



2017/18

Annual Report

Welcoming

THE WORLD.

Message from the Board Chair



Manitoba Interfaith Immigration Council

continues to welcome the world! We received more media coverage for asylum seekers from April-December 2017 than we received for the Syrian influx the year before. Government assisted refugees, asylum seekers who require refugee claim support and processing of private sponsorship applications is our focus and keeps Welcome Place humming with activity. Our staff respond competently to the needs of all who enter our door or who want to know more about settlement services.

This year the Board ensured that our finances stabilize. Last year we projected a significant deficit in our budget due to unfunded programs such as serving asylum seekers. The donations we raised through the Open Your Hearts campaign as a response to this crisis made a significant impact on our bottom line in 2017. Donors, you made a difference. Thank you! We also thank the Federal and Provincial governments for working with us and listening to our needs.

The Board will begin a process of strategic planning under new Board leadership. Bruce Waite has been selected as the Board Chair as this is the end of my term and time on the Board. A new strategy will need to consider diversifying funding sources, ensuring sustainable use of the suites in the building, defining new programs in response to changing refugee allocations, implementation of impact focused evaluation and organizational governance including how a faith-based Board membership is maintained and managed.

The staff and board took time to remember Marty Dolin, MIIC's Executive Director from 1990-2011 who passed away in February 2018. We recall his zesty passion, determination, outspoken nature, compassion and dedication.



I thank the many Board members I have met since the late '80s. My association goes back to the passionate leadership of Dr. Lawrence Whitehead, Heather Friesen and Rev. Peter Flynn, each influential to me. The most influential Board member, though, was my mother. She served on the MIIC Board and it was her involvement in the '80s that drew me to MIIC. She recently passed away but not without long conversations about her life as a refugee. Life does go on! I trust Bruce and the rest of the Board to lead with the same passion, compassion and love as those they follow.

Sincerely,

Ruth Magnuson, Board Chairperson

Report from the Executive Director



As I begin my sixth year at Manitoba Interfaith Immigration Council (MIIC) I have had the opportunity to reflect on the many challenges and opportunities I've experienced. The commitment and loyalty of our staff continues to be unwavering in spite of the constant and varying demands on our agency on a daily basis. A lot however has changed. We have a substantial increase in staffing with defined departmental and overall organizational structure. Our processes and procedures are clearer as we continue to focus on client service excellence.

Nationally, the government assisted refugee target numbers are almost back to pre-Syrian Initiative numbers. There are also significant new norms that impact us as an agency. The Federal and Provincial Governments are realigning their focus on privately sponsored refugees and refugee claimants as well as specifically targeted high-needs populations such as the Yazidis. This shift from dealing with our traditional client base to providing increased services to the private refugee sponsoring community and refugee claimants has required us to respond and adapt quickly to the emerging changes now being implemented by both levels of government. In addition MIIC has worked closely with Immigration, Refugees and Citizenship Canada (IRCC) and local mental health specialists to provide settlement services to specific high need groups.

As we look ahead and plan for the next year, mental health interventions and the need for sustainable, affordable temporary and permanent housing will continue to grow. As an agency we must be prepared to serve other emerging special-needs refugee populations under UNHCR watch.

The core services we provide are only possible with the financial support of our federal and provincial governments as well as our community partners and donors. We thank them for their generosity, support and gentle guidance. We



“Love and compassion are necessities, not luxuries. Without them, humanity cannot survive.” — Dalai Lama

especially thank the volunteer Law students from the University of Manitoba, Faculty of Law, for their legal expertise working with the refugee claimants.

Thank you to our Board of Directors, staff and volunteers for their commitment, dedication and expertise to care for our clients with dignity and respect.

In closing my personal thanks to Ruth Magnuson, our outgoing Chair, for her passion and commitment to MIIC over the last six years. Ruth's leadership has been instrumental in positioning MIIC both provincially and nationally as one of the most influential and established settlement agencies in the country.

I look forward to working with our incoming Chair, Bruce Waite, to develop and implement the agency's strategic direction.

Rita Chahal, Executive Director

Adam's Story

In the first five years of the ongoing war in Syria, which began in 2011, an estimated 400,000 Syrians were killed, according to the UN Envoy for Syria. The increasing fighting has led to a humanitarian crisis, with 6.1 million internally displaced people and 4.8 million seeking refuge abroad, according to the UN Office for the Coordination of Humanitarian Affairs.

Adam Asaleya knows all too well the horrors of war, having lost his brother because of it. To this day he remains separated from the rest of his family. The 28-year-old was born in Aleppo, Syria. His father a math teacher, his mother an English teacher, and his sister, an English teacher, remain in Syria.

Adam studied Civil Engineering and English. He moved to Russia in 2010 where he studied medicine for three years, intending to one day become a physician. Because of the war there was no family support for him. Unable to pay his education fees on time, his visa was cancelled. He had nine days to leave the country and find a place that would accept him without one. After a frantic search, he found himself in Istanbul, Turkey in 2014 with \$350 in his pocket. He stayed with a friend and, for the next three years, worked primarily in sales.

Sponsored by the Canadian government, he arrived in Winnipeg in late 2016. Welcome Place staff greeted him at the airport and oriented him to the city. Since then, he has volunteered for various agencies, using his fluency in Arabic, English, Russian and Turkish as interpreter. He continues to volunteer with the Canadian Red Cross, and has found short-term and temporary employment.

"I didn't know anyone here. It's hard to know how I'm going to survive. Everything is new. Welcome Place helped me understand how to start a new life in a new country. They gave me a second



"Welcome Place helped me understand how to start a new life in a new country. They gave me a second chance."

chance," said Adam, while worrying about his family in Syria and working hard so as to do his best to look after them.

Looking ahead to his future in Canada, Adam explored the idea of studying IT, medicine and pharmacy as career goals but chose a new career path instead. Gifted with multiple languages already, he decided to add another one to the mix and is now studying American Sign Language, which he hopes will provide employment opportunities upon graduation. The five-year program is more easily attainable than the many years required to become a physician, which had been his original plan.

Adam, who is very well-liked by all who know him, nevertheless understands the challenges of being uprooted only to have to start over with nothing. Perhaps this is why he doesn't hesitate to help others whenever and wherever he can.

"Humans are survivors. I never thought I'd move out of Syria. Humans are not about passports, about nationality. What matters is humanity. Not what papers and passports say. I'm in a safe place now. A safe country. Building my future in a good way. I discovered who I am here."

Naod's Story

At 19, **Naod Tedros** has the wisdom and insight of someone much older. Born in Eritrea where he lived for two years, the family moved to Egypt, where they settled for the next 11 years. The violence of the Egyptian revolution in 2011 forced Naod, his mother and two sisters to leave their home and their father behind. The United Nations accepted their application for refugee protection and they arrived together in Canada in December 2013 as government sponsored refugees.

Naod remembers the cold and the blizzard conditions. Upon arrival, they settled at the Welcome Place residence, where they stayed for a few months, and eventually moved to a townhouse in central Winnipeg.

"When we first came, Welcome Place gave us a good sense of the city, they helped us with papers, immigration forms, assistance with job search and references," he said.

*"I feel gratitude,
I love helping people."*

Today Naod is pursuing post-secondary education and hopes to become a cardiologist. Young Naod, wise beyond his years, is passionate about personal growth and continues to dedicate much of his time to helping others.

Naod assisted with computer classes at Welcome Place when he first arrived. Understanding first-hand the challenges of beginning again, he worked with class participants to help them develop their skills. Some had little or no computer knowledge. Naod found it rewarding to see newcomers thriving in an environment that allowed them to learn and enjoy social interaction at the same time. Giving his time and showing an interest in them helped them along what can oftentimes be a challenging and lonely path. The active volunteer feels a connection with those he serves, having that shared lived experience. Understanding language barriers and all of the other obstacles many refugees face gives him the insight and the ability to empathize. Naod says it gives him joy to see other newcomers become independent. He believes strongly that education plays a major role in empowering people. He attended many different Welcome Place events and became more involved over time, eventually



becoming a volunteer with the program.

"I've been here for so long now it feels like family," he said with a smile.

His mother has been studying English to improve her language skills and is eagerly studying to eventually get her Canadian citizenship. His father was finally able to reunite with his family in May of last year and is furthering his education.

Naod continues helping out, taking clients on tours at Fort Whyte Centre and the Manitoba Museum, providing a rare opportunity to learn about some of the history of Manitoba. With whatever free time he does have, he plays the violin, piano and guitar. The musically gifted Naod has been playing violin for almost 12 years, already having done a number of classical music recitals in Egypt. He also enjoys teaching kids from his church how to play violin and guitar.

When he's not doing that, Naod makes a point of spending time with the marginalized, the poor and the homeless in the inner city.

Somehow it just seems like becoming a heart doctor is a perfect career choice for Naod. His big heart inspires everyone he meets.

"I feel gratitude, I love helping people."

Salewa's Story



The journey to Winnipeg has been a long one but Salewa is relieved to have made it here safely with her three young children. With the help of Welcome Place staff she's hopeful for a chance at a brighter future.

When she crossed the Canada-U.S. border into Quebec from the United States, she was taken to a police station, then to the Red Cross. She was sent to a shelter and ultimately here in Winnipeg. It was mid-March and still very cold. She was tired and her children were hungry. She remembers vividly the kind man from Welcome Place who went out of his way to go out and find some food for her and her children. His help is what allowed her to feel safe and reassured that things would eventually be okay.

Salewa Adegboyega was born in Nigeria. She attained a diploma in Public Administration, worked for the youth service, married and had four children. The situation in her home state became unsafe for her family, so they fled, arriving to the U.S. and with the help of a church and a pastor, eventually finding themselves in Canada.

Her husband would in the end abandon her, leaving her with four children and an uncertain fate. Her older son stayed behind in the U.S. looked after by the church pastor.

...her focus remains on ensuring her children remain safe, healthy and happy.

There was much unknown for Salewa but despite not knowing what would happen, she forged ahead with her three children aged 6 to 13, setting out on a voyage in hopes of finding a place of peace and safety. Since their arrival in Winnipeg, Salewa has received assistance from Welcome Place in a number of ways. Welcome Place helped her adjust to her new environment, provided temporary housing, and attended to the family's needs, resulting in peace of mind for Salewa, who had until that point been anxious and unsettled.

Her children were referred to Needs Centre so they could access a number of valuable social and educational programs. In-Canada Protection Services staff at MIIC helped her with her refugee claim and navigating through the legal system. Department staff helped her with social assistance. She also received assistance in finding more permanent housing. Salewa and

her children moved out of Welcome Place temporary housing and are settling into their first apartment in a new neighbourhood. With community support and continued assistance from Welcome Place, there is hope for a brighter future.

Services won't end now that Salewa has left her temporary residence. She will continue to get assistance with her refugee claim case. Refugee claimants receive small grants for beds and bedding but funds are modest. Finding household items can be challenging. In a very short amount of time, families have to move and settle into a new home, often with nothing. Bridge Care Clinic offers counselling services to all refugees, including the claimants. Single mothers with children are designated as high needs and there is follow-up to ensure that they're doing well.

Salewa would like to eventually find work as a caregiver. For now, her focus remains on ensuring her children remain safe, healthy and happy. She is grateful to everyone who has helped her along the way to make that happen.

Agency Highlights



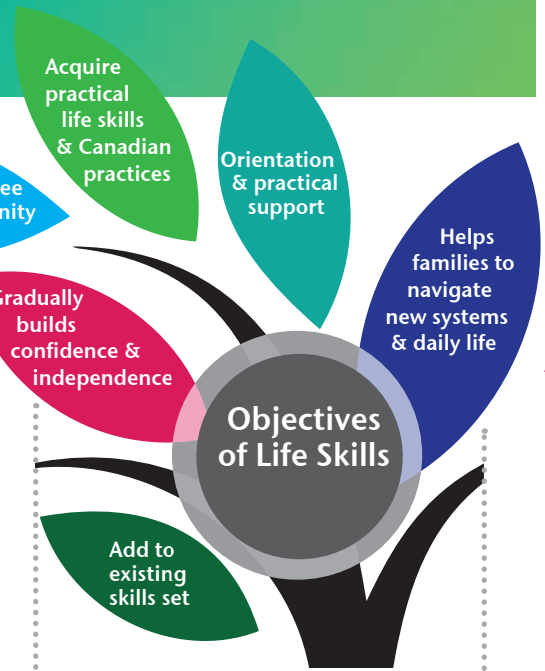
Accommodations

Last year 329 clients lived in temporary accommodations at Welcome Place. Staff from the Housing Department helped 245 clients move into permanent accommodation.



Settlement

The Settlement Department served 3,469 unique new and existing clients. Among them were 626 new Privately Sponsored Refugees (PSR's) primarily from Eritrea, Ethiopia, and Somalia and 209 new Government Assisted Refugees (GAR's) primarily from Iraq, Eritrea and Congo.



Life Skills

25 Life Skill Trainers (LST's) provided 1577 hours of services to clients in Amharic, Arabic, Burmese English, French, Karen, Kinyarwanda, Kirundi, Kurdish, Nepali, Somali, Spanish, Swahili and Tigrigna.



Refugee Claimant Influx

In-Canada Protection Services staff and student volunteers from the University of Manitoba, Faculty of Law served 940 refugee claimants – up from 552 from the previous fiscal year.



Volunteers

282 refugee clients were matched with 90 Canadian volunteers through the Volunteer Matching Program and over 40 volunteers from the Volunteer Department provided 1135 volunteer hours.



Family Reunification

MIIC submitted 97 sponsorship applications for a total of 132 individuals to the Resettlement Operations Centre in Ottawa (ROC-O). 465 Privately Sponsored Refugees (PSR's) arrived in Winnipeg.

The Team



Executive and Administrative Team 2017-2018

Executive Director	Rita Chahal
Executive Assistant	Marchris Gladys
Director, Finance and Operations	Shane Henderson
Director, Settlement Services	Marta Kalita
Assistant Director, Reception, Education and Community Services	Karen Montgomery-Gibbes
Computer System Administrator	Saman Azizkhani
Bookkeeper (contract)	Margaret Aikenhead

Management Team 2017-2018

Senior Manager, Reception and Volunteer Services	Jean Pierre Venegas
Senior Manager, Sponsorship, Life Skills and In-Canada Protection Services	Ermias Yoseph
Co-Team Leader, Settlement Services	Slobodan Mitrovic
Co-Team Leader, Settlement Services	Felicien Rubayita
Team Leader, Reception Services	Alazar Negasi
Team Leader, Life Skills Services	Flora Aruna
Team Leader, Housing Services	Valentina Cerka
Team Leader, In-Canada Protection Services	Ghezze Hagos Berhe

Board of Directors 2017-2018

Chair	Ruth Magnuson (Lutheran)
Vice Chair	Dev Dabas (Hindu)
Secretary	Narendra Mathur (Hindu)
Treasurer	Johan Macces (Catholic)
Director	Sandy Chahal (Sikh)
Director	Monty Lomow (Jewish)
Director	Anita Neville (Jewish)
Director	Iqbal Siddiqui (Muslim)
Director	Merdia Imame (Muslim)
Director	Jan Christie (United)
Director	Colin Dorrian (Anglican)
Director	Carol Thiessen (Anglican)
Director	Bruce Waite (Community at Large)

Our complete team list is available on our website at miic.ca



Welcome Place
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Winnipeg, MB R3A 0E4
Ph: 204.977.1000
Fax: 204.956.7548
miic.ca



The Mission



The Mission of **Manitoba Interfaith Immigration Council** (MIIC) is to welcome and provide settlement services for refugees and immigrants living in Manitoba. MIIC has provided comprehensive services to refugees and refugee claimants arriving in Winnipeg, including temporary residential accommodation and orientation to Canada, for over

70 years. Making clients feel welcome, from the moment they're greeted at the airport in their official language, is key to the start of successful settlement. The agency is equipped to provide translation in over 30 languages, a welcome relief to new refugees on the first day of their arrival.



About Us

MIIC has seven departments. **Reception Services** provides essential assistance to clients as soon as they arrive at Welcome Place, our primary temporary accommodation. Depending on the family size, client families are housed in one or two of the 30 self-contained units that can accommodate up to 120 clients. Since May 1, 2017, MIIC has offered temporary housing rental units to refugee claimants at Welcome Place.

Settlement Services, the largest department at MIIC provides both Resettlement Assistance Program (RAP) and settlement services to our clients. The Department consists of 4 different units: Settlement, Housing, Volunteer Matching Program and Front Desk Reception. Staff speak 26 different languages and dialects including languages of lesser diffusion like Kurmanji, Sorani, Horani or Arabi Juba. With the numbers

of Government Assisted Refugees (GAR's) declining the department is focusing on developing better, more streamlined services for Privately Sponsored Refugees (PSR's) to serve their settlement needs.

The **Volunteer Matching Program** highlights the importance of social and professional networks in improving newcomer integration in a way that maximizes their contribution to Winnipeg. These networks allow newcomers to expand and use connections to learn about opportunities for professional development, employment and reduce their sense of isolation.

Staff from the **Life Skills Services** department match clients by language and support them in acquiring practical life skills and Canadian practices through hands-on activities. The support provided through the Life Skills Program focuses on Canadian cultural orientation, safety procedures, hygiene, maintaining accommodation, neighbourhood support, banking activities, public transportation, nutrition, shopping assistance and registration to obtain SIN and MB health cards. Clients who face multiple barriers such as single parenthood, old age, disabilities and low literacy levels are provided with ongoing supports tailored to their particular needs.



The **Volunteer Services** department provides conversational English and computer classes, field trips to local sporting events and cultural arts venues, holiday celebrations for clients, a children's breakfast program and social activities. The department connects newcomers to the community through group activities. MIIC receives

countless invitations for our clients to participate in social, cultural, and recreational events around Winnipeg. Clients attend the Manitoba Museum, the Folk Festival, the Manitoba Opera, a Winnipeg Jets game, movie nights and numerous trips to the Forks, and other exciting outings.



Sponsorship Services has played a major role in sponsoring and bringing thousands of refugees to Manitoba through the Private Sponsorship of Refugees program. Together with the various ethno-cultural and faith based groups under its umbrella, MIIC continues to fulfill its sponsorship obligations by providing the needed financial support, settlement assistance, and ongoing friendship and emotional support to newly arrived refugee families until they become independent. We anticipate an increase in the number of PSR arrivals in the next couple of years or so. In order to keep up with these trends and to ensure that sponsorship obligations are met and services are delivered efficiently, the Sponsorship Department has taken a number of new measures. Existing application forms and various documents were reviewed and changes made to ensure efficiency in service delivery.

In-Canada Protection Services provides para-legal services to refugee claimants, and assistance with navigating through the legal and social system. The department offers these services only after a claimant has been fully screened and referred to us by the Canadian Border Service Agency (CBSA) or IRCC. Welcome Place staff work tirelessly to pick-up refugee claimants at the border and provide paralegal services ensuring that all documents are filed within the very strict timelines set by the refugee hearing process. Staff support these individuals providing referrals to other agencies and social/emotional support up to the time of their Immigration and Refugee Board (IRB) hearing.

We Are Thankful for You



Funding and donations allow us to continue to provide the highest level of service and support to refugees and immigrants arriving in Manitoba to find a better, safer life for their families. We hope to add to our resources and expand our programs, with your help. To find out more about the support that we offer, or to donate, please visit **miic.ca**.

If you would like to donate by cheque, please make your cheque payable to **Manitoba Interfaith Immigration Council** and mail it to us at 521 Bannatyne Avenue, Winnipeg, Manitoba, R3A 0E4

Your contribution is greatly appreciated!

Thank You



The work we do is possible because of the support of our funders, and the generosity of our donors. We also thank private donors and faith group donors.

Core Funders:



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



United Way
For a Better Winnipeg



Friends and Supporters:



La Lupa di Roma Garibaldi Lodge



Immanuel United Church



Summarized Financial Statements March 31, 2018



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Independent Auditors' Report

To the Directors of
Manitoba Interfaith Immigration Council Inc.

The accompanying summarized financial statements, which comprise the summarized statement of financial position as at March 31, 2018, and the summarized statement of operations for the year then ended, are derived from the audited financial statements of Manitoba Interfaith Immigration Council Inc. for the year ended March 31, 2018. We expressed an unmodified audit opinion on those financial statements in our report dated June 14, 2018.

The summarized financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summarized financial statements, therefore, is not a substitute for reading the audited financial statements of the organization.

Management's Responsibility for the Summarized Financial Statements

Management is responsible for the preparation of a summary of the audited financial statements on the following basis:

The summarized financial statements include the major totals and subtotals from the related complete financial statements dealing with matters having a pervasive or otherwise significant effect on the summarized financial statements.

Auditors' Responsibility

Our responsibility is to express an opinion on the summarized financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary of Financial Statements".

Opinion

In our opinion, the summarized financial statements derived from the audited financial statements of Manitoba Interfaith Immigration Council Inc. for the year ended March 31, 2018 are a fair summary of those statements, on the basis described above.

A handwritten signature in blue ink that reads "Booke & Partners".

Winnipeg, Canada
June 14, 2018

Chartered Professional Accountants

Manitoba Interfaith Immigration Council Inc.**Statement of Operations** Year ended March 31**2018**

2017

Revenues

Immigration, Refugees and Citizenship Canada:		
Settlement services	\$ 1,716,413	1,233,628
RAP and accommodation services	749,936	1,478,316
Province of Manitoba	160,000	110,000
Amortization of deferred contributions	145,910	165,549
Fundraising and donations	141,797	213,169
Winnipeg Foundation	119,345	107,500
United Way	107,780	107,630
Rental income	101,469	-
Manitoba Housing	28,600	-
City of Winnipeg		
Property tax grant	27,315	26,689
Trust administration fee	-	15,000
Miscellaneous	26,050	22,992
Manitoba Community Services Council	25,000	2,400
Privately sponsored refugees - administration fee	13,150	9,950
Syrian Response Initiative	-	268,423
	<u>3,362,765</u>	<u>3,761,246</u>

Expenditures

Salaries and benefits	2,508,183	2,407,477
Amortization	206,137	229,697
Accommodation and food	41,266	75,837
Mortgage interest	48,783	46,219
Rent and parking	24,130	22,744
Other	588,192	633,367
Syrian Response Initiative	-	268,423
	<u>3,416,691</u>	<u>3,683,764</u>
(Deficiency) excess of revenues over expenditures	<u>\$ (53,926)</u>	<u>77,482</u>

Summarized Statement of Financial Position March 31**2018**

2017

Assets Current

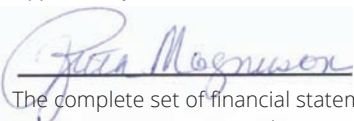
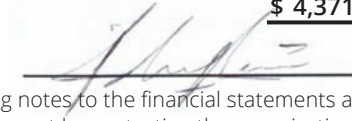
Cash	\$ 443,129	\$ 596,637
Accounts receivable	74,877	120,165
Inventory	80,835	-
Prepaid expenses	2,298	2,298
	<u>603,724</u>	<u>719,100</u>
Property and equipment	3,741,453	3,947,590
Funds held in trust	26,143	226,821
	<u>\$ 4,371,320</u>	<u>\$ 4,893,511</u>

Liabilities Current

Payables and accruals	\$ 308,793	\$ 354,667
Deferred contributions	225,914	257,500
Current portion of long-term debt	40,149	48,394
	<u>574,856</u>	<u>660,561</u>
Long-term debt	1,259,353	1,295,325
Deferred contributions for property and equipment	2,423,566	2,569,476
Funds held in trust	26,143	226,821
	<u>4,283,918</u>	<u>4,752,183</u>

Net Assets

Internally Restricted	139,974	139,974
Unrestricted	(70,957)	(33,041)
Invested in property and equipment	18,385	34,395
	<u>87,402</u>	<u>141,328</u>
Approved by the Board	<u>\$ 4,371,320</u>	<u>\$ 4,893,511</u>

The complete set of financial statements, including notes to the financial statements and the independent auditors' report, are available upon request by contacting the organization's office.