



Welcome Place

80 Years of Welcome!



Annual Report 2025-2026

Message from the Board Chair and Executive Director

The 2025–2026 year was one of significant change, collaboration and continued growth for Welcome Place. As we celebrated 80 years of serving refugees and newcomers in Manitoba, we also approached the conclusion of our current three-year Strategic Plan giving us an opportunity to reflect on our progress while beginning to shape the next chapter of Welcome Place.

This was our first full year operating Interim Housing for refugee claimants. With capacity for approximately 155 residents, the program has become an important part of Manitoba's coordinated response to newly arrived refugee claimants. More than temporary accommodation, residents receive three meals each day and have access to settlement and life-skills supports, legal assistance and referrals, employment and housing information, recreational and volunteer opportunities, and assistance preparing for independent living.

Throughout the year, our approach continued to evolve toward a more integrated model of stabilization and settlement. Working with the Province of Manitoba and our sector partners, we looked at the broader refugee claimant journey from arrival and stabilization through legal processes, employment and ultimately permanent housing. This work continues to identify opportunities for better coordination, stronger handoffs between organizations and a more streamlined experience for refugee claimants.

Employment and independence also became an increasingly important part of our work. New employment, volunteer and life-skills initiatives are helping refugee claimants build experience, develop workplace connections and prepare to participate in Manitoba's labour market. This reflects a principle that has guided Welcome Place for several years: moving from “done for you,” to “do it together,” to “do it independently.”

Collaboration was another defining theme of the year. We continued strengthening relationships with our funders, sector partners and community stakeholders to coordinate services, share expertise and reduce unnecessary duplication. In September 2025, the Legal Help Centre joined Welcome Place on site, further developing our building as a community hub. Together with Legal Aid Manitoba and other on-site legal service partners, this has strengthened access to legal information and assistance for the people we serve.

The year was not without challenges. Changes to federal funding and settlement service delivery required difficult operational decisions and changes to how some programs are delivered. Through these changes, we remained committed to our role as a Sponsorship Agreement Holder, to providing specialized services for refugee claimants, and to identifying new opportunities to respond to emerging community needs.

Our 80th anniversary provided an opportunity to recognize eight decades of service and the many people who have shaped Welcome Place. While our programs and the needs of newcomers have changed considerably over that time, our commitment to welcoming and supporting refugees has remained constant.

None of this work would be possible without our staff and volunteers. They have continually adapted to new programs, changing funding environments and increasingly complex client needs while treating the people we serve with dignity, compassion and respect. We are extremely grateful for their commitment.

Message from the Board Chair and Executive Director

As our current Strategic Plan comes to an end, we are looking ahead to what Welcome Place can achieve over the next three years. We will build on the progress we have made by strengthening pathways from arrival and stabilization to employment and independence; developing more integrated and coordinated services with our partners; remaining responsive to changing community needs; and strengthening the organizational and financial sustainability required to carry out our mission.

We extend our sincere appreciation to Immigration, Refugees and Citizenship Canada, the Province of Manitoba, United Way Winnipeg, our other funders and donors, our Board of Directors, and the many sector and community partners who work alongside us.

After 80 years, much has changed about how Welcome Place serves refugees. What has not changed is our purpose: to foster dignity, independence and compassion in the lives of people who have come to Canada as refugees. As we enter our next chapter, we will build on that foundation while ensuring the people we serve remain at the centre of our work.



A handwritten signature in black ink, appearing to read 'J. Maccès'.

Johan Maccès
Board Chair



A handwritten signature in black ink, appearing to read 'Shane Henderson'.

Shane Henderson
Executive Director

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 80 years.

OUR PURPOSE

MIIC Welcome Place exists to foster dignity, independence, and compassion in the lives of people who have come to Canada as refugees.

OUR MISSION

Every day, we make it easier for refugees to succeed in Manitoba.

OUR VISION

We see a world where refugees are warmly welcomed and well-established as upstanding, contributing members of communities across Manitoba.

OUR VALUES

Empathy Dignity
Collaboration Inspiration
Multiculturalism Accountability

Board of Directors

Chair: **Johan Maccès** (CHRISTIAN)
Vice Chair: **Anton Safronov** (CHURCH OF THE NAZARENE)
Secretary/Treasurer: **Merdia Imame** (MUSLIM)
Past Chair: **Bruce Waite** (COMMUNITY AT LARGE)
Director: **Sharan Tappia** (SIKH)
Director: **Arvind Pal Singh Matharu** (SIKH)
Director: **Marwa Suraj** (MUSLIM)
Director: **Princess Ogeto** (CHRISTIAN)

Executive and Management

Executive Director: **Shane Henderson**
Executive Assistant: **Marchris Gladys**
Director, Special Projects: **Marta Kalita** (*retired*)
Sr. Manager,
Integrated Refugee Services: **Emily Halldorson**
Manager, Client Services: **Felicien Rubayita**

OVERVIEW OF CLIENT SERVICES

Settlement Services provides linguistically and culturally appropriate in-person support to refugee claimants in their native language. Settlement support includes providing assistance to apply for various subsidies, teaching how to complete important document applications and renewals, providing referrals to specialized services and notarization of documents required by newcomers.

Sponsorship Services works with active and potential sponsors to ensure they are aware of and fulfilling their obligations to Privately Sponsored Refugees. We provide wrap-around support guiding them through the process to sponsor and welcome their loved ones. We also work with newly arrived refugees to ensure they are receiving the support they need to settle successfully.

In-Canada Protection Services provides paralegal and settlement services to refugee claimants as they navigate the complex legal and social systems. MIIC Welcome Place Advisors, with support from community partnerships and volunteers 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 newcomers 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 newcomers in their native language and provide hands-on teaching focusing on mastering fundamental skills.

Volunteer Services connects newcomers to people and resources in the community.

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

Interim Housing provides safe, short-term shelter for refugee claimants:

- For stays until set up with Employment and Income Assistance and rental accommodations found
- Provided with three meals a day
- Receive free Wi-Fi, laundry, and basic toiletries
- Receive seamless access to onsite settlement services and life skills training

UNITED WAY WINNIPEG

ANNUAL FUNDRAISING CAMPAIGN AT WELCOME PLACE

United Way Winnipeg funds our Volunteer Services department. It is through this funding that our clients receive access to many social and learning opportunities.

As a recipient of United Way Winnipeg funding, MIIC Welcome Place is happy to fundraise and give back to United Way Winnipeg so that other agencies have an opportunity to receive funding as well.

During the Fall 2025 fundraising campaign, staff at MIIC Welcome Place and friends raised \$1,710! We are tremendously proud of our selfless staff for their gifts for the benefit of others.



United Way
Winnipeg

CELEBRATING 80 YEARS!



On September 29, 2025, Welcome Place proudly celebrated 80 years of welcoming newcomers to Manitoba. This milestone marked eight decades of compassion, service, and community partnership, while honouring the many individuals, volunteers, staff, supporters, and newcomers who have contributed to our organization's legacy since 1945.

Welcome Place's 80th Anniversary Celebration was more than a milestone, it was a testament to what can be achieved when a community comes together to welcome newcomers with compassion, dignity, and hope.

On September 29, 2025, clients, former clients, volunteers, donors, community partners, staff, board members, and members of the public gathered to celebrate eight decades of service to refugees and immigrants in Manitoba. The event honoured our shared history while inspiring continued support for the work that lies ahead.

A highlight of the celebration was the unveiling of a large-scale mural created through the collaboration of an Indigenous artist and a former refugee Syrian artist. The mural stands as a permanent symbol of belonging, reconciliation, resilience, and the power of diverse communities coming together.

Visitors also explored an interactive historical timeline showcasing Welcome Place's journey over the past 80 years and the thousands of lives transformed through settlement services, sponsorship, and community support.

Throughout the day, guests experienced the richness of Manitoba's cultural diversity through Indigenous drumming and hoop dancing, Eritrean dance, West African music and dance, cultural activities, and family-friendly programming. These shared experiences fostered understanding, strengthened relationships, and celebrated the many cultures that enrich our province.

Most importantly, the celebration highlighted the lasting impact of community investment. Every newcomer welcomed, every family supported, and every success story represented during the event has been made possible through the generosity of donors, volunteers, partners, and supporters who believe that everyone deserves the opportunity to build a safe and hopeful future.

Your support has helped Welcome Place grow from a small organization serving post-war refugees into one of Manitoba's leading settlement agencies, providing essential services to thousands of newcomers each year.

The anniversary celebration reminded us that while we proudly honour our past, our work continues every day as new families arrive seeking safety, belonging, and the opportunity to thrive.

Thank you for being part of this remarkable journey. Your generosity is helping build stronger, more welcoming communities today and ensuring that Welcome Place can continue changing lives for generations to come.

REFUGEE CLAIMANTS and VOLUNTEERISM

A Pathway to Success

At Welcome Place, we believe that rebuilding a life begins not only with safety and shelter, but with belonging, purpose, and community. Every day, single male refugee claimants (RCs) arrive in Manitoba seeking refuge, strength, and a chance to start again, and we are honoured to walk alongside them on that journey.

The interim housing program at Welcome Place provides each RC with simple necessities that offer immediate relief and stability. But, just as important as meeting physical needs, is fostering the confidence, skills, and community connection that will help them succeed long after they leave our shelter.

This is why volunteerism is at the heart of our work at Welcome Place. Volunteerism is a path to growth, confidence, and community.

At Welcome Place, we actively encourage RCs to become volunteers, both within Welcome Place and throughout Winnipeg. When RCs volunteer, something remarkable happens. They transition from being recipients of support, to contributors, people who can give back, strengthen their community, and rediscover their own sense of purpose.

Volunteerism provides refugee claimants with opportunities to develop strong communication and interpersonal skills, teamwork, reliability, and problem-solving abilities. Through meaningful

contributions to their community, they build confidence, self-esteem, and a sense of belonging while fostering compassion and empathy for others.

Volunteer experiences also help develop workplace habits, gain Canadian experience, expand professional networks, and strengthen readiness for long-term employment and successful integration into Canadian society.

These are not small outcomes. These are life-changing skills that help RCs integrate into Canadian society and prepare for the workforce.

Welcome Place provides volunteer training, and our RCs have embraced this opportunity wholeheartedly. In fact, they have given back in impactful and inspiring ways, including:

- Helping set up a shelter for wildfire evacuees at the Winnipeg Convention Centre
- Supporting the Gizhe Waa Ti-Sii-Win Expo for individuals and families at risk of homelessness
- Assisting with Welcome Place's 80th Anniversary Community Street Festival
- Offering interpretation assistance during meetings and community activities
- Teaching basic computer skills classes
- Delivering meals to their peers

Their willingness to help others despite their own challenges reflects the resilience and generosity of the people we serve.



VOLUNTEER PROGRAM

Newcomer Programming to Build Community Connections



Newcomers at Turtle Island Teachings



Newcomers at the Winnipeg Folk Festival



Newcomer Family Christmas Party



Refugee Claimant Christmas Party

VOLUNTEER PROGRAM

Newcomer Programming to Build Community Connections



Taking in a Manitoba Moose Hockey Game



Taking in a Winnipeg Jets Hockey Game



Visiting Assiniboine Park Zoo



Newcomer Picnic in the Park



Conversational English Class Participants

STATISTICS

April 1, 2025 to March 31, 2026

Settlement Services

Clients Served:	974
<i># New Clients</i>	488
<i># Returning Clients</i>	486
Services Provided	3066

Sponsorship Services

New Cases	63
Individuals Sponsored	130
Cases/Individuals arrived	69/131
Sponsorship Agreement Holder Program Cases/Individuals Submitted	61/130

In-Canada Protection Services

Refugee Claimants Served (new and returning)	2821
New Refugee Claimants	811
Services Provided to Refugee	3047
Volunteer Lawyer	2
Immigration Consultant (Partnership with Legal Aid Manitoba)	1

Life Skills Services

Life Skills Trainers (LST)	12
LST Hours Worked	4523
Number of languages served	11

Volunteer Services

Volunteers	219
Volunteer Hours Worked	5018
Classes and Social Outings	322
Clients Participating (non-unique)	1388

RURAL INITIATIVE

	#	Partici- pants
Information sessions on rural living	20	176
Exploratory visits to rural communities	4	
Individuals relocated to rural communities	4	
Communities relocated to	2	

Interim Housing

	#	Partici- pants
Number of available beds	156	
Number of refugee claimants received	314	
Number of information sessions/ participants	41	1158
Number of recreational activity outings/ participants	33	612
Average length of stay (days)	124	
Top Countries of Origin		Mauritania, Somalia, Chad, Eritrea, Congo, Congo DR

FINANCIAL STATEMENTS



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Independent Auditors' Report

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, 2026, 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, 2026.

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 24, 2026.

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

Winnipeg, Manitoba
September 24, 2026

Chartered Professional Accountants

FINANCIAL STATEMENTS

Manitoba Interfaith Immigration Council Inc. Statement of Operations

Year ended March 31	2026	2025
Revenues		
Province of Manitoba	\$ 2,734,776	\$ 1,248,192
Immigration, Refugees and Citizenship Canada:		
Settlement services	252,422	583,278
Amortization of deferred contributions	120,332	99,683
United Way	120,297	118,930
Interest	83,956	129,791
Fundraising and donations	46,979	41,950
Miscellaneous	28,737	7,788
Privately sponsored refugees - administration fee	23,400	23,950
Rental income	37,698	83,505
Other grants	400	45,567
	<u>3,448,997</u>	<u>2,382,634</u>
Expenditures		
Amortization	170,590	150,552
Food - interim housing	1,026,884	452,484
Mortgage interest	29,648	29,589
Other	809,409	619,036
Rent and parking	7,088	6,942
Salaries and benefits	1,142,310	1,118,700
	<u>3,185,929</u>	<u>2,377,303</u>
Excess of revenues over expenditures before other expense	263,068	5,331
Loss on disposal of equipment	(21,734)	-
Excess of revenues over expenditures	<u>\$ 241,334</u>	<u>\$ 5,331</u>

FINANCIAL STATEMENTS

Manitoba Interfaith Immigration Council Inc. Summarized Statement of Financial Position

March 31	2026	2025
Assets		
Current		
Cash	\$ 1,072,815	\$ 620,693
Accounts receivable	181,703	174,160
Prepaid expenses	<u>5,596</u>	<u>5,198</u>
	1,260,114	800,051
Property and equipment	2,921,142	3,003,496
Funds held in trust	<u>4,497,068</u>	<u>4,502,541</u>
	<u>\$ 8,678,324</u>	<u>\$ 8,306,088</u>
Liabilities		
Current		
Payables and accruals	\$ 183,445	\$ 120,859
Deferred contributions	756,112	621,245
Current portion of long-term debt	<u>43,624</u>	<u>51,198</u>
	983,181	793,302
Long-term debt	889,624	932,766
Deferred contributions for property and equipment	1,980,302	1,990,664
Funds held in trust	<u>4,497,068</u>	<u>4,502,541</u>
	<u>8,350,175</u>	<u>8,219,273</u>
Net Assets		
Internally Restricted	120,348	120,348
Unrestricted	200,209	(62,401)
Invested in property and equipment	<u>7,592</u>	<u>28,868</u>
	328,149	86,815
	<u>\$ 8,678,324</u>	<u>\$ 8,306,088</u>

Approved by the Board



Director



Director

Thank You

We would like to thank our 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.

MAJOR FUNDERS AND SUPPORTERS



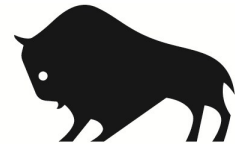
Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



United Way
Winnipeg

Manitoba



Winnipeg
Foundation



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.miic.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.