

2020 Annual General Meeting **WELCOME!**

IMMIGRANT SERVICES 
Guelph-Wellington

Switching Gears



Working Together to Build an Inclusive Community

For over 40 years, our vision has been to see all people in Guelph and Wellington County working together to create a harmonious community.

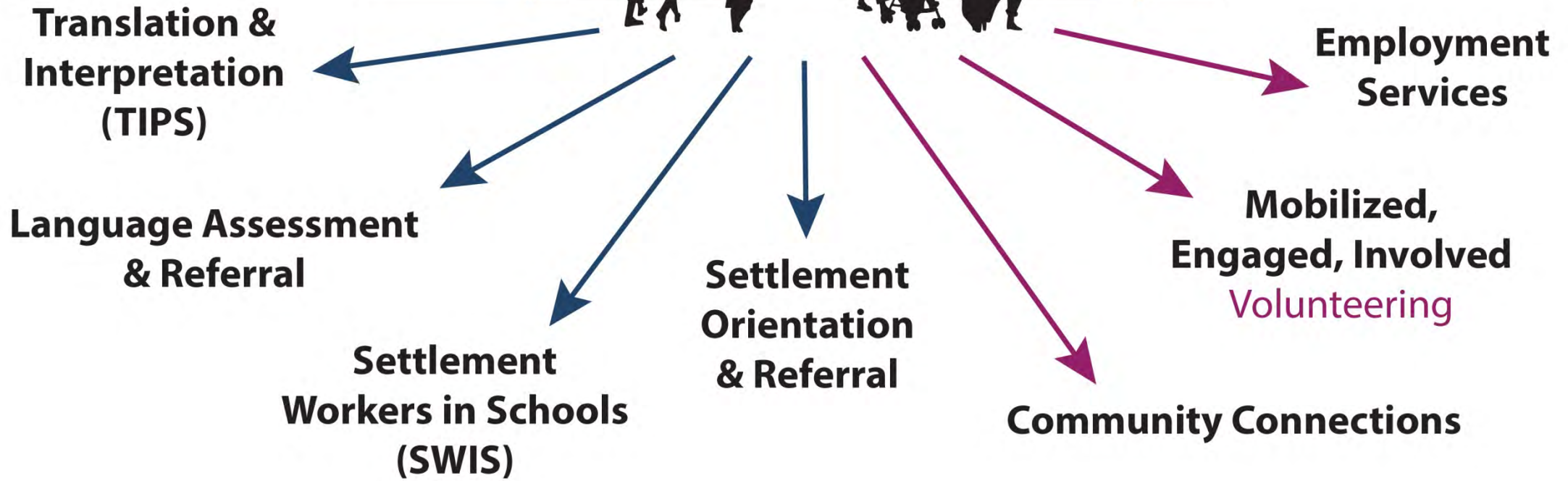
We are guided by the values of:

- Integrity and Accountability,
- Respect and Equity,
- Inclusivity and Reciprocity



BOARD OF DIRECTORS

Ann Marie Gilroy (President), Stella Pasion (Vice-president), Jenny XU (Treasurer), Anu Saxena (Secretary), Diane Xuereb ,
Christine Oldfield, Caroline Duvieusart-Dery, Yervant Boghossian, Leen Al-Habash, Katherine Macnaughton,



Orientation & Referral



4,065
Clients served

1,607
New clients

We offer settlement services by working closely with local service agencies to effectively connect newcomers with the services they need. Our staff keep up-to-date with the latest information relevant to immigrant settlement. We offer regular workshops and information sessions (169 in the last year) on topics of interest to newcomers including: Refugee Sponsorship Training, Orientation to Ontario and How to Apply for Citizenship.

ISGW Client Statistics 2019-2020

Client by Country of Origin



Client by First Language Spoken (top 5)



53%

from a refugee class

20%

from family sponsorship

4%

from Federal Skilled Worker program

Settlement Workers in Schools (SWIS)



SWIS

Settlement Workers in Schools
Guelph-Wellington



The SWIS program provides settlement support to newcomer students and families in the Guelph-Wellington-Dufferin area during the school year (September to June). Service is offered one-on-one and in group settings in the school. The program is offered in partnership with Upper Grand District School Board and Wellington Catholic District School Board.



SWIS Program Highlights

676

Clients
served

25

Magnet
schools

- Winter Clothing Bazaar at ISGW
- Women's Learning Club at St. Joseph's school
- Computer Classes for learning online school systems
- Young Worker's Safety Awareness Certification course
- Youth Leadership Training

The TIPS program at ISGW has facilitated the translation of 86 school documents and arranged interpretation at 22 schools over the last year.



Language Assessment & Referral



791

Clients served

The first step in joining language training offered by Federal (LINC) and Provincial (ESL) programs is to take a language assessment. We provide language assessment services to all adult immigrants over 18 years of age who are permanent residents, convention refugees and protected persons, or naturalized Canadian citizens. We use the Canadian Language Benchmarks Assessment to measure English language skills in speaking, listening, reading and writing.

Translation & Interpretation



Top languages requested for Interpretation: Arabic, Tigrinya, Hindi/Punjabi/Urdu, Cantonese/Mandarin, Farsi/Dari

767

Document
translations

35

Languages

1,326

Interpreter
requests

85

Service
providers

Community Connections

Our groups foster skill building and life-long learning in areas that matter to newcomers. We understand that a strong connection to the local community is key in making Canada home and so we offer exciting opportunities to meet neighbours, learn about Canada, connect with grass roots organizations and build networks of support.

- Annual bus trip – Niagara Falls 2019
- English Conversation Circles
- Computer Class
- Seniors Art Group
- Youth Leadership Training

268

Clients
served



Employment Services

218

Clients
served

61

Clients helped
with resume
building

20

Employer
orientation/
hiring sessions

We recognize that immigrant and refugee communities bring much needed skills and experience to the workplace. Our employment services include job-readiness skills training, employer orientation and hiring sessions as well as job search support.



Mobilized, Engaged, Involved

We can help ISGW clients find a volunteer position to:

- get Canadian work experience
- practise your English
- get Canadian references
- meet Canadians and make friends
- build a network of contacts
- develop new skills



3,645

Volunteer hours

37

1-on-1 partnerships

20

Community placements

Refugee Sponsorship Training Program

134

Clients
served

Close to 50% of our clients come from a refugee class. They need assistance with private sponsorship and one-year window family reunification applications. To meet this need we have partnered with Refugee Sponsorship Training Program (RSTP) to provide a full day of service that includes a morning information session and afternoon, one-on-one appointments for those working on applications. The program runs once per month for ISGW clients and other community members. We have been able to support over 100 clients with the support of the RSTP partnership in the last two years.



Refugee
Sponsorship
Training
Program

Community Volunteer Income Tax Program

514

Individual
tax returns

\$520,631.40

Refunded to low income
families & individuals

For the last 13 years during March and April, ISGW has provided free tax preparation to lower income newcomers and families through the Community Volunteer Income Tax Program. Our volunteer tax preparers and staff are trained through Canada Revenue Agency.





On Saturday, October 5, 2019, we participated in a cycling and walking fundraiser that supports charities who provide refuge and hope for displaced, vulnerable and exploited people everywhere. ISGW is humbled by the generous support and active participation of so many that allowed us to reach our fundraising goal! Thank you to Guelph Councillor **June Hofland** for taking time out of your busy schedule to walk with us. Thanks also to **Guelph-Wellington LIP, Guelph Coalition for Active Transportation, Elliot Bus Lines, ISGW Board** and staff, because of you, it was an awesome event!

\$7,445.75

Funds raised



Funders



Donors/Partners

Accents Multilingual Training

Al Qazzaz Foundation for Education & Development

Beginnings Family Services

Catholic Crosscultural Services / Refugee Sponsorship Training

Elliott Bus Lines

Guelph Coalition for Active Transportation

Guelph Community Foundation

Guelph Neighbourhood Support Coalition

Guelph Police Service

Guelph Wellington Local Immigration Partnership

Guelph Wellington Women in Crisis

The Julien Project

Parkwood Gardens Neighbourhood Group

Rotary Club Guelph – Trillium

Upper Grand District School Board

Wellington Catholic District School Board

Thank You!

Maraming salamat

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Merci

Mahad Sanid

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Gracias

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