	3%
Professional networks	1%

As a result of the needs assessment

563

Referrals were made

618

Needs assessments completed

2956

Individual appointments for 2449 clients

262

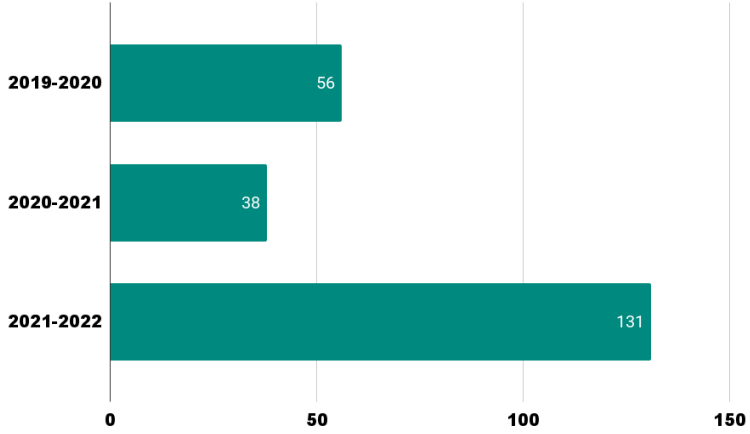
Family appointments for 223 clients

2021-2022 top countries clients came from

India	19.85%
Philippines	12.52%
China, People's Republic	10.48%
El Salvador	10.17%
Eritrea	9.19%
Honduras	8.45%
Nigeria	8.20%
Ethiopia	5.18%
Syria, Syrian Arab Republic	3.27%
Colombia	3.14%
Ukraine	2.90%
Somalia	2.84%
Sudan	1.36%
Germany	1.23%
Pakistan	1.23%

Helping Refugees resettle

Our Resettlement Assistance Program (RAP) actively supports newly arrived Government Assisted Refugees (GARs) to Brandon by providing them with essential supports and life skills training. This year, we welcomed **131 new arrivals**. This is an increase from the prior two years.



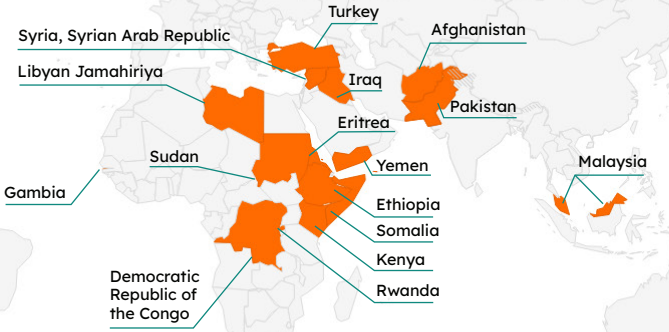
Refugee arrivals 2019-2022

Client story

One of our clients arrived during the COVID-19 pandemic, and as soon as he finished his mandatory quarantine, he started English classes.

In under 6 months he got a full-time job with a local employer in Brandon. Today he is financially independent, and is able to navigate the city by himself.

He is now also supporting other refugees who call Brandon home.



2021-2022 refugee arrival by country of origin

Supporting children at school

The Settlement Workers in Schools (SWIS) program is made available with the partnership of the Brandon School Division.

Our dedicated SWIS facilitators work with children and their families with all aspects of integration into the Canadian school system. This includes interpretation, assistance with registration, promoting cultural diversity within the school and holding group information sessions.

88
Needs assessments

566
Individual appointments for 418 clients

12
Information sessions for 129 clients

697
Family appointments for 598 families

“For me, WIS is kind of a window or a door to my future to lots of opportunities.”

-WIS client

Helping families

We are here to help families with a variety of programs that focus on building a happy and healthy family.

Programs were delivered both online and in-person.

> **The first class I attended was the parenting class, it helped me sort of adjust to the school system and I got to meet other immigrants like myself.**
>
> –WIS client

88

Family programs were delivered online and in-person

566

Clients attended the sessions

Supporting youth

Youth programs aim to help newcomer youth aged 6-18 years. Programs are developed to engage youth in their community, keep them active and help with personal growth.

After School Programs

380

Sessions for 106 clients

Youth Camps

6

Camps held for 58 clients

Active Living

37

Sessions for 234 clients

Information Sessions

18

Sessions held for 91 clients

Care for newcomer children

Our care for newcomer children (CNC) program is our in-house childcare service. Parents that are attending English classes, in-house appointments or information sessions and workshops are able to reserve a spot so their child is looked after.

Our team are trained Early Childhood Educators and look after children between 19 months to 12 years.

This year, we cared for

128

children

> **WIS it's because of you, I am here. WIS it's because of you, I can speak like this. WIS it's because of you, I have the skills of communications.**
>
> –WIS client

WIS housing

WIS has been providing housing supports to clients through settlement facilitators and in March 2022, launched the WIS housing department.

Programs are designed to help clients become successful tenants in Manitoba. Our team help clients understand the different rules and regulations of renting a house, understanding about bills and budgeting and helping them to build their new life.

Between March 1- March 31 2022, our team helped:

28

Clients

3

Households avoid eviction

Support from our volunteers

Volunteer involvement continues to enhance our services to our clients. With the help of our volunteers, clients are helped further to integrate into Canadian society. We not only encourage Canadians and long-term residents to volunteer, we also encourage our clients to volunteer. By educating our clients on volunteer opportunities it gives them the chance to network, gain experience in a Canadian workplace, and potentially provide a Canadian job reference.

Highlights from the volunteer program include:

60
clients matched to settlement partners

55
volunteers helped in various settings

“Volunteering at WIS has given me a lot experience, this kind of learning and experience has helped me to build my confidence, gained so many qualifications, and acquire knowledge about so many things that will help me to build my career.”

–WIS volunteer

Connecting community

We want to make sure our clients have a successful integration into their new communities. We do this by providing important programs and services they can access.

Welcome to Brandon sessions

A series of information sessions designed to help clients get oriented in Brandon. Welcome to Brandon was offered online this year. Often, we found this worked well with quarantine requirements, which helped to give newcomers a step up after fulfilling their quarantine.

Information Sessions and Workshops

Our information sessions and workshops are designed based off the needs assessments. The schedule is developed with input from our facilitators to meet the clients needs.

Diversity

In November, WIS partnered with BU Cares Research Centre and the City of Brandon to invite Board Members of Non-Profit Organisations to explore conversations related to Diversity and Inclusivity.

12

Welcome to Brandon programs of 10 sessions each were delivered to 229 clients

21

information sessions and workshops were developed with 420 clients attending

23

representatives from various Boards in Brandon attended the focus group sessions

Interpretation Services

WIS Language Centre (WISLC) provides professional, trained, and qualified interpreter services in-person, virtually, or by phone.

159
organizations served

21
Languages offered

Languages offered:

Arabic	Hindi	Swahili
Amharic	Indonesian	Taishanese
Cantonese	Mandarin	Tagalog
Dutch	Punjabi	Tigrigna
French	Russian	Ukrainian
German	Somali	Urdu
Gujarati	Spanish	Vietnamese

> **Westman is doing a great job in helping newcomers like us and providing adequate information to save us from scam and fraud. Thank you for all the programs and workshops. We learn a lot and now I am looking forward to giving back to the community.**

-WIS client

7
8
CELPIP
7

Learning English

Acquiring English language skills are a critical component in integrating into a new community in Canada.

245
clients attended English classes

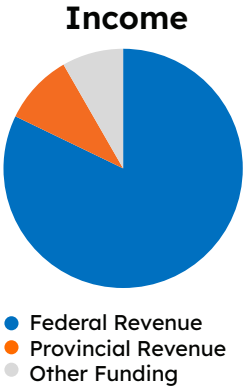
232
clients received language assessments

“When we enter WIS, we are greeted with a smile and that is wonderful.”

-WIS client

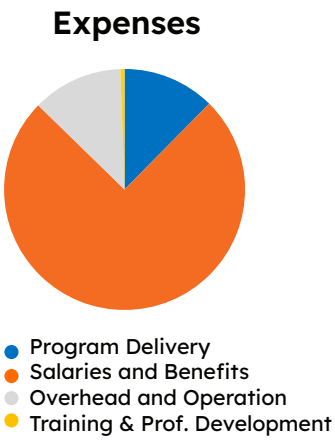
Highlight of Financials 2021-2022*

Income	Apr '21 - Mar 22	Apr '20 - Mar 21	Variance %
Federal Revenue	$2,619,711	$2,748,617	-4.92%
Provincial Revenue	$304,252	$218,183	28.29%
Other Funding	$264,564	$81,834	69.07%
Total Income	$3,188,527	$3,048,634	4.39%



Expense	Apr '21 - Mar 22	Apr '20 - Mar 21	Variance %
Program Delivery	$389,161	$272,559	29.96%
Salaries and Benefits	$2,353,118	$2,172,776	7.66%
Overhead and Operation	$381,512	$348,145	8.75%
Training & Prof. Development	$17,637	$19,458	-10.33%
Total Expense	$3,141,428	$2,812,938	10.46%

**Unaudited*



We would like to thank our funders for their investment in our community and care for our clients.

Government

Immigration, Refugees and Citizenship Canada
The Manitoba government
Employment and Social Development Canada
City of Brandon

Local Funders

Assiniboine Community College
Brandon Neighbourhood Renewal Corporation
Brandon University
Chemtrade Logistics
Child & Family Services of Western Manitoba
Manitoba Non-Profit Housing Association
Telus
West-Can Human Resources
United Way Brandon & District

Community Partners

100th Meridian Immigration
Addictions Foundation of Manitoba
AJS Law
APPLE Virden
Art Gallery of Southwestern MB
ACCSA
Brandon Chamber of Commerce
Brandon Downtown Development Corporation
Brandon Fire & Emergency Services
Brandon First
Brandon Friendship Centre
Brandon Healthy Families Team
Brandon Literacy Council
Brandon Local Immigration Partnership
Brandon MCC Thrift Shop
Brandon Police Service
Brandon Riverbank Inc.
Brandon School Division
Brandon Sun
BU Cares Research Centre
BUSU
Brandon Wheat Kings
Canada Revenue Agency
Canadian Red Cross
Canadian Tire
Career Connections
Cartwright-Roblin CDC
Center for Critical Studies of Rural Mental Health
City of Brandon
Days Inn Brandon
Economic Development Brandon
Fit Kids, Healthy Kids
Habitat for Humanity ReStore
Healthy Together Now
Heritage Co-op
John Howard Society
Kruger Henderson Immigration Services
MANSO
Manitoba Corrections
Manitoba Hydro
Manitoba Possible
Manitoba Public Insurance
Manitoba Tourism Education Council
Meighen Haddad, LLP
Municipality of Russell Binscarth
Patersons LLP
PrariesCAN
Prairie Mountain Health
Prairie Oasis Seniors Centre
Provincial Exhibition of Manitoba
RBC
Regional Employment Resource Centre
Royal Canadian Mounted Police
Russell & Area Chamber of Commerce
Rural Development Institute
Rural MB Economic Development Corp
Samaritan House Ministries
Sandra Carballo Immigration Consultancy
Scotia Bank
Seniors for Seniors
Service Canada
Sexuality Education Resource Centre
Shoppers Drug Mart
Sunrise Credit Union
Super 8
St Augustine Parish
Suicide Prevention Implementation Network
The Green Spot
United Way Brandon & Area
Virden Chamber of Commerce
Virden Employment Skills Center
Visa2Canada
Western Financial Group
Western Manitoba Regional Library
Westoba Credit Union
Women's Resource Centre
Workplace Education Manitoba
YMCA

WIS is here to help.

Brandon • Russell • Cartwright • Virden •

www.westmanimmigrantservices.ca