



*bringing people
and communities
together*



2016/2017 Annual Report

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This report covers the period from April 1st, 2016 to March 31st, 2017

Julius Patkai

President of the Board



I would like to begin by saying that I had very big shoes to fill in becoming the President of The PEI Association for Newcomers to Canada. Mr. Shawn Murphy was, indeed, a great asset to our Association, and I thank him for his dedication.

I have been involved for over six years with the Association, and I was drawn to it because I, too, was once a newcomer to Canada. I can relate to the difficulties one can encounter when entering a new country, a new home, and a new way of life. It is for this reason that I wholeheartedly support this great organization, and that I believe we need to do all we can to ensure its longevity!

I would like to sincerely thank the Board of Directors and management and staff of PEIANC for all their dedication and attention to detail. Without their expertise, we could not fulfill our programs and mandates which ensure the inclusion and success of newcomers in our beautiful province. A special thank you goes out to our Federal and Provincial Funding Partners, as well as our Municipalities, for their continued support of our Association.

Our Island community is growing because of the number of newcomers who choose to make Prince Edward Island their home. They have brought their diversity, their life experience and their talents to our shores, and it is because of them that Prince Edward Island continues to grow and prosper.

In closing I would like to say that I appreciate PEIANC giving me the opportunity to be their President. I look forward to an exciting year ahead that is sure to be filled with exciting opportunities for us all!

Craig Mackie

Executive Director



It has been without question our busiest year ever, during which we welcomed more refugees and more provincial nominees than ever before.

Our clients' successes would not be possible without dedicated staff and volunteers who are wholeheartedly committed to ensuring newcomers to PEI have the best start possible. I am deeply grateful and honoured to work with such a caring, creative, and resourceful group of people.

In the last fiscal year, we assisted 2,136 new clients and delivered over 9,000 individual client interventions; a new record high. Newcomers arrived from over 80 different countries, and our staff continued to support the settlement of almost 300 Syrian and other refugees.

It was a year of both development and accomplishment. We began preparations for a new initiative called the Atlantic Immigration Pilot which actively involves employers in the settlement process. We provided leadership to the Province's Ministerial Advisory Council on Refugees; a very successful initiative that brought diverse interests and stakeholders together to ensure effective support for our new Syrian residents. We were recognized for our work by the Canadian Council for Refugees, the Canadian Red Cross, PEI's Lieutenant-Governor, and the Minister of Immigration, Refugees, and Citizenship Canada.

Much of our success was achieved through partnerships with the federal and provincial governments along with community organizations and businesses. We thank them for their ongoing support for newcomers.

The year ahead will be just as challenging. If last year's trend continues, the number of new arrivals will be another record high. Nevertheless, PEIANC stands ready to work with our partners in making Prince Edward Island a welcoming and inclusive community that supports newcomers as full members of society and values their contributions.

OUR VISION

We see PEI as a welcoming, respectful, and inclusive community that supports newcomers as full members of society and values their contributions.

OUR MISSION

The PEI Association for Newcomers to Canada brings people and communities together by providing settlement services and fostering inclusion and integration.

Refugees welcomed to PEI

newly arrived refugees assisted by RAP and Settlement staff

132

information sessions delivered by Canadian Life Skills

11

countries of origin

Congo, Dem. Republic of
Congo, Republic of
Burundi
Chad
Ethiopia
Myanmar
Somalia
Syria
Sudan



Syrian family being welcomed to PEI at the Premier's Reception for Refugees

Canadian Life Skills (CLS)

The Canadian Life Skills program aims to provide newly arrived refugees with guidance and support as they adjust to life in Canada. The program is delivered within the first 12 weeks of arrival. The CLS worker visits families to cover various topics, depending on the specific needs of clients. The CLS program also offers series of workshops on a wide variety of topics open to all newcomers, regardless of their immigration category.

Resettlement Assistance Program (RAP)

This program is designed to meet initial settlement needs for Government Assisted Refugees (GARs). It is delivered in the 6-8 weeks after their arrival in Prince Edward Island. Services include: greeting at airport and transportation to temporary accommodation, assistance with finding permanent housing, an initial assessment, the delivery of orientation and needed information in order to begin the resettlement process, assistance with health and medical services, linkage to other existing programs and services, and documentation for Immigration, Refugees, and Citizenship Canada (IRCC).

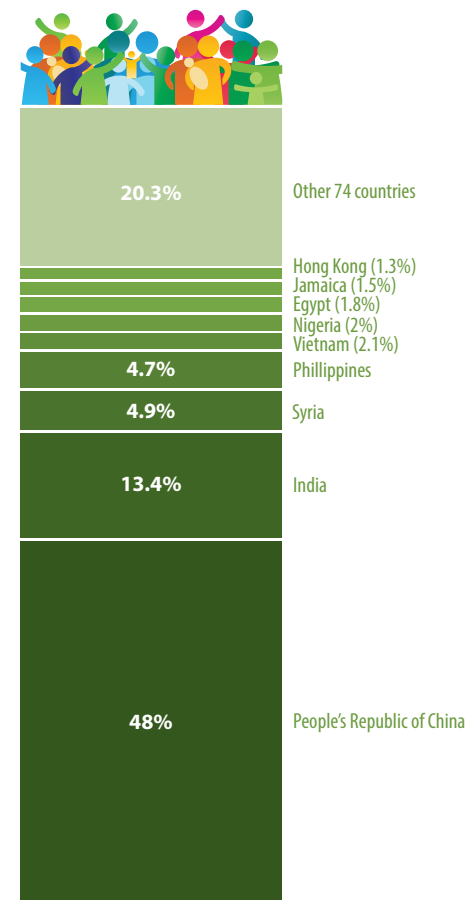
All RAP clients receive information from PEIANC staff about topics such as: Canadian culture, budgeting and banking, Waste Watch, parenting norms in Canada, nutrition, fire safety, what to do in an emergency, public and other transportation, Canadian law, education system, prenatal care, apartment living, and more. This information, delivered within the first 6-8 weeks of settlement, helps new refugees understand their new home, and to feel comfortable on Prince Edward Island. ■

Intake and Referral Services

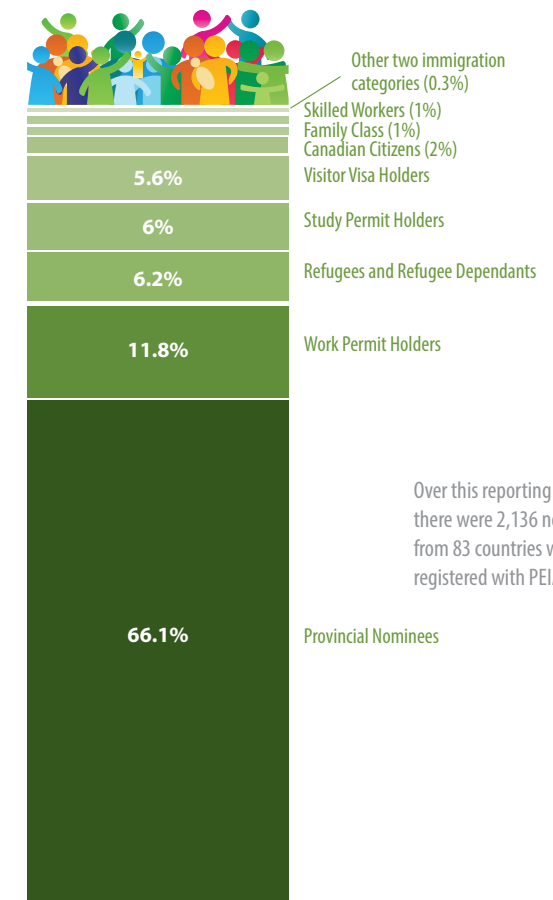
Before accessing settlement services from PEIANC, newcomers must register. Intake Workers complete a needs assessment for each family member, determine eligibility for services and programs, and refer clients to appropriate resources within PEIANC and the wider community.

Intake for the period from April 1, 2016 to March 31, 2017 – Total: 2,136 clients

Number of registered clients by country of origin



Number of registered clients by immigration category



Over this reporting period, there were 2,136 new clients from 83 countries who registered with PEIANC.

Language Referrals

Learning English continues to be a high priority for newcomers needing to do so. This fiscal year PEIANC made a total of 950 referrals for language training to the Language Instruction for Newcomers to Canada (LINC) training institutes: 636 to Holland College, 275 to Study Abroad Canada, and 39 to the on-line program, LINC Home Study.

Newcomer Settlement Services (NSS)

Newcomer Settlement Services workers provide assistance with orientation, translation, interpretation, access to services such as immunization programs and other medical services, and will make referrals to, and act as liaison with, community services and government programs. NSS clients include temporary foreign workers and international students on PEI.



YSS clients enjoying a PD Day at Panda Fun on May 5th, 2016

YSS SUPPORT SYRIAN YOUTH AND THEIR FAMILIES

The 2016-2017 fiscal year was a busy one for Youth Settlement Services. Of the 86 Syrian refugees that arrived in Charlottetown over the past year, 32 were school-aged children. Given this influx of Syrian youth, YSS staff recognized the importance of providing support services to meet their specific needs.

YSS staff simplified access to day camps, both during the school year and summer, by allotting at least 50%

of its seats to Syrian children. The team performed a funneled recruitment process to target Syrian families for these camps, which included allowing for registration outside of the call-in days. In addition, a number of youth-focused group programs were developed to promote Syrian client participation, including the Girls Circle program run exclusively for Syrian girls.

Syrian clients further benefitted from the donation of 47 reconditioned computers as part of the Computers for Schools Program. YSS staff facilitated the delivery of these computers which were accompanied by a flash drive and a cell phone with a \$200 pre-paid card. This donation not only aided families in terms of communication, but also education; the technology allowed students to do school work and learn on their own from home.

Another way YSS supported Syrian settlement was by hiring an Arabic-speaking staff member. This new hire proved to be a true asset, as the employee's shared language and culture helped these families navigate and adjust to their new communities. The counselling support for Syrian families was also key to their settlement; nearly half of our Family Counsellor's case load was directed to Syrian clients. ■

Youth Settlement Services Statistics as of March 31, 2017

active youth clients **1,118**
interventions during school year **6,199**



Girls Circle – Fall Session 2016

Youth Settlement Services (YSS)

YSS staff help newcomer families with school-aged children to register and integrate into the PEI school system. They assist with cross-cultural interpreting and connecting immigrant children with sports and recreational programs. YSS operates student summer camps and PD Days, and a variety of educational and social programming throughout the year for a range of ages. The YSS Family Counsellor offers mental health support to youth and their families.

ALTERNATE CAREERS DAY

With funding and support from the Department of Workforce and Advanced Learning, the EAS team organized PEIANC's second Alternate Careers Day which took place on September 28 2016 at the Rodd Charlottetown Hotel. The day was a huge success, giving 60 of PEIANC's clients the opportunity to connect with over 40 representatives from local Island industries. Participants engaged in conversations about PEI's labor market, listened to client success stories, and had one-on-one time with employers and sector council representatives.

The day focused on careers in aerospace, information technology, health, bioscience, trades, finance and accounting, and early childhood education. The feedback from clients and employers was extremely positive. ■



Employment Assistance Services (EAS)

PEIANC's Employment Counsellors provide newcomers with support in developing their career path in Canada. Assessing previous skills, and employment and education backgrounds, helps clients prepare their best resume and cover letters. Assisting newcomers with job search and interview preparation, and identifying post-secondary training and alternate career options, are all part of EAS. Counsellors offer one-one-one support as well as group workshops, and also connect clients with networking and mentorship opportunities.

Employment Assistance Services



newcomers who started jobs **429**
newcomers who started education or training programs **122**

newcomers who started volunteering **47**
newcomers who attended employment workshops / information sessions **378**



employers / organizations connected with **875**

total number of immigrants served through the EAS program **889**



Employer Feedback

- ~ I was impressed by the event and the energy of the participants. It's exciting to see firsthand how our newcomers are helping transform PEI for the better.
- ~ So humbled by the people that I met. I would love to help in any way I can in the future. I've already made some referrals to some managers here and handed out a few resumes, so hopefully there will be some follow through with that.

Client Feedback

- ~ The event it was wonderful, I enjoy seeing people are confident about their new careers or new life in Canada.
- ~ Thanks for the event, it was fantastic! Thank you for inviting awesome people, really helpful HR's and friendly employers.



PROVINCIAL IMMIGRATION PARTNERSHIP



Attracting and retaining newcomers remains an important task for PEI, as the province continues to see alarming retention rates, declining growth in communities, and an aging population. There is abundant engagement and willingness to do *something*, but many challenges persist. PIP remains at the drawing board with Provincial departments and with municipalities across PEI, seeking to collaborate, refine strategies, and take action to create welcoming and supportive communities better able to attract and retain new residents.

Provincial Immigration Partnership



PEI-wide stakeholder network **1,036**

active PIP network **243**

newcomer advisors **46**



provincial and municipal strategy sessions **23**

focus groups **10**

conferences, receptions, other events **9**

The Provincial Immigration Partnership has still seen much progress over the last fiscal year. Advancements have been made through the development of municipal working groups and municipal-led events to reach or support newcomer residents.

Charlottetown in particular saw an increase in newcomer-engagement programming. The City hired an employee to support newcomers and initiated a series of well-received orientations that drew hundreds. This success is due in part to the development of a highly successful Newcomer Ambassador Group. The group continues to strengthen newcomer engagement through the leadership roles given to them by the City. ■



PIP Event Participant Comments

Thanks again for inviting me to the meeting - it was invigorating. And what a powerhouse group!

— West Prince Community Leader, PIP Participant

Our Partnership with PEI Association for Newcomers continues to be strong... in our programming and providing representation at each event.

— City of Charlottetown, PIP participant



Provincial Immigration Partnership (PIP)

PIP is a community engagement project for improved newcomer integration and retention within PEI communities. PIP falls under the Local Immigration Partnership supported by Immigration, Refugees, and Citizenship Canada. Hundreds of stakeholders from across PEI are actively seeking to create communities that are better able to attract and retain newcomers. The PIP Coordinator facilitates training, information sharing, collaboration, and action across this network.



Newcomers at Christmas in Canada, an event organized by the PEIANC Summerside satellite office

PEI ASSOCIATION FOR NEWCOMERS TO CANADA ENGAGING RURAL NEWCOMERS

Although its main office is located in Charlottetown, the services provided by PEI Association for Newcomers to Canada spread far wider than just the capital city. The Association hosts many events and provides a variety of services that extend into the rural areas of PEI. In the summer of 2016, PEIANC hosted three large cross-cultural events outside of Charlottetown: the Montague and Summerside DiverseCity Festivals, along with the Alberton Multicultural Festival. Throughout the fiscal year, the Multicultural Educator gave presentations to organizations in Montague, Summerside, Kensington, and more. Employment Service workers are constantly in contact with rural employers, especially those who hire temporary foreign workers in the fields of agriculture and manufacturing.

In addition to having staff travel to rural locales to provide information and aid to clients, PEIANC also operates a satellite office out of the Summerside City Hall. The office is supplied by the City of Summerside and is staffed by Belinda Woods, who is in her 7th year as a Settlement Worker. From Kensington west, there are approximately 660 newcomers, from temporary

visitors to new citizens. In the greater Summerside area there are over 50 countries represented, the largest of which being the Philippines. All ANC services are available at or through the Summerside office, including: enrollment in language training, assisting tutor matches, translation services, employment assistance, immigration documents support, friendship matches, student registration assistance, and information regarding local businesses.

An event that is hosted by the ANC in Summerside is Christmas in Canada, a night of food, fun, and festivity for people who are new to Canadian holiday traditions. In its inception there were approximately 100 guests; the event has now grown to over 250 attendees in 2016. Many newcomers from various faiths and backgrounds come together in friendship at this all-inclusive event. ■



Client Feedback from the Summerside Satellite Office

On the Thanksgiving Day, I remember your help firstly. You help me a lot for settlement. You make me feel warm and happy here in Canada. I appreciate a lot for your help. Thank you very much!



DIVERSECITY DIVERCITÉ

Multicultural Festival Festival multiculturel

Funded in part by:



Presented by PEIANC in partnership with:



DiverseCity has become an anticipated annual event for thousands of Islanders. An estimated total of 29,000 people attended three DiverseCity Multicultural Street Festivals held in 2016 on June 26 in Charlottetown, July 3 in Montague, and July 24 in Summerside.

Supported by three host locations, DiverseCity Festival featured cultural communities from more than fifty different countries: 38 food vendors, 112 volunteers, 397 mainstage performers, 95 demonstrators, and 84 information booths, artisans and Island ethnocultural group displays representing 51 different countries!



”

Participant Feedback on Social Media

- ~ What a beautiful performance by the @ChtownPE Chinese School! Favourite entertainment of the day #DiverseCityFest
- ~ Excited for #DiverseCityPEI on #VictoriaRow this Sunday. This fabulous event is
- ~ an enlightening experience. #PEI, you are an amazing place!
- ~ Having a great time learning about cultures around the world at #DiverseCityFest”
- ~ The coolest event on the warmest day #DiverseCityFest

”





Multicultural Educator Lisa Dollar at an information session for the PEI Teachers Federation Convention.

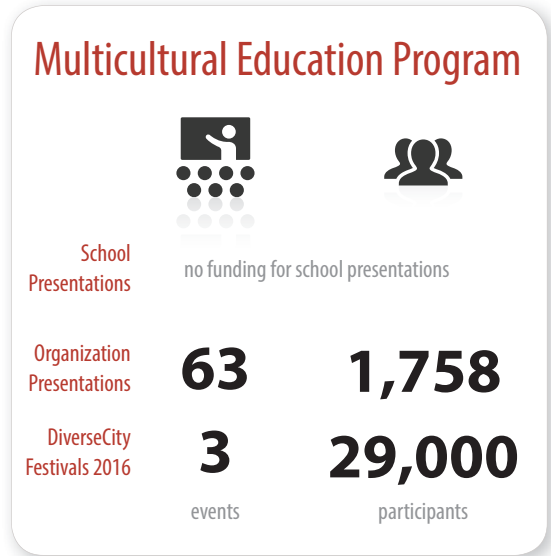
DIVERSITY AND CULTURAL INCLUSION IN THE HEALTHCARE SYSTEM

For several years now, healthcare workers and healthcare students have become the Multicultural Education Program's largest audience. Most, if not all, newcomers will access healthcare services on PEI, so it is increasingly critical that service providers strengthen their understanding of cross-cultural communication and inclusion. Approximately 40% of all MEP presentations this past year have been to these health care audiences.

Both Holland College and UPEI have become regular participants in cultural inclusion training. The Multicultural Education Program delivers full-day sessions to UPEI's fourth-year nursing students and Holland College's second-year practical nursing students. Here, the students explore inclusive practices that

contribute to success in working across cultures. They look at how culture influences communication and build skills to bridge both verbal and non-verbal gaps with culturally diverse patients and coworkers. The workshop incorporates experiential activities on bias and stereotyping and facilitates discussion around anti-discrimination, equity and inclusion.

Many units and departments of the Queen Elizabeth Hospital and the Prince County Hospital requested 60 and 90 minute presentations on working with culturally diverse patients. Primary care networks McGill Centre and Kensington Health Centre received MEP presentations over the past year. From administration staff to operating room staff, various points of contact for newcomers in the healthcare system are reaching out to the Multicultural Education Program to gain a better understanding of cultural diversity and inclusion. ■



Multicultural Education Program (MEP) (now Cultural Inclusion Training)

The MEP worker assists the established Island community in understanding unique newcomer needs. The MEP worker delivers workshops and presentations on anti-discrimination, cultural competency, and diversity in the workplace and school system until recently. The goal is to ease cultural transition for newcomers by helping to foster a welcoming and understanding community.

Community Connections Program (CCP)

CCP is an outreach and inclusion program connecting newcomers with local events and activities and local volunteers. In the volunteer matching programs newcomers get encouragement and support in learning English (EAL Tutor Program), learning about the community (Community Inclusion Program) and getting introduced to holidays (Holiday Host). CCP has many partnerships across PEI to invite newcomers to participate in so much that happens around us. These include a monthly clothing drive, sports events with Tennis PEI, UPEI Panther Sports, Island Storm Basketball and Avondale Golf Course and outdoors events with Parks Canada and the City of Charlottetown. CCP also supports newcomers applying for citizenship by offering exam preparation classes every time that IRCC is testing on PEI. These classes are taught mostly by people who have recently become citizens and who want to contribute to helping others along that path.

THE GENEROSITY OF OUR COMMUNITY

For almost seven years the PEIANC has coordinated a free, monthly clothing drive for newcomers and established Islanders alike. People from across our Island community donate gently-used items which are collected, organized and displayed by volunteers with the support of the Community Connections Program. On one specific day every month those in need are invited to come take whatever items they can use.



This free clothing giveaway was fortunate to have a home in the Community Baptist Church for a number of years. Since 2016, its new home has been at Trinity-Clifton United Church on Prince Street in Charlottetown. The community and staff at Trinity have helped keep this clothing drive active, exemplifying how Trinity-Clifton continues to welcome newcomers with open arms.

The Clothing Drive could not operate without volunteers such as Doreen Foster and her sister, Rita Bustard, who deserve endless praise for the work they do. Volunteers spend at least one day per week sorting and organizing all of the donations that come in, which is no small feat. On the day of the event, volunteers, in addition to doing set-up and tear-down, help clients and other members of the community find clothing and household items for each family.

PEIANC is committed to helping newcomers thrive in their communities. Through the Community Connections Program and the monthly clothing giveaway newcomers are given the support they need to build happy lives on our Island. ■



Volunteers organizing donations for the clothing giveaway



(L-R) Julius Patkai, President of the PEIANC Board of Directors, Mary Catherine Connolly, Jason Pitre (GoCuts Family Hair Salon), and Harry Kielly (Trinity United Church)

COMMUNITY APPRECIATION AWARDS

The seventh annual PEIANC Community Appreciation Awards were announced on November 28, 2016. These awards, nominated and voted on by all of PEIANC staff, are handed out to very deserving candidates.

The Business Appreciation Award went to GoCuts Family Hair Salon. GoCuts Family Hair Salon is an Island business that demonstrates the social and economic benefits of employing newcomers. Jason Pitre, owner of GoCuts, reached out to PEIANC to offer employment to a newly arrived Syrian refugee with hair styling experience. By hiring two fully trained and certified hair stylists—husband and wife team, Tawfik Alaham and Rajaa Ibrahim—GoCuts provided stable employment for the family as they settled on PEI.

The Organization Appreciation Award went to Trinity United Church. Trinity has offered a minimal-cost and welcoming venue for PEIANC youth and intergenerational programming and integration events. This year, Trinity offered one of its rooms for PEIANC's clothing drop off and giveaway. The Trinity-Clifton Pastoral Charge has also sponsored refugee families, including this past year, when they went above and beyond by offering the Manse Building to one of the Syrian refugee families to call home.

The Individual Organization Appreciation Award went to Mary Catherine Connolly. Mary Catherine is the nurse practitioner who leads the CHANCES community-based health clinic, which has proven highly beneficial to PEIANC clients, in large part due to Mary Catherine herself. Mary Catherine is patient, kind, and culturally sensitive. She cares about the refugee population so much so that in order to serve her patients better she chose to attend a conference in Toronto that focused on refugee health. ■



Community Outreach Facilitator Nancy Clement, left, and newcomers enjoy Friday Friendship Hour at Avance Learning Centre.

FRIDAY FRIENDSHIP HOUR

PEIANC hosts Friday Friendship Hour weekly, fall through spring. New Islanders and established Islanders meet here to chat, share international snacks, and develop a community network. In 2016, Friday Friendship Hour found a “home” at Avance Learning Centre, Julia Cui’s language school. Julia and her staff began co-hosting with PEIANC, offering a welcoming space with coffee, treats, and special seasonal and cultural touches. Julia suggested adding an informal musical jam to the mix; on any given week, participants might enjoy songs, guitar, piano, harp, or flute. Sometimes the event takes place at a café, restaurant, or cultural venue such as Confederation Centre or Carrefour de l’Isle-Saint-Jean.

PEIANC WOMEN'S GROUP

The PEIANC Women’s Group offers activities for women – immigrant and Canadian-born – to cook, exercise, learn, and socialize together.



Participants in Integration Events

Women’s and Men’s Group	1,273
Winter Social Events	527
World Refugee Day	22
Annual Community Meeting	80
Partnered Events	1,299

Total Participants **3,201**



Primarily running from October through May, one of the program’s goals is to offer women a reprieve from the isolation that winters in Canada can bring. Child minding is often provided for mothers on site by volunteers. Popular activities this year were cooking with the Women’s Institute, yoga classes, harvest potluck with crafts, theatre at Confederation Centre, and Zumba classes. Women can join this group by signing up for PEIANC Women’s Group emails or joining the Facebook group (“PEIANC Women’s Group”). ■

Newcomers enjoying a meal at Taste of Persia for Friday Friendship Hour

COMMUNITY PARTNERS

Access PEI
 Active Communities Inc.
 Addiction Services
 Anderson House
 Atlantic Council for International Cooperation
 Avance Learning Centre
 Big Brothers and Big Sisters of PEI
 Boys and Girls Club
 Canadian Mental Health
 Canadian Tire Jumpstart
 Canadian Women's Foundation
 Bell Aliant Centre
 Carrefour de l'Isle-Saint-Jean
 Catholic Family Services
 CHANCES Family Resource Centre
 Charlottetown City Police
 Charlottetown Farmer's Market
 Child and Family Services
 Chinese Business Development Association of PEI
 City of Charlottetown
 City of Summerside
 Confederation Centre of the Arts
 Coopérative d'intégration francophone de l'Î.-P.-É.
 Community Legal Information Association
 Cornerstone Baptist Church
 Cornwall Curling Club
 Council of People with Disabilities
 Credit Union Place
 CulturePEI
 Diocese of Charlottetown
 Disability Support Program
 Discover Charlottetown
 DP Murphy Group of Companies
 EAL/FAL Reception Centre
 East Prince Seniors Initiative
 Eastern PEI Chamber of Commerce
 Engineers PEI
 English Language School Board
 Family Place
 Family Service PEI
 Family Violence Prevention
 French Language School Board
 Friends of Confederation Centre
 Girls Action Foundation
 Grace Christian School
 Greater Charlottetown Area Chamber of Commerce
 Greater Summerside Chamber of Commerce
 Halifax Refugee Clinic
 Health Care Human Resource Sector Council
 Hockey PEI (in partnership with UPEI)
 Holland College
 IEHP Recruitment and Retention Secretariat

Innovation and Technology Association of PEI
 Island Dance Academy
 Island Gymnastics Academy
 Island Media Arts Cooperative
 Island Pregnancy Centre
 Island Storm
 Justice Options for Women
 KidSport PEI
 MacDougall Steel Erectors Inc.
 Maritime Centre for African Dance
 McInnes Cooper
 Mi'kmaq Confederacy of PEI
 Murphy's Community Centre
 National Bank of Canada
 Native Council of PEI
 North East Community Alliance
 Parks Canada
 PEI Business Women's Association
 PEI Career Development Association
 PEI Connectors
 PEI Engineers Association
 PEI Human Rights Commission
 PEI Literacy Alliance
 PEI Museum and Heritage Foundation
 PEI Public Library Service
 PEI Public School Branch
 PEI Soccer Association
 Provincial Public Library Service
 Public Health
 RCMP of Prince Edward Island
 RDEÉ Île-du-Prince-Édouard Inc.
 Richmond Center
 Rural Action Centres
 Social Services and Seniors
 Sperenza Sport
 Stratford Community Garden
 Stratford Youth Can-do
 Study Abroad Canada (LINC)
 Summerside Storm
 TIAPEI (Tourism Industry Association)
 Town of Alberton
 Town of Cornwall
 Town of Montague
 Town of Souris
 Town of Stratford
 Trinity-Clifton United Charlottetown
 Trinity United Summerside
 UPEI
 Victim Services
 Voluntary Resource Council
 Women's Network PEI
 YMCA

HIGHLIGHTS FROM
WEBSITE STATISTICS FOR THE
FISCAL YEAR

In the 2016-2017 Fiscal Year, PEIANC's website had an average of around 26,000 unique visitors per month. Each month there were approximately 1,100 visits to the website that lasted longer than 30 minutes.

ONLINE GUIDE FOR
NEWCOMERS TO CANADA

In our Online Guide, newcomers can access essential information needed to settle on PEI. The Guide, and most of the entire website, is available in seven languages: English, French, Spanish, Arabic, Persian, Mandarin, and Korean.



Crowd at the Premier's Reception for Refugees

CONNECT WITH PEIANC
THROUGH SOCIAL MEDIA

facebook.com/peinewcomers

As of March 2017 our Facebook page had 923 posts, 2,585 likes, and an average daily reach of over 1,100 unique individuals.



twitter.com/PEIANC

From April 2016 to March 2017 the PEIANC Twitter account had 245 new followers, 221 tweets, 3,793 profile visits, 116,915 tweet impressions, and 217 mentions.



youtube.com/PEInewcomers

By March 2017 our YouTube channel had 44 videos with 18,608 views.

FINANCIAL OVERVIEW – FISCAL YEAR (APRIL 1, 2016 – MARCH 31, 2017)

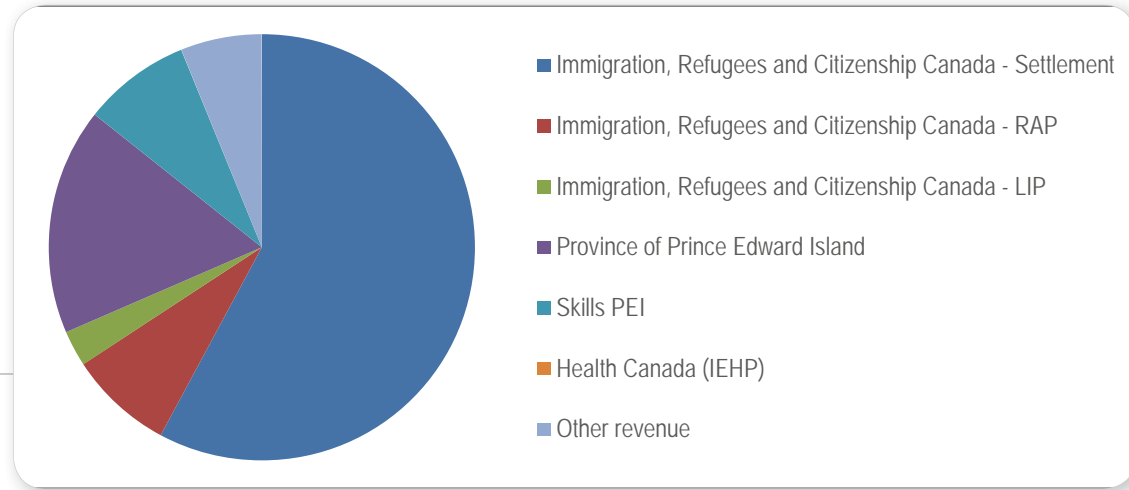
The PEI Association for Newcomers to Canada employs 31 full-time and 11 part-time positions, as well as 103 contractors to provide language-based services (80 interpreters, 20 translators for website and other documents, and 3 language assessors).

In addition to our primary service funding, we have applied for and received other funding (6.2% of total revenue) to suit additional client needs or special projects such as seniors' programs. 99% of the funds were spent on PEI in program activities and supplies, services, costs related to premises rental, and salaries.

Many of PEIANC's staff are newcomers to Canada themselves. The PEIANC also uses newcomer caterers as much as possible to provide food for events, and hires newcomers for performance at DiverseCity Festivals and other events.

REVENUE

	2016-2017	2015-2016
Immigration, Refugees and Citizenship Canada - Settlement	1,559,403	1,378,104
Immigration, Refugees and Citizenship Canada - RAP	212,967	226,158
Immigration, Refugees and Citizenship Canada - LIP	73,087	30,000
Province of Prince Edward Island	463,716	411,965
Skills PEI	219,452	216,679
Health Canada (IEHP)	-	172,985
Other revenue	166,259	195,442
Total	2,694,884	2,631,333



EXPENSES

	2016-2017	2015-2016
Wages and wage levies	2,006,083	1,937,889
Program activities	333,199	308,695
Operating expenses	62,066	59,304
Website, intranet development, and translation	37,913	42,456
Rent	101,025	101,435
Client expenses	61,264	54,878
Office	7,500	5,035
Travel	26,748	30,219
Professional development	13,760	10,055
Miscellaneous	4,147	5,032
Advertising	8,032	6,173
Professional fees	2,300	2,270
Amortization	28,604	49,925
Total	2,692,641	2,613,366



	2016-2017	2015-2016
Excess of revenue over expenses	2,243	17,967

Federal
 Immigration, Refugees and Citizenship Canada (IRCC/CIC)
 Canadian Heritage
 Employment and Social Development Canada (ESDC)
 Parks Canada

Province of Prince Edward Island
 Government of Prince Edward Island
 Department of Workforce and Advanced Learning
 Skills PEI

Municipal
 City of Charlottetown
 City of Summerside
 Town of Montague

Grants and Donations
 Atlantic Lottery Corporation
 CapServCo Limited Partnership
 Consolidated Credit Union
 Downtown Charlottetown Inc
 Enjoy PEI
 Friends of Montague Summer Days
 Girls Action Foundation
 Jangles Productions
 Kinsmen Video
 McInnes Cooper
 National Bank of Canada
 Provincial Credit Union Ltd.
 RBC Royal Bank / RBC Foundation
 Special Events Reserve Fund (SERF)
 Summerside Lobster Festival
 Tang Campbell & Gutierrez Dentistry
 The Rotary Club of Charlottetown
 The Rotary Club of Summerside
 YMCA of Greater Toronto

Thanks also to the hundreds of generous members of the public and business community, as well as our many in-kind partners and supporters.

Special thanks to our clients whose stories and photographs are featured in the 2016-17 Annual Report.

Produced for: The PEI Association for Newcomers to Canada

Writer and Editor: Dani MacDonald—with Beti Andric

Thanks to PEIANC staff who submitted story ideas and collected information—Amy Maclean, Joe Byrne, Lisa Dollar, Mark Carr-Rollitt, Melanie Bailey, Rocio McCallum, Nancy Clement, Belinda Woods, Brad Murray, Barry Ansems and others.

Photography: Yvette Doucette, Dani MacDonald, Craig Mackie, Jill Olscamp, Melanie Bailey, Nancy Clement, and Belinda Woods.

Production and Design: Goldnet Smart Technologies

Printer: Halcraft Printing

Canada Customs and Revenue Agency

Charitable Taxation Number

14061 4512 RR0001

