



**CCI  
OTTAWA**



**2019-20 ANNUAL REPORT**

# Our Vision

Helping newcomers  
realize their full  
potential in society

Building a more  
welcoming community  
that values diversity



## ANNUAL REPORT 2019-2020

4 President's Message

5 Executive Director's Message

6 Your Impact

9 Settlement

11 Integration

13 Building A Welcoming Community

14 Our Financials

15 How You Can Get Involved



# MESSAGE FROM THE PRESIDENT

When the fiscal year of 2019-2020 began for CCI, the phrase physical distancing was unheard of. The concept of social bubbles didn't exist and our doors were literally open to every person in the world who found themselves in Ottawa.

If the beginning of the fiscal year was business as usual, the end proved anything but as the COVID-19 pandemic took hold.

Thanks to the dedicated work of the CCI staff and the exceptional leadership of our Executive Director, Carl Nicholson, we quickly transitioned to an online environment. Through online platforms, CCI Ottawa continued to support newcomers in our community. Although we closed our main office at 219 Argyle, staff at our two transitional homes went to work every day to help government-assisted refugees, refugee claimants and homeless immigrants. Some had arrived just days before the lockdown was implemented.



The front-line staff at Reception House helped refugees find homes in Ottawa and prepared their children for online schooling. At Welcome House, homeless immigrants and refugee claimants learned to live under the lockdown while we helped them search for their first Ottawa home.

We delivered food baskets and grocery gift cards to the most vulnerable families. Those who lost their jobs were given help in applying for emergency benefits. We helped others new find jobs.

We started an online Kids Corner to help young children cope with isolation and we ran more self-care workshops to ensure the parents had the tools to cope with the uncertainty brought on by COVID-19.

Language classes went online. Volunteers were matched with newcomers who needed to practise their English. We ramped up our mentorship program so that newcomers received help with their education and career goals.

Looking ahead, I am confident CCI is well positioned to expand its digital reach to help newcomers settle and integrate into their new community.

As Board President, I want to thank my Board colleagues for their insight and dedication during the past year. I want to applaud the CCI staff who continue to work with passion and commitment. The pandemic has changed the way we deliver services but it has not changed our mission; to help newcomers realize their full potential and to build a more welcoming community together.

*Luise Czernenko Reid*  
*December 2020*

# MESSAGE FROM THE EXECUTIVE DIRECTOR

Every year, we provide thousands of newcomers with programs and services to help them settle and integrate into our community.

But we couldn't do it without you. Thank you so much.

I want to share with you some highlights of this past fiscal year.

- We housed 541 people at Maison Sophia House (MSH) and found housing for 448.
- The Settlement Program provided services to 7,107 clients while its housing team supported 248 families.
- The Children's Program provided programs and services to 134 children.
- Our Client Support Services Program served 1,022 Government-Assisted Refugees.
- In Community and Employment Connections, our drop-in programs helped more than 925 adults and young people connect to their community through field trips, activities and workshops.
- The Matching Program organized 54 matches, reaching 161 newcomers.
- Our Pastoral Program helped 86 families connect with the faith community of their choice.
- Our Sponsorship Program landed 30 refugees. In partnership with the Roman Catholic Archdiocese of Ottawa, we also helped 11 parishes sponsor 39 refugees.



I want to thank the many volunteers and donors who give us their time, energy, commitment, encouragement, money and inspiration.

A heartfelt thank you to our three church partners — les Filles de la Sagesse d'Ontario, les Soeurs de la Charité d'Ottawa and the Roman Catholic Archdiocese of Ottawa — who continue to provide us with generous support.

A special thanks to our funding partners such as the IRCC, the Ontario Ministry of Citizenship and Immigration, the City of Ottawa and the Pathy Foundation.

On behalf of everyone at CCI, thank you for the opportunity to work together, to strengthen our community by helping newcomers settle, integrate and thrive.

*Carl Nicholson*  
*Executive Director*

# 2019-2020 IMPACT



**448**

Newcomers who stayed at Reception House received help to find their new home in Ottawa



**7,107**

Refugees and immigrants were provided with services in our Settlement Program

**350**

Youth participated in workshops and activities



**83**

Foreign-trained medical professionals found employment in the health care sector; 32 became volunteers



**1,022**

Government-Assisted Refugees received support from Client Support Services counsellors

**541**

Newcomers made Reception House their first stay in Ottawa



**299**

Newcomers stayed at Welcome House. Families stayed an average of two months



**213**

Adults and youth received employment services



**928**

Families and single adults received services from Community and Employment Connections team

**161**

Newcomers were reached from matches in the Ottawa community



**1,186**

Refugee claimants received assistance from our Settlement Department



**924**

Newcomers received support from our food pantry



# SETTLEMENT

**Imagine leaving everything behind as you escape war, poverty or violence. You re-settle in a new country but you have so many questions. How easy will it be to learn a new language?**

**Where will your children go to school? Will you find a job? At the Catholic Centre for Immigrants, we are there to help newcomers realize their full potential in Canadian society.**

## HOUSING

We provide transitional housing for



newcomers when they arrive in Ottawa. Our two homes, Reception House and Welcome House, also provide

meals, shared common areas and transportation. We offer programs, workshops and children's activities to help newcomers adjust to life in Canada.

## LANGUAGE

Being able to speak English opens up a world of possibilities for newcomers. We have programs that allow them to practise their English.

## JOBS

A job not only provides for your family, but it offers a life of dignity. All newcomers want to give back

when they arrive in Canada. We help them with resume writing, networking, navigating job sites, learning a second language and more. We help

health care professionals find work in their field or transition to a

new career. We also offer online training to people who are moving to Canada that teaches them about Canadian work culture and life.



## HEALTH

Whether it's counselling for newcomers suffering from trauma or helping them navigate the health care system, we work with everyone to ensure their new lives in Canada can be enjoyed in good health. The Ottawa Newcomer Health Centre is the first experience newcomers have with our health care system. We look after their physical and mental health needs.

## EDUCATION

One of the keys to success in Canada is a proper education. We help newcomers

enroll their children into school. We also help newcomer

youth explore post-

secondary education opportunities.





# INTEGRATION

**Integration is about helping people adjust to daily life in Canada and helping them become part of their new community. It's about helping children and young people make friends and discover their neighbourhood. It's about helping moms and dads with those daily activities we take for granted. It's about ensuring seniors don't become isolated in our city. It's about making everyone feel like they belong.**

## EVERYDAY LIFE

Shopping for groceries, driving on the right side of the road, opening a bank account, finding a school, taking public transit — these are things we take for granted.



But they can be challenging for newcomers. We have programs that help newcomers adapt to everyday life in Canada.

## MAKING CONNECTIONS

One of the best ways for newcomers to integrate into their community is to make connections with everyday Canadians. By introducing them to established



members of the community, we help newcomers avoid isolation, make friends, and over time, understand the nuances of Canadian life.

## GETTING OUT AND ABOUT

An ideal way to learn about a new community is to get out and explore it. We help

newcomers explore Ottawa by offering them field trips and activities that



introduce them to the Canadian way of life as well as our culture. They share that experience with other newcomers as well as members of the community.

## A STRONG SPIRIT

We believe it's important people have strong spiritual health. We help newcomers meet their spiritual needs by

connecting them with the faith community of their choice.

Their faith community is

also another source of support and an opportunity to make friends with people who share the same values.



# WELCOME TO CANADA!

A woman wearing a black hijab and a black abaya with a light-colored strap across her shoulder stands in front of a wall. The word "OTTAWA" is written in large, white, serif capital letters on the wall behind her. The wall has a dark, textured upper section and a lighter, stone-like lower section. The floor is made of large, light-colored tiles.

OTTAWA

Every year, thousands of newcomers arrive in Ottawa looking to start new lives. Nasra arrived in Ottawa in 2019 after CCI and her uncle co-sponsored her. One year later, Nasra is working at Algonquin College.

# BUILDING A MORE WELCOMING COMMUNITY

**Building a more welcoming community involves Canadians and newcomers. We believe for newcomers to truly settle, integrate, thrive, and feel at home, takes the support of the whole community. Here's what we do to help build a more welcoming community.**

## RECRUIT VOLUNTEERS

Every day volunteers help us deliver programs and services to newcomers in Ottawa. Volunteers give but also receive. When they work with newcomers, they learn about new cultures, meet new people, expand their horizons and realize they share similar values. All of this contributes to a more welcoming community.



## PARTNERSHIPS

By working with numerous organizations, together we are able to talk about the value newcomers bring to all of our organizations and communities. We explore ways of helping newcomers integrate into everyday Canadian life. This helps build a more welcoming community.

## RAISING AWARENESS

We regularly engage with the community to share stories about newcomers and discuss immigration issues. We make presentations to schools, service clubs, churches



Outreach

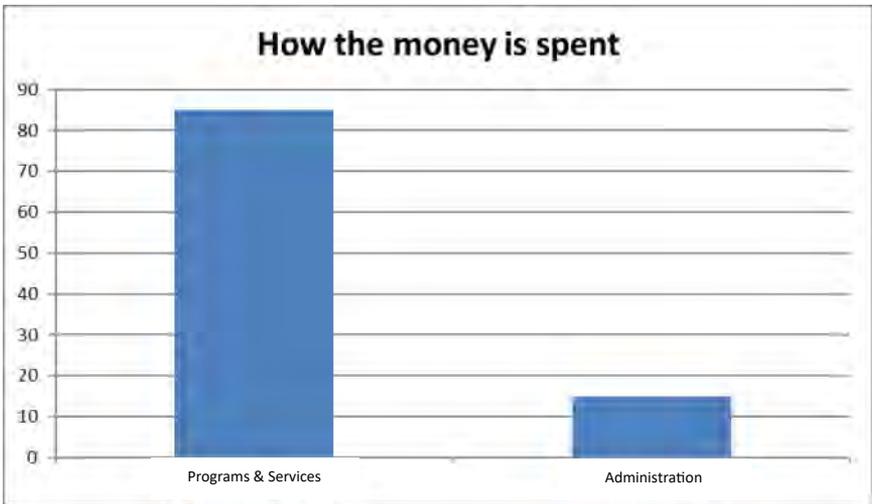
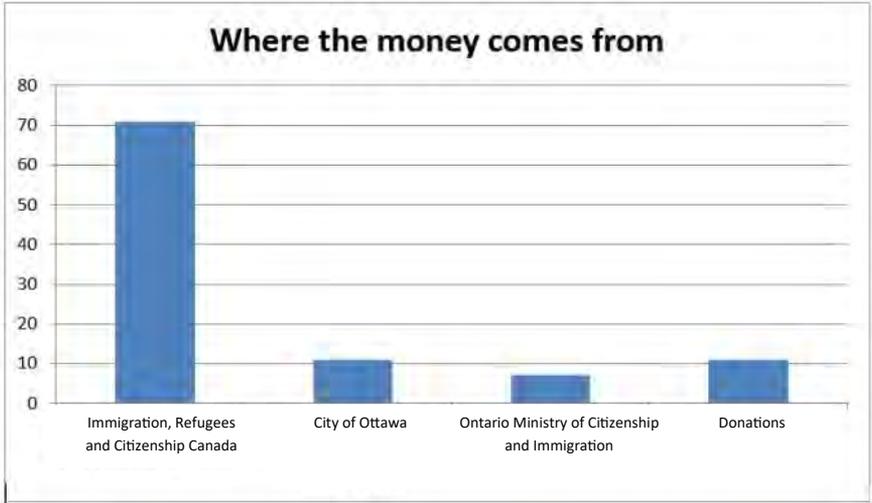
and other organizations to talk about the value newcomers bring to their community and how they can welcome newcomers. This outreach helps us all build a more welcoming community.

## SET AN EXAMPLE

Often we are asked, how can I welcome a newcomer? Simple gestures will help build a more welcoming community. Here are a few to try. Introduce yourself to the newcomer families in your neighbourhood. Ask how their children are doing in school. Invite them to a barbecue or out for coffee. Ask them to join you the next time your family participates in a local activity. Be a friend and help them adjust to daily life in Canada.

These are simple, yet powerful gestures that will build a more welcoming community for all.

# OUR FINANCIALS



# HOW YOU CAN GET INVOLVED



## Volunteer

We rely on the contributions of generous and committed volunteers. You can help newcomers learn a language or how to navigate the city. You can introduce them to everyday services and help them learn more about Canadian culture and values. We offer a variety of meaningful volunteer opportunities.



## Donate

**One-time Gift:** Go to [cciottawa.ca](http://cciottawa.ca). All it takes is a few simple steps for you to make an impact in a refugee's life.

**Monthly Gift:** A monthly gift provides predictable and stable funding.

**Tribute:** Make a gift in honour or memory of a loved one.



## Sponsor

We are able to help groups who are committed to sponsoring a refugee family.

- Recruit and train sponsors
- Help submit documents
- Support sponsors as they prepare for their refugee families to arrive
- Ensure sponsored refugees are supported quickly



# Thank you for your support

Catholic Centre for Immigrants, 219 Argyle Ave.

Ottawa ON K2P 2H4

[www.cciottawa.ca](http://www.cciottawa.ca)

613-232-9634

