

2025 Annual Report

*There is a season  
for everything.*



**IMMIGRANT  
SERVICES**   
Guelph-Wellington

## Well-Being Navigation

In 2024, through our SWIS team, we recognized that newcomer children and families who have **developmental, physical, or cognitive disabilities** were not aware of or were unable to access available supports. We organized open houses, with a panel of community agencies, in area schools so families could get connected to services/supports and engage with other families.

The journey to Canada can be both exciting and challenging. Because mental health is an important part of overall health and wellbeing, we have partnered with **Maplewoods Centre For Family Therapy and Child Psychology** to provide free, mental health therapy for clients in need.

We're pleased to continue connecting clients with these services through our **Well-Being Navigator**.



**71**

clients (Mental Health referral)



**4,022**

clients accessed Settlement services (IRCC funded)



**844**

accessed Settlement services (MLITSD funded)



**1,747**

clients served by SWIS workers



**1,082**

language assessments conducted



**416**

clients in Community Connections programs



**830**

volunteer hours contributed to ISGW



**525**

clients met for employment-related needs



**1,036**

income tax returns filed

# 2024-2025 SNAPSHOT

# 4,999

Unique clients served



## Welcoming Week Youth Project

For one day in August 2025, ISGW staff and a group of newcomer youth gathered to connect, share, and enjoy activities that helped them feel more at home — together. Participants were encouraged to share their thoughts and stories by using the prompt: “What does Home (Canada) mean to you?”

### CANADA The Place I Call Home



Newcomer Youth Reflections

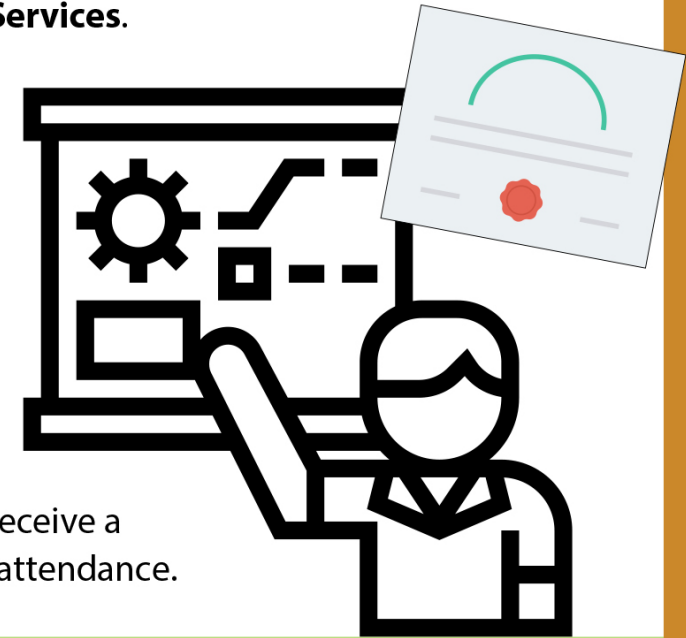
The results have been compiled in a keepsake booklet celebrating Welcoming Week 2025.

Look inside 

## Worker Health & Safety Awareness Training

Participants gain knowledge of their rights and responsibilities under the Occupational Health and Safety Act and increase their awareness of basic workplace health and safety issues.

ISGW’s employment specialists present a 1-hour program developed by **Workplace Safety and Prevention Services**.



Participants receive a certificate of attendance.



**74** clients increased their Health & Safety awareness



IMMIGRANT SERVICES  
Guelph Wellington



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*A Welcoming Week 2025 Youth Activity*

# CANADA - The Place I Call Home





TIPS coordinates interpretation and translation services for individuals, service providers, and corporations within the Guelph-Wellington area.



**1,163** Interpretations

Using a trained language interpreter allows for precise, impartial, and confidential communication.



**747** documents translated

Over the last year service has been provided for over 21 languages.

## FUNDERS



Immigration, Refugees and Citizenship Canada

Immigration, Réfugiés et Citoyenneté Canada



## DONORS/PARTNERS/CONTRIBUTORS

- Catholic Crosscultural Services/RSTP
- Children's Foundation of Guelph and Wellington
- Children's Reading Room
- COSTI
- Denso Build-A-Bike
- Guelph Community Foundation
- Guelph Community Health Centre
- Guelph Enabling Garden
- Guelph Neighbourhood Support Coalition
- Guelph Police Service
- Guelph Public Library
- Guelph Soccer
- Guelph Wellington Local Immigration Partnership
- Guelph-Wellington Women in Crisis
- Hope House
- Maplewoods Centre For Family Therapy and Child Psychology
- Rotary Club of Guelph Trillium
- United for Literacy
- United Way Guelph Wellington Dufferin
- Upper Grand District School Board
- Wellington Catholic District School Board
- Wellington County Social Services
- Wellington-Dufferin-Guelph Public Health

# THANK YOU!

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