

2025-2026 IMPACT REPORT



Message from the Chair of the Board

As Chair of MIAG's Board of Directors, it is my pleasure to present this report at our 36th Annual General Meeting and reflect on another year of service, growth, and community impact.

This year has been one of both celebration and transition. We proudly recognize the outstanding contributions of our Executive Director, Huda Abbas, who concludes 26 years of dedicated leadership and service to the diverse communities of Peel Region. Through her vision, commitment, and leadership, MIAG has expanded its reach, strengthened partnerships, and enhanced support for underserved communities. While stepping down from her role, Huda will continue to support MIAG through grant development and fundraising initiatives. On behalf of the Board, I extend our deepest gratitude for her remarkable contributions and lasting legacy.



This year also marks the beginning of a new chapter for MIAG. Following a comprehensive review of our previous strategic plan, the board and staff developed a new five-year Strategic Plan focused on five key priorities: Digital Innovation, Regional Expansion, Financial Independence, Organizational Excellence, and Brand Amplification. These pillars will guide our growth and ensure we remain responsive to the evolving needs of our communities.

We are also pleased to welcome Mudassara Anwar as MIAG's new Executive Director. With extensive nonprofit leadership experience, she brings the vision, expertise, and passion needed to lead the organization into its next phase of growth and impact.

Our accomplishments would not have been possible without the dedication of our staff, volunteers, students, clients, community partners, donors, and supporters. Their commitment remains the foundation of our success. As we look ahead, we remain committed to innovation, collaboration, and creating opportunities that strengthen the well-being of individuals and families across our communities. Thank you to everyone who has contributed to MIAG's success. We look forward to another year of meaningful progress and positive impact.

Nermin Foda
Chair of the Board

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Shivani Parshad, *Vice Chair*
Varu Jawa, *Treasurer*
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Shalini Phillips
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Nermin R. Foda



Shivani Parshad



Jessica Bryant



Fauzia Khan



Susan Lee



Shalini Phillips



Varu Jawa



Mudassara Anwar

Message from the Executive Director

The past fiscal year was a pivotal one for MIAG as we laid the foundation for the organization's future. After much consideration, I made the decision to retire and focused on ensuring that MIAG would continue to thrive under strong leadership.

This decision allows me to dedicate more time to a new chapter in my life. While I am stepping away from my role as Executive Director, I remain deeply committed to MIAG's success and will continue to support the organization through grant writing and fundraising initiatives.

Today, MIAG is stronger and more established than ever in its programs and services. We are uniquely positioned to identify underserved populations and address critical gaps in services, ensuring that our work remains responsive to evolving community needs. Our programs exemplify the principles of Diversity, Equity, and Inclusion, and we are committed to providing informative, empowering, and skills-building opportunities for individuals from all backgrounds. During the year, we developed a new five-year strategic plan that sets an ambitious vision for growth and impact.

We are genuinely grateful to our Board of Directors, our tireless volunteers and students who have dedicated thousands of hours to community service, and our exceptional staff whose passion and commitment brings our mission to life every day. To our funders, partners, and supporters, thank you. Your trust, generosity, and belief in our work make our impact possible. Together, we continue to strengthen communities and create lasting changes.

Huda Abbas
Executive Director



Staff Members:

Huda Abbas, *Executive Director*
Farida Salahuddin, *Admin & Project Coordinator*
Daniel Valdivieso, *Social Media Specialist*
Kerri Lambie, *Project Coordinator*
Solinas Elgamal, *Project Coordinator*
Mayada Yousif, *Project Coordinator*
Sangeeta Raina, *Project Coordinator*
Dina Eltom, *Project Coordinator*
Dalia Taha, *Community Outreach Specialist*
Anusha Kanappan, *Tech Support Worker*
Eran Derandonyan-Asombang, *Accountant*
Aranie Thibakaran, *Personal Assisatnt*

Hatem Abdel Ghafour, *Personal Assisatnt*
Idalia Rodriguez, *Personal Assisatnt*
Xiu Ling Zhang (Kelly), *Personal Assisatnt*

Resource People:

Doaa El Islambouly, *Project Evaluator*
Yasmine Behiry, *Training Facilitator*
Hana Murtaga, *Holistic Nutritionist*
Nahid Ameen, *Certified Nutrition Practitioner*
Fernanda Jarrin, *Fitness Instructor*
Noel Bhatia, *Yoga Instructor*
Purkha Qadermal, *Tax Clinic Support*
Rahaf Zakaria, *Tax Clinic Support*

Vision

Working towards an inclusive and a resilient community.

Mission

To enhance the capacity of individuals and families from different ethno-cultural communities through empowerment, innovation, and well-being based programs and services.



Growing Impact Through Training and Community Connection

MIAG Training Unit at a Glance

During the 2025–2026 fiscal year, the MIAG Training Unit (MTU) continued to grow as a valued professional development resource for community members and partner organizations. Through practical and interactive workshops, MTU helped participants build knowledge, strengthen skills, enhance workplace capacity, and increase confidence in serving diverse communities. Continued demand for MTU’s training reflects its success in delivering accessible, high-quality learning opportunities.

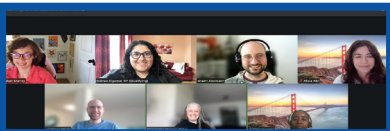
NVCI and ASIST Training

Licensed facilitator Yasmine Behiry from MIAG delivered Non-Violence Crisis Intervention training (NVCI) to members of the organization and the Applied Suicide Intervention Skills Training (ASIST) to service providers. These trainings equipped participants with practical, evidence-based skills to de-escalate crisis situations and respond effectively to individuals in need of immediate support.



MHFA Basic and Certification Training

Delivered by licensed facilitator Solinas Elgamal, the Mental Health First Aid (MHFA) Basic and Certification Training strengthened community capacity by equipping participants with practical skills to recognize mental health challenges, provide initial support, connect individuals to resources, and reduce stigma. Participants reported increased confidence in supporting those experiencing mental health concerns.

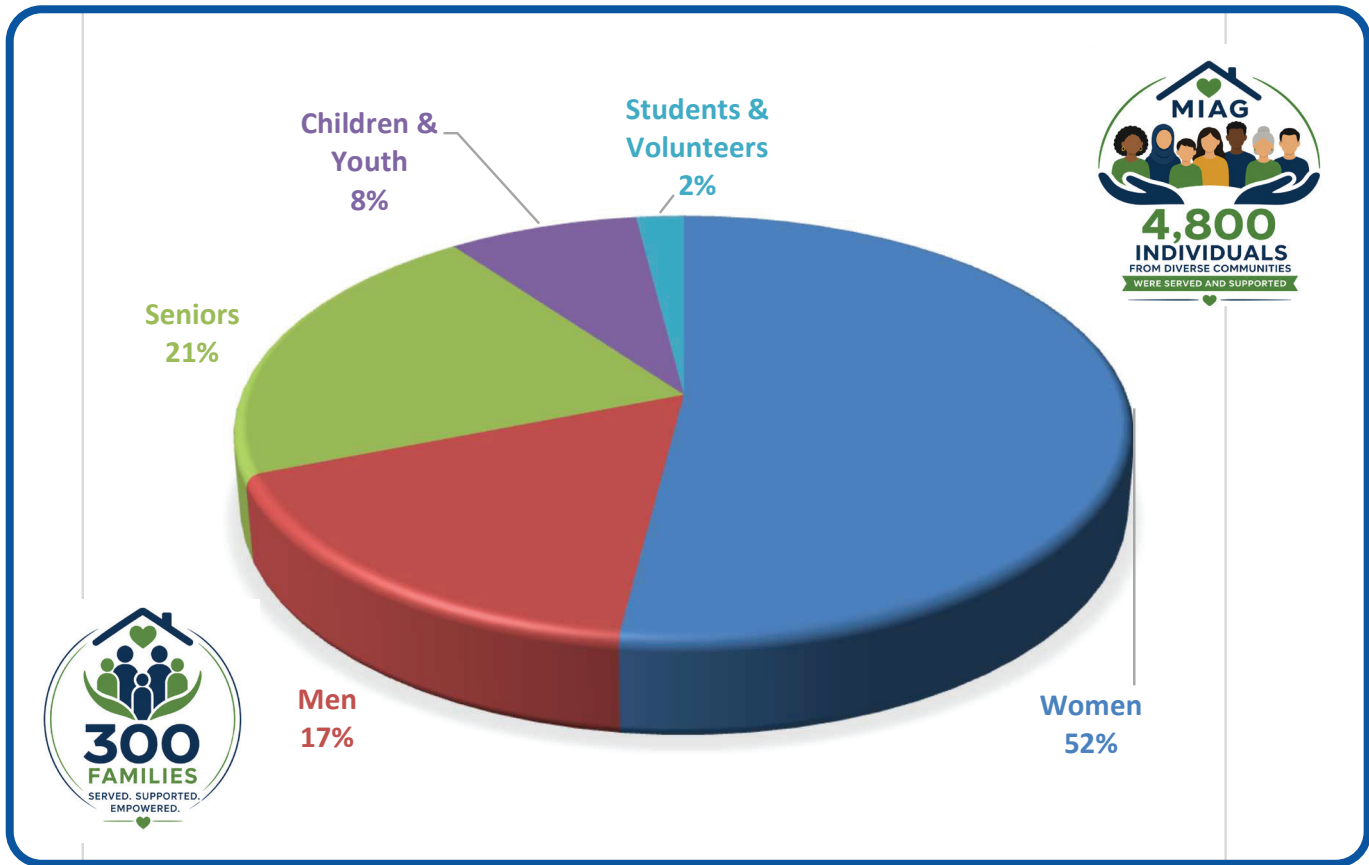


"I wish I would have taken this course sooner! There is a lot of practical and valuable information." - MHFA Participant

AI Readiness Training

MIAG delivered a three-part training series that equipped members with practical AI skills, emerging technology knowledge, and strategies for career growth and future job readiness. The sessions were facilitated by Jatin Naik, the technology professional specializing in AI and Business Intelligence.

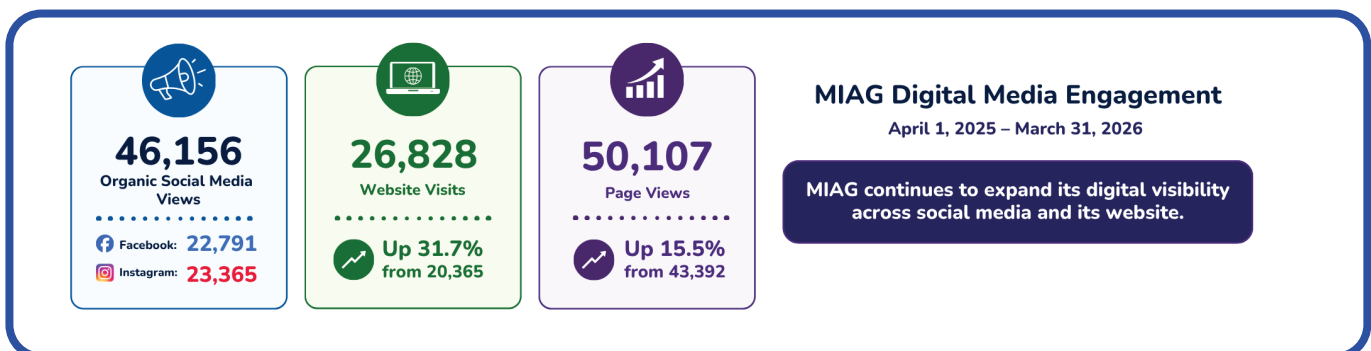
MIAG Clientele 2025-2026



*During the past fiscal year, MIAG supported **4,800** individuals and **300** families, with a total of **14,571** participations across our programs and services.*

Digital Media Engagement

MIAG continued to strengthen its digital presence during the fiscal year, generating **46,156** organic views across Facebook and Instagram and increasing website visits by **31.7%** and page views by **15.5%** over the previous year. These results reflect MIAG's growing online reach and the important role of digital platforms in connecting with the community. These results highlight MIAG's growing online presence and the continued importance of digital platforms in connecting with the community.



MIAG's Strategic Plan 2026 - 2030

STRATEGIC ARC:

Digital innovation, Regional Expansion, Financial Independence, Organizational Excellence & Brand Amplification

Strategic Pillars Priorities and Goals

01 PILLAR

Digital Innovation Meets Human Connection

Strategic Priority

Launch MIAG Connect while preserving culturally responsive, person-centered service delivery.

Strategic Goals

- Develop multilingual digital platform to cater to diverse community needs
- Provide 24/7 access to: program registration, resource library, peer forums, appointment booking
- Maintain person centered client intake and service modalities.
- Integrate digital tools into all programs and services. (AI matching, VR training, analytics, partner integration).

02 PILLAR

Regional & Outreach Expansion

Strategic Priority

Expand regionally and build strategic community partnerships.

Strategic Goals

- Community-partnership model for service expansion
- Establish MIAG programs in Brampton & Caledon and outreach in Halton region.
- Prioritize expansion for seniors 'digital literacy, women wellness and employment, and youth leadership programs.

03 PILLAR

Financial Independence & Resource Excellence

Strategic Priority

Diversify revenue and build internal staffing capacity.

Strategic Goals

- Reduce government dependency.
- Secure multi-year corporate partnerships (banks, tech companies).
- Build diversified funding streams: corporate, foundations, individual giving, earned revenue
- Develop training revenue stream.
- Expand staffing.

04 PILLAR

Organizational Excellence & Sustainable Growth

Strategic Priority

Achieve accreditation and strengthen governance and organizational systems for sustainable growth.

Strategic Goals

- Achieve Imagine Canada Standards accreditation.
- Strengthen board governance and diversity.
- Develop succession planning (board + executive).
- Implement: quality assurance systems, financial oversight enhancements, risk management framework, continuous improvement processes.
- Staff professional development and improved retention and engagement.

05 PILLAR

Marketing & Brand Amplification

Strategic Priority

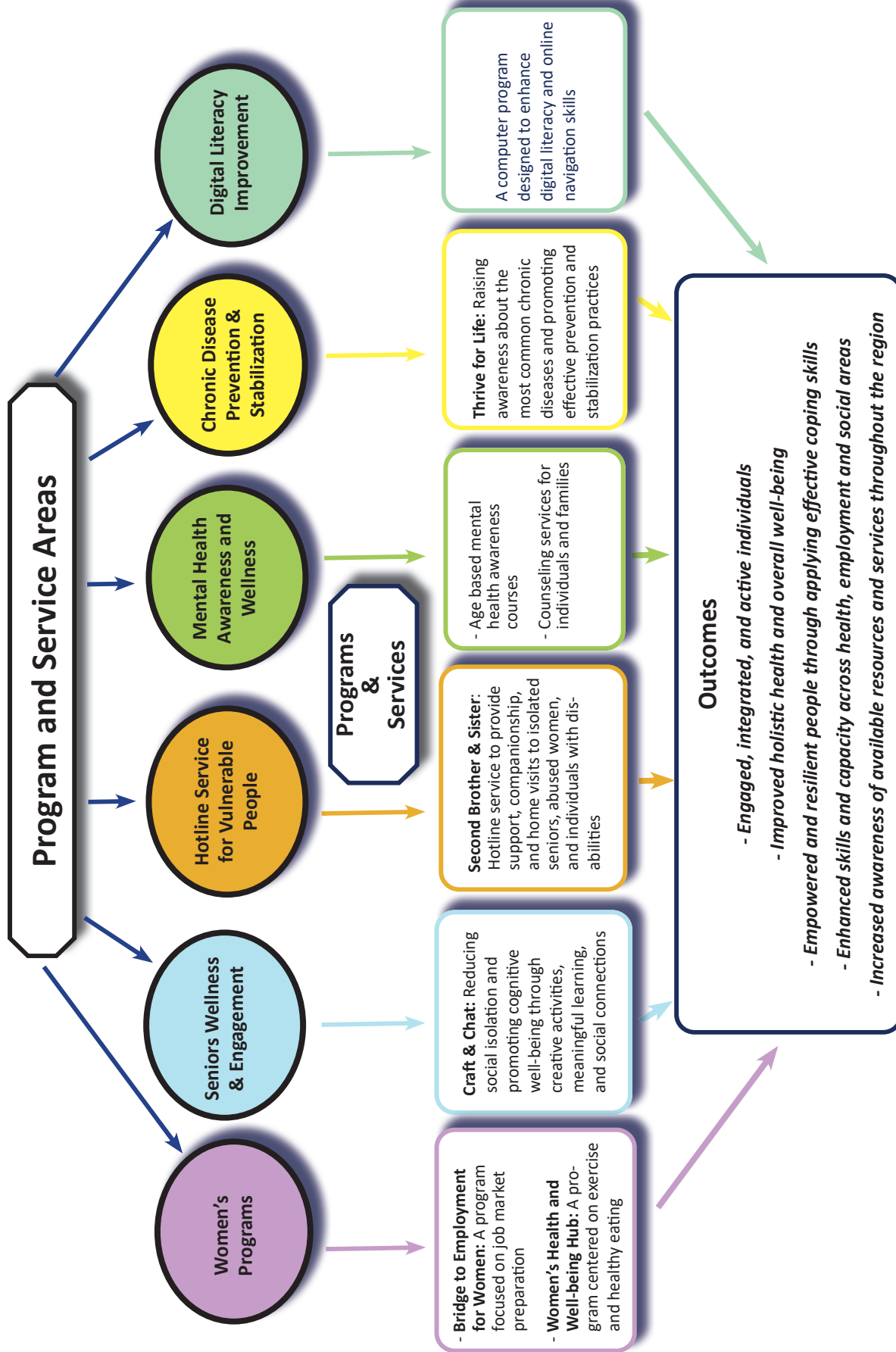
Comprehensive marketing and communications capacity to increase client reach, awareness and digital engagement.

Strategic Goals

- Position MIAG as culturally responsive and holistic family centered service provider.
- Strengthen multilingual website & SEO.
- Develop structured content for enhanced digital accessibility.
- Implement robust social media strategy.
- Launch brand recognition and storytelling campaigns.

Operational Plan Chart 2026-2027

Operational Plan Chart: 2026 - 2027



Mission: To enhance the capacity of individuals and families from different ethno-cultural communities through empowerment, innovation, and well-being based programs and services.

Vision: Working towards an inclusive and a resilient community.

Programs for Women

Bridge to Employment for Women

The Bridge to Employment and Skills Enhancement for Women (BEW) program provides a comprehensive workforce readiness experience that equips women with the skills, confidence, and connections needed to succeed in the Canadian labour market.

Delivered through four weeks of in-person and virtual sessions, the program helps participants strengthen their resumes and cover letters, identify transferable skills, and develop effective job search strategies. Workshops on interview preparation, professional communication, and workplace etiquette increase participants' confidence and understanding of Canadian workplace culture.

A key component of the program is the co-op placement experience. Through individualized support from the Co-op Placement Coordinator, participants are matched with opportunities aligned with their professional backgrounds, locations, and career goals. Participants stated that they gained valuable tools and resources to research employers and explore career opportunities, while placement experiences were rated as good or excellent.

Virtual networking events further enhance the program by connecting participants with industry professionals who share career advice, labour market insights, and professional guidance.



Through this holistic approach, BEW empowers women to take meaningful steps toward employment and long-term career success.

This program is funded by **United Way Greater Toronto** and **CIBC**.

Outcomes:

- 74% reported improved understanding of how to identify and showcase skills relevant to the Canadian workplace on their resumes.
- 74% reported increased knowledge of effective preparation for virtual and in-person interviews.
- 98% of survey respondents said they would recommend the program to other women.

Testimonials:

"The workshops, mock interviews, and individualized support were outstanding. The program offered practical experience, valuable feedback, and ongoing encouragement throughout the job search process." — Merin

"The program enhanced my professional skills, increased my understanding of Canadian workplace culture, and connected me with a supportive network of inspiring women." — Georgina



Programs for Women

Women's Health and Well-being Hub

This program is designed to promote active living and healthy lifestyles among women from diverse ethno-cultural communities through a recreational physical activity and healthy eating education initiative. Each session includes a one-hour fitness class led by qualified instructors followed by a one-hour nutrition workshop facilitated by holistic nutritionists, where participants gain practical knowledge on healthy recipes and dietary strategies to help prevent chronic diseases. Regular participation supports improvements in both physical and mental well-being, and many participants further share this knowledge with their families and friends, extending the program's benefits into the wider community.

Outcomes:

- 325 women attended the program, cumulative attendance is 1,450 across 24 sessions
- 91% reported improvements in their overall health and well-being
- 90% increased their understanding of healthy eating



Testimonial:

"I have been part of this incredible program since it began and have found it both engaging and empowering. It has given me the opportunity to connect with inspiring women, establish a healthier and more active routine, and access valuable resources that fit into a busy lifestyle. Through the program, I have gained valuable knowledge and insights about healthy living that have positively impacted my well-being." - Aalam Hafiz

This program is funded by the **City of Mississauga**.

Women Abuse and Children Who Witness Abuse Workshops

Over the past fiscal year, MIAG successfully delivered eight workshops through the HEAL Network initiative, focusing on violence against women and its impact on women and children who witness abuse. These workshops provided a supportive platform to raise awareness, promote healthy family relationships, and connect participants with essential community resources and support services.

A total of 130 participants from diverse ethno-cultural communities attended the sessions, which were offered in Arabic, Dari, and English to ensure accessibility and cultural relevance.

Recognizing that abuse is often concealed by fear, stigma, and isolation. MIAG created a safe and respectful environment where participants could share experiences, ask questions, and learn to recognize the signs of abuse. Beyond increasing awareness, the workshops aimed to empower women, strengthen families, and support pathways toward safety, healing, and breaking the cycle of violence through open dialogue and appropriate referrals.



These workshops were funded by the **HEAL Network**.

Programs for Everyone

Mental Health Awareness and Wellness Program

The Mental Health Awareness and Wellness Program promotes mental well-being by raising awareness and reducing mental health stigma. It includes educational course series and counselling services, offering five mental health-focused series that help participants recognize common signs of mental health disorders, build self-awareness and self-care skills, and connect with community resources for support during mental health challenges or crises.

On March 23, 2026, MIAG hosted an Achievement Celebration recognizing client participation and program outcomes. The event welcomed 80 attendees, including participants, community members, and partner agencies that showcased available resources. It celebrated the year's achievements while strengthening connections among MIAG, the community, and service providers.



Outcomes:

- *1245 individuals benefited of the program*
- *300 attending educational mental health courses. Program participants delivered presentations to 445 individuals, enhancing their public speaking skills, self-confidence, and community ties, while effectively combating mental health stigma through widespread outreach.*
- *93% of participants noted an increase in their comfort discussing mental health and emotional challenges with others.*
- *91% of participants reported an increase of their familiarity with healthy coping and stress management strategies suitable for their needs.*

This program is funded by **United Way Greater Toronto**.



Testimonials:

"One key thing I took away for myself was realizing that resilience isn't about pushing through or 'being strong' all the time. It's about adaptability, and being able to sit with the discomfort of others, learning how to regulate my emotions, and trusting myself more to respond. This program helped me reconnect with my sense of working on myself (self-efficacy) and reminded me that growth happens through reflection, not perfection" - S.K.

"This group provided valuable insight into how early interactions, environment, and caregiver support play a crucial role in a child's emotional and mental development. It was helpful to learn practical strategies to support children through challenges while strengthening the parent-child bond." - J.P.



Mental Health Counselling Services

Through referrals from partner agencies, 500 individuals accessed free counselling services tailored to their needs. Clients were assessed and matched with appropriate counsellors, with sessions available by phone, virtually, or in person. Services are client-centred and accessible to all Peel Region residents regardless of gender, age, religion, or immigration status, with multilingual counselling available when possible.

Programs for Everyone

Thrive For Life: Creating a Healthier Future

The Thrive for Life: Chronic Disease Prevention and Stabilization program promotes healthy living, chronic disease prevention, and overall well-being among diverse communities in Mississauga through health education workshops, physical activity sessions, interactive discussions, and healthy food demonstrations.

Last year, we delivered 20 sessions, including health education workshops, exercise sessions, and healthy food demonstrations led by healthcare professionals and holistic nutritionists. Topics covered include diabetes, hypertension, heart disease, obesity, arthritis, asthma, osteoporosis, mental health, cancer, PCOS, endometriosis, and other chronic conditions. Food demonstrations focused on practical nutrition strategies and healthy lifestyle changes.

Outcomes:

- *The program reached 275 participants with a cumulative attendance of 1,252.*
- *The program's impacted more than 683 individuals who are participants' networks.*
- *92% improved their knowledge of chronic disease prevention and management, while 97% increased their understanding of the role of nutrition and physical activity.*



Testimonial:

"MIAG's Thrive for Life program was a transformative experience. The sessions provided valuable information on chronic disease prevention, healthy living, nutrition, and mental health. The practical guidance and food demonstrations motivated me to adopt healthier habits and improve my overall well-being."
— N.A.

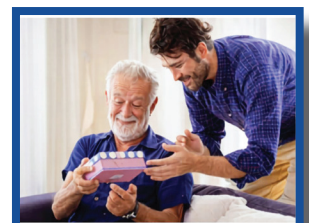
The program is funded by the **Novo Nordisk Chronic Disease Fund from the Mississauga Foundation.**



The Second Brother & Sister Project

The Second Brother & Sister Project (SBS) is a pilot initiative that provides free, essential support to vulnerable community members facing socio-economic, geographic, cultural, ability-related, and language barriers. Through a dedicated hotline, the program assists isolated seniors, women experiencing abuse, and individuals with specific disabilities.

Operating in Cooksville and East Mississauga, SBS addresses service gaps by providing companionship for local errands, assistance with tasks beyond an individual's physical capacity, and in-home support outside the hours of existing service programs. The project also promotes social inclusion and strengthens participants' sense of community belonging.



Programs for Everyone

A hotline is launched and managed by a professional coordinator who conducts intake assessments and assigns requests to four trained Personal Assistants. Fluent in Arabic, Mandarin, Spanish, Tamil, and English, the team ensures services are accessible, culturally responsive, and effective for diverse community.

This project is funded by the **Ontario Trillium Foundation**.

Testimonial:

"My father would like to express his sincere gratitude to you and your staff. During the past several trips when he was taken to his medical appointments, your team was exceptionally kind, helpful, and attentive. He greatly appreciated the excellent care and support that he received. He would like to extend his heartfelt thanks to you and all of your staff." - Shouzi Zhang

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Digital Literacy 101

The Digital Literacy 101 Program helps vulnerable individuals in Peel Region build essential digital skills. The program serves approximately 160 participants through eight cohorts (four Beginner and four Intermediate), each completing 60 hours of training over five weeks. Training is delivered through a hybrid model, allowing participants to attend in person or online.

The curriculum covers computer fundamentals, Windows operating systems, internet safety, email, Microsoft Office (Word, Excel, and Power Point), online services, cybersecurity, and employment-related digital skills. Learning is supported through instructor-led workshops, hands-on activities, small-group sessions, and individualized assistance. Participant progress is measured through assessments, practical projects, and ongoing evaluation.

This program is funded by the **Region of Peel**.

Outcomes:

- *100% of participants reported satisfaction with the program curriculum and structure.*
- *95% improved their digital skills, confidence, and ability to use technology for daily life, education, and employment.*



Testimonials:

"The course material was of a high standard, covering everything necessary to convey the concepts to students with a strong focus on practical application." - Hatem Abdul Ghafour

"This excellent program helped me and other participants strengthen our computer skills and confidence. We learned many Microsoft Word, Excel, and PowerPoint features that we had never used before and can now use confidently." - Nasrin Areola

Programs for Seniors

Pathways to Wellness: A 20-week drop-in program that promoted healthy aging and reduced social isolation among ethno-cultural seniors through four pillars of well-being: physical, mental, emotional, and community well-being. The program combined physical activity, wellness education, mental health awareness, cognitive engagement, and digital and financial literacy to support overall health and independence.



Peer connection, group dialogue, and inclusive participation fostered emotional well-being and confidence, while in-person and virtual delivery across six Peel Region locations improved accessibility and social connectedness. Through shared learning and structured interaction, participants strengthened social networks, enhanced cognitive engagement, and gained practical strategies for healthy, connected living.

Craft & Chat: it is an ongoing hybrid program that reduces social isolation and supports cognitive engagement among older adults through creative activities, lifelong learning, and structured social interaction. Hands-on crafts, guided discussions, and peer learning promote memory, attention, problem-solving, and meaningful social connections. The flexible virtual and in-person format improves accessibility and sustained participation, while workshops on elder abuse prevention, personal safety, and financial literacy enhance awareness, decision-making, independence, and confidence. Through shared learning and creative expression, participants build supportive relationships and strengthen emotional well-being and social belonging.

These two projects are funded by the **New Horizons for Seniors Program (NHSP)**.

TechConnect 55+: advanced digital inclusion among older adults through a hybrid program that combined technology training, wellness activities, community engagement, and experiential learning. Participants developed skills in using smartphones, video calling, online banking, AI tools, digital health resources, cybersecurity, and scam prevention. Community field experiences provided opportunities to apply digital skills in real-world settings while encouraging healthy living and active participation. An inter-generational learning model involving youth volunteers and senior ambassadors fostered mentorship, peer support, confidence, independence, and stronger community connections.



This project is funded by the **Ontario Public Service: Ministry of Tourism, Culture and Gaming**.



Outcomes:

- *Engaged 332 seniors, with over 1,500 cumulative attendances across program sessions.*
- *90% gained new skills, knowledge, confidence, or opportunities to contribute and share expertise.*
- *Over 28 youth volunteers and senior ambassadors supported program delivery, fostering mentorship, social connection, and inter-generational learning.*

Testimonial:

"The program gave me confidence, friendships and a renewed sense of belonging"- Program Participant

Our Funders and Donors

MIAG gratefully acknowledges the financial support of the following:



Ontario
Trillium
Foundation



Fondation
Trillium
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Grant
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With Heartfelt thanks to our Donors:



Habib Bank
IG Wealth Mangement Inc.
La Vie en Rose
The Ordinary
Urbarn Barn
Zabeen Hirji Family Fund

Collaborative Agencies and Groups

MIAG is thankful for the in-kind contributions of the following:

Afghan Women's Organisation
Alzheimer Society Peel
Arthritis Society Canada
Catholic Family Services Peel-Dufferin
Canadian Mental Health Association (CMHA)
City of Mississauga
Countering Hate Crime Committee
CRW Design
Dejardins Insurance
Dixie Bloor Neighbourhood Centre
Ecosource Urban Farm
Elder Abuse Prevention Ontario
EveryMind
Food Banks Mississauga
Free Counselling Society Canada
Get right physio Inc.
Grace Church Brampton
Humber College
Indus Community Services
In Your Face Foods

Mohawk College
Muslim Welfare Canada
Museum of Illusions
Open Window Hub
Peel Children's Aid Society
Peel Multicultural Council
Peel Regional Police
Peel Housing Corporation, Region of Peel
Peel Seniors Link
Polycultural Immigrant and Community Services
Punjabi Community Health Services (PCHS)
Region of Peel
Sai Dham Food Bank
Sheridan College
South Asian Legal Clinic Ontario -SALCO
Thyroid Foundation of Canada
Toronto Metropolitan University
Vita Centre
Volunteer MBC

Supporting Students Learning Through Field Education

Participating as a Field Instructor and hosting Bachelor of Social Work (BSW) students from Toronto Metropolitan University has been an incredibly meaningful and rewarding experience. Supporting students as they transition into the helping profession provides an opportunity to mentor future social workers, strengthen their confidence, and contribute to the development of compassionate, culturally responsive practitioners entering the field.

Through supervision, guidance, and hands-on learning opportunities, students are able to deepen their clinical and professional skills while gaining valuable real-world experience in community mental health and social services. Being part of their learning journey and witnessing their growth, insight, and dedication to supporting others continues to be both professionally fulfilling and personally inspiring.



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