



Manitoba Interfaith Immigration Council Inc.  
(Welcome Place)

ANNUAL REPORT

2020-2021



## Message from the Past Chair, Bruce Waite



With our entire 2020/21 operating year happening under the global pandemic, saying it was a challenging year for Welcome Place, our staff, our clients and government partners is an understatement. With lockdowns in place and international travel restrictions halting new refugee landings, the entire sector struggled.

As an organization though, I believe Welcome Place stood out being one of the first to offer in person services for the clients that are here that we serve. Through much lobbying the management team was able to secure funding to put in place strong personal protective equipment, distancing and safety measures allowing for the safe re-start of service delivery long before many of our peers.

Many of our new programming initiatives and special projects in conjunction with Immigration, Refugees and Citizenship Canada had to be put on hold. However, these are carried over to our upcoming year and offer some exciting, new and innovative service delivery options and partnerships.

With my term coming to an end, I'd like to offer my sincere thanks to Shane, Marta, and the committed Welcome Place staff and board members for their work and commitment through these challenging times. I would also like to thank Johan Maccès for taking on the Chair role. Johan spent several years on the Board as Treasurer and is a major asset to our organization. As always, my heartfelt thanks to all our funders and their amazing willingness to support us and find flexible solutions through this pandemic.

## Message from the Executive Director, Shane Henderson



In last year's message from Management, we use an old cliché to characterize 2019-2020 as an "emotional roller coaster." To quote another relevant cliché, it was just "the tip of the iceberg."

While reflecting on this past 2020-2021 fiscal year, it was a year full of rebuilding and pivoting our agency which required many difficult decisions, operations scrutiny, new program exploration, and stabilization, all of which was necessary to ensure MIIC remains viable for years to come. All of this happened while we all faced a pandemic which amplified many of our challenges.

*"Insanity is doing the same thing over and over again but expecting different results." ~ Albert Einstein*

We couldn't keep operating the same and expecting different results. Our agency needed to make significant changes in all aspects of its operations:

- We needed to ensure we are here for years to come to do our part in this ever-growing humanitarian crisis.
- We needed to offer stable employment for our employees, many of whom arrived in Canada as refugees themselves.
- We needed to ensure we are proper stewards of the dollars our funders, both public and private, entrusted to us, provide value, and maximize service delivery to our refugee community.
- We needed to be leaders in our sector while working toward a collaborative approach to fill gaps in services to newcomer refugees.
- We needed to be better.

Thank you to our dedicated board, led by outgoing Chair, Bruce Waite, for your patience, guidance, and support during this challenging undertaking. Thank you to the complete MIIC Team for your commitment, and trust in the process to ensure we will continue to put the needs of our refugee newcomers first.

Thank you to our funders: Immigration, Refugees and Citizenship Canada (IRCC); the Province of Manitoba; United Way Winnipeg; individual donors and many more. With your support we are striving to do more.

A final and heartfelt thank you to our refugee clients and their communities. We understand these changes have been challenging and at times difficult to understand, however, it is our goal to better serve you and your communities.

Together we can right this ship.

# ABOUT US

Manitoba Interfaith Immigration Council Inc. (MIIC/Welcome Place) has provided comprehensive holistic settlement services to refugees and newcomers arriving in Manitoba for over 75 years.

## MISSION

To welcome and provide settlement services for refugees and immigrants living in Manitoba.

## VISION

To be the leader in Manitoba in providing settlement services for refugees and immigrants.

## VALUES

### Diversity

We support equitable treatment of all persons and embrace cross-cultural differences.

### Rights of All

We welcome all without bias.

### Working Together with Dignity and Integrity

Our relationships are based on mutual trust and respect.

## Board of Directors

Chair: **Bruce Waite** (COMMUNITY AT LARGE)

Vice Chair: **Dev Dabas** (HINDU)

Secretary/Treasurer: **Johan Maccès** (CATHOLIC)

Past Chair: **Ruth Magnuson** (LUTHERAN)

Director: **Monty Lomow** (JEWISH)

Director: **Anita Neville** (JEWISH)

Director: **Merdia Imame** (MUSLIM)

Director: **Imran Pirmohamed** (MUSLIM)

Director: **Sharan Tappia** (SIKH)

Director: **Marilyn Anderson-Corkum** (UNITED)

Director: **Anton Safronov** (CHURCH OF THE NAZARENE)

Director: **Elaine Sauer** (LUTHERAN)

## Executive and Management Teams

Executive Director: **Shane Henderson**

Executive Assistant: **Marchris Gladys**

Director of Settlement: **Marta Kalita**

Manager, Client Services: **Felicien Rubayita**

Manager, Information Technology: **Saman Azizkhani**

Building Manager: **Ryan Wait**

# CLIENT SERVICES

**Settlement Services** provides linguistically and culturally appropriate support for Government Assisted Refugees, Privately Sponsored Refugees, Convention Refugees, and their families arriving under a variety of family reunification programs. Our Settlement Advisors provide direct in-person support to clients in their language of origin and can interpret for clients in many settings as required.

Settlement support includes assisting with daily challenges such as opening a bank account, using medical and health services, communicating with landlords, generational and cultural issues, family reunification and sponsorship, money management, education, employment, social isolation, and providing support to complete important document applications. When necessary, referrals are provided to other services that will benefit the client such as for disability concerns, employment preparedness and health and medical services.

**Volunteer and Host Matching Services** connects newcomers to the community.

Our clients are invited to actively participate in regular social, cultural, and recreational group activities and they can attend Conversational English, computer, and art classes. These activities, run by our family of volunteers, are free and available on weekly schedule.

The Host Matching Program matches refugee families and individuals with Canadian hosts who offer newcomers social and emotional support while enhancing community living through cultural exchanges.

**Sponsorship Services** works with active and potential sponsors to ensure they are aware of and fulfilling their obligations to Privately Sponsored Refugees. We also work with newly arrived refugees to ensure they are receiving the support they need to successfully settle.

Our Sponsorship Advisors conduct needs assessments and information and orientation sessions for sponsors and newly arrived refugee families across the Province of Manitoba.

**In-Canada Protection Services** provides paralegal and settlement services to refugee claimants supporting them as they navigate the complex legal and social systems. MIIC Advisors, with volunteer support from the University of Manitoba Law Students, help refugee claimants prepare for the refugee hearing process. Refugee claimants are offered individualized settlement support, including referrals to Employment and Income Assistance, medical services, housing resources etc. according to their needs.

**Life Skills Services** helps clients with multiple barriers develop the practical skills necessary for successful independent life in Canada. Training topics include Canadian culture, safety, hygiene, neighbourhood orientation, home upkeep and cleanliness, banking, public transportation, nutrition, economical shopping, and registering for programs in the community. Life Skills Trainers work with clients in their language of origin and provide hands-on teaching focusing on mastering fundamental skills. Life Skills Trainers create an environment for clients where experiential learning, participation and contribution is the norm.

# PILOT PROJECTS

For the year 2020-2021 MIIC was granted IRCC funding for three Pilot Projects:

**Holistic Services for Vulnerable Newcomers** – IRCC-eligible clients with multiple needs, residing at MIIC accommodations receive comprehensive in-house settlement support including on site case management, referrals to appropriate service and life skills training.

**Bridging for Privately Sponsored Refugees** – Sponsors of Privately Sponsored Refugees (PSRs) receive additional tools to assist in their successful provision of settlement activities for PSRs, post arrival. MIIC services include information sessions, follow-ups, and referrals.

**Bridging Rural Communities** – MIIC coordinates collaboration between urban and rural service providing organizations to share best practices and facilitate services for clients in rural Manitoba.

The launch of the three Pilot Projects was delayed due to COVID-19 related restrictions. However, once in action, the projects achieved the expected outcomes scaled down to meet the reality dictated by COVID-19.

Two of the pilot projects, *Holistic Services for Vulnerable Newcomers* and *Bridging for Privately Sponsored Refugees*, were evaluated by Probe Research with favourable results provided to IRCC.

With the low numbers of privately sponsored refugee arrivals resulting from COVID-19 restrictions, the *Bridging for Privately Sponsored Refugees* pilot was extended to March 31, 2022. Similarly, the *Bridging Rural Communities* pilot was extended for six months.

# NEWCOMER HOUSING AT MIIC

MIIC has 30 safe and affordable short-term units for up to 120 newcomers. Two of our units are fully accessible.

Units come furnished with beds, futon couch, kitchen table and chairs, television, and telephone. In addition, before new occupants move in, each unit is stocked with new and unused household items such as pots and pans, dishes, cutlery, bed



sheets, bed comforters, pillows and basic towels that may be kept by the occupant when moving out.

Included as well are free in-house laundry facilities, local telephone calls and free WIFI. MIIC also receives food from Winnipeg Harvest and the SIGN Foundation. This food, either a selection of fresh produce and

grocery items or a prepared meal, is free for every resident and is delivered to their door.

Two units are kept available for emergencies such as domestic abuse situations and situations where refugee claimants do not initially qualify for Employment and Income Assistance and they need a place to stay. MIIC allows these individuals to stay for free for a short period until permanent living arrangements are sorted out.

## Upgrades to Units

In the 2020-2021 fiscal year, 10 units were fully renovated, 18 bachelor units received new vanities with sinks and mirrors and three units received upgraded appliances.



# IMPACT OF COVID-19



MIIC's 2020-2021 year began with the office closing to in-person services due to COVID-19 restrictions. Our Advisors quickly transitioned to providing services remotely, however, it became quite clear that many clients required in-person support.

In May 2020 when COVID-19 restrictions permitted, MIIC re-opened its office for a limited number of in-person appointments per day for critical settlement services but also continued to provide virtual services whenever possible.

MIIC's Breakfast Program, social and recreational gatherings and sports activities were put on hold, while others, like information sessions, life skills support, and Conversational English Classes were provided with very limited capacity and often offered virtually.

Plexiglass shields were installed at every workspace and a full-time sanitization person kept all touch surfaces disinfected. A security person was positioned at our main entrance to carry out COVID-19 screening and to limit the flow of people in the office. These measures helped our staff and clients feel as safe as possible.

MIIC served nearly 3000 unique clients in 2020-2021 even though international and inter provincial travel restrictions greatly limited the number of new clients arriving to Manitoba to request our services.

# STATISTICS

## Settlement Services

Clients Served:	<b>2427</b>
<i>Government Assisted Refugees</i>	<b>1099</b>
<i>Privately Sponsored Refugees</i>	<b>1290</b>
<i>Convention Refugees</i>	<b>38</b>
New Clients	<b>336</b>
Returning Client	<b>2091</b>
Top 5 Countries of Origin	Eritrea, Somalia, Syria, Ethiopia and Democratic Republic of the Congo

## In-Canada Protection Services

Refugee Claimants Served (new and returning)	<b>580</b>
New Refugee Claimants	<b>38</b>
Volunteer Law Students (University of Manitoba)	<b>48</b>
Volunteer Hours (by University of Manitoba Law Students)	<b>475</b>

## Housing

Number of Units	<b>30</b>
Number of Residents for the Year	<b>38</b>
Resident Newcomer Category:	
<i>Student Visa</i>	<b>1</b>
<i>Government Assisted Refugee</i>	<b>15</b>
<i>Convention Refugee</i>	<b>6</b>
<i>Visa Office Referred</i>	<b>1</b>
<i>Refugee Claimant</i>	<b>14</b>
<i>Provincial Nominee</i>	<b>1</b>

## Sponsorship Services

New Cases	<b>74</b>
Individuals Sponsored	<b>130</b>
Individuals arrived 2020-2021	<b>8*</b>
Sponsorship Agreement Holder Program Cases	<b>7*</b>

\* No landings as a result of COVID-19.

## Life Skills Services

Life Skills Trainers (LST)	<b>10</b>
LST Hours Worked	<b>1943</b>
Number of languages served	<b>9</b>

## Volunteer Services

Volunteers	<b>31</b>
Volunteer Hours Worked	<b>825</b>
Classes and Social Outings	<b>92</b>
Client Participation (non-unique)	<b>272</b>
Host/Refugee Matches	<b>17</b>



# FINANCIAL STATEMENTS



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## Report of the Independent Auditors on the Summary Financial Statements

To the Directors of  
Manitoba Interfaith Immigration Council Inc.

### *Opinion*

The summarized financial statements, which comprise the summarized statement of financial position as at March 31, 2021, 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, 2021.

In our opinion, the accompanying summary financial statements are a fair summary of the audited financial statements, on the basis described below.

### *Summarized Financial Statements*

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 and the auditors' report thereon, therefore, is not a substitute for reading the audited financial statements and the auditors' report thereon.

### *The Audited Financial Statements and Our Report Thereon*

We expressed an unmodified audit opinion on the audited financial statements in our report dated September 13, 2021.

### *Management's Responsibility for the Financial Statements*

Management is responsible for the preparation of the summarized 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 whether the summarized financial statements are a fair summary of the audited financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary Financial Statements".

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

Winnipeg, Canada  
September 13, 2021

Chartered Professional Accountants

# FINANCIAL STATEMENTS

## Manitoba Interfaith Immigration Council Inc. Summarized Statement of Operations

Year ended March 31

2021

2020

### Revenues

Immigration, Refugees and Citizenship Canada:

Settlement services	\$ 934,082	\$ 1,727,227
RAP and accommodation services	-	879,428
Province of Manitoba	311,348	437,623
Rental income	173,563	129,324
Amortization of deferred contributions	110,730	119,320
United Way	100,732	123,588
City of Winnipeg - Property tax grant	29,314	28,544
Fundraising and donations	27,994	69,412
Winnipeg Foundation	25,000	-
Fee for service	22,034	8,970
Interest	22,010	31,452
Privately sponsored refugees - administration fee	20,250	14,750
Miscellaneous	14,007	18,751
Manitoba Housing	-	2,850

**1,791,064**

**3,591,239**

### Expenditures

Accommodation and food	-	38,149
Amortization	162,182	173,676
Mortgage interest	39,175	57,793
Other	503,541	629,954
Rent and parking	8,915	28,128
Salaries and benefits	1,052,442	2,671,774

**1,766,255**

**3,599,474**

Excess (deficiency) of revenues over expenditures before other income

**24,809**

(8,235)

Gain on sale of property and equipment

**150**

-

Excess (deficiency) of revenues over expenditures

**\$ 24,959**

**\$ (8,235)**



# FINANCIAL STATEMENTS

## Manitoba Interfaith Immigration Council Inc. Summarized Statement of Financial Position

March 31	2021	2020
<b>Assets</b>		
Current		
Cash	\$ 16,104	\$ 102,712
Accounts receivable	349,367	331,754
Prepaid expenses	11,747	8,242
	<b>377,218</b>	442,708
Property and equipment	3,332,224	3,492,636
Funds held in trust	3,354,871	1,831,932
	<b>\$ 7,064,313</b>	<b>\$ 5,767,276</b>
<b>Liabilities</b>		
Current		
Payables and accruals	\$ 156,771	\$ 347,301
Deferred contributions	114,148	11,462
Current portion of long-term debt	45,506	43,180
	<b>316,425</b>	401,943
Long-term debt	1,129,606	1,184,219
Deferred contributions for property and equipment	2,156,271	2,267,001
Funds held in trust	3,354,871	1,831,932
	<b>6,957,173</b>	<b>5,685,095</b>
<b>Net Assets</b>		
Internally Restricted	120,348	120,348
Unrestricted	(14,049)	(36,403)
Invested in property and equipment	841	(1,764)
	<b>107,140</b>	82,181
	<b>\$ 7,064,313</b>	<b>\$ 5,767,276</b>

Approved by the Board



Director



Director

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.

## Thank You

We would like to thank our core funders, community partners, donors, supporters and volunteers for investing in the services we provide to newcomers and for recognizing the difference we can make together.

## Core Funders



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada



United Way  
Winnipeg



RICHARDSON  
FOUNDATION

## Funders and Supporters

Ariu Dental Centre	Harvest Manitoba	Missionary Oblate Sisters of St. Boniface	The S.I.G.N. Foundation
Assiniboine Park Zoo	Isaac Newton School	Next Stop Café	The Winnipeg Foundation
Day for Girls	Legal Aid Manitoba	Red River Cooperative Ltd.	University of Manitoba Law Student Volunteers
Filles de la Croix	MB/NW Ontario Synod, ELCIC	St. John's-Ravenscourt School, YIP	Waterfront Foundation Inc.
Grands 'n' More Winnipeg	Manitoba Liquor and Lotteries	Sisters of the Holy Names of Jesus and Mary	

## Volunteers

We would like to thank our incredible family of volunteers for investing their time and expertise to enrich the lives of newcomers. The impact of your contribution cannot be measured in dollars and cents, but it is measured by the impact of your compassion and care you bestow upon others.

## Your Support

Funding and donations allow us to continue providing the highest level of service and support to newcomers . With your help, we hope to add to our resources and expand our programs.

If you would like to learn more about programs we offer or to donate, please visit our website at [www.miiic.ca](http://www.miiic.ca). If you would like to donate by cheque, please make your cheque payable to Manitoba Interfaith Immigration Council Inc. and mail it to us at 521 Bannatyne Avenue, Winnipeg, MB R3A 0E4.