



**CCI
OTTAWA**

2018-19 ANNUAL REPORT

Our Vision

Helping newcomers
realize their full
potential in society

Building a more
welcoming community
that values diversity



ANNUAL REPORT 2018-2019

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MESSAGE FROM THE PRESIDENT

During the past year, the Catholic Centre for Immigrants celebrated 65 years of working with the Ottawa community to integrate newcomers from every part of the world.

Thanks to CCI's exceptional staff and the dedicated leadership of our Executive Director, Carl Nicholson, CCI continues to deliver outstanding service to our clients and garner confidence from the community, peer organizations and local, provincial and federal funders.



CCI knows from decades of experience that a key component of settling in a new community is finding a place to call home. Given the current rental challenges in the Ottawa area, CCI worked tirelessly to increase its capacity to offer temporary accommodation to newcomers. This was made possible **through the collaboration between the City of Ottawa, Ottawa's Portuguese community, and CCI, and resulted in the opening of Welcome House.**

Along with Reception House, this home provides newcomers temporary accommodations while they look for a place to call home in our community.

CCI's financial situation continues to be secure due to sound financial and operational management. I would also like to highlight that the Board and its committees have worked closely with CCI's senior leadership team to attract talented board members. The Board welcomes back Luise Czernenko Reid as Treasurer and board member, and also welcomes new board members Sister Bernadette Paquette, Anna Du Vent and Charles Ghadban. The Board has also completed a lot of work to advance CCI's strategic plan to ensure it continues to support newcomers within the broader Ottawa community.

Looking ahead, I am confident CCI is well positioned to continue to deliver on its mandate, share and learn from others in our sector, and execute its strategic plan.

Finally, during the past 12 years, it has been my privilege to volunteer at CCI in various board roles and committees (board member, treasurer, risk/audit chair and president). This is my last report as CCI Board President and **I would like to take the opportunity to thank CCI's leadership team and my fellow Board colleagues for their support over the years.**

I would also like to again recognize and applaud CCI's passionate and committed staff for the amazing work they carry out to welcome and support newcomers.

Armin Nourozi

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 that work without you. By donating time or money, you have been there for us during our 65 years in the community.

I want to share with you some of the highlights of the work you supported in 2018-2019.



- With the generous support of the Ottawa Portuguese Community and the City of Ottawa, we opened Welcome House, a transitional residence for homeless newcomers.
- We housed 569 newcomers at Maison Sophia House (MSH) and found housing for 467 of them.
- Our Settlement Department provided services to 5,428 clients while its housing team supported 249 families with their housing needs.
- Our Client Support Services served 1,033 Government-Assisted Refugees.
- The Matching Program organized 39 matches, reaching 139 newcomers.
- Our Pastoral Program helped 89 families connect with the faith community of their choice.
- In partnership with the Roman Catholic Archdiocese of Ottawa, we helped 14 parishes sponsor 41 refugees, and we organized sponsorship of **an additional 43 refugees under CCI's sponsorship agreement with IRCC.**

We owe many thanks to our partners, funders, supporters and community members.

Thank you to the more than 1,500 volunteers and donors who give us their time, energy, commitment, encouragement, money and inspiration.

I want to express 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.

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

2017-2018 IMPACT



467

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



5,428

Refugees and immigrants were provided with services in our Settlement Department

500

Youth participated in workshops and activities



1,033

Government-Assisted Refugees received support from Client Support Services counsellors

80

Foreign-trained medical professionals began volunteer and mentorship placements in the health sector



569

Newcomers made Reception House their first stay in Ottawa



133

Newcomers stayed at our new residence, Welcome House. Families stayed an average of two months



543

Seniors regularly practised their English in our Seniors Circles



89

Newcomer families were connected to their faith communities through our Pastoral Program

139

Newcomers were matched with members of the Ottawa community



1,122

Newcomers received support from our food pantry

658

Refugee claimants received assistance from our Settlement Department



SETTLEMENT

Imagine leaving everything behind as you escape war, poverty or violence. You 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!



BUILDING A MORE WELCOMING COMMUNITY

Building a more welcoming community involves everyone — Canadians and newcomers. We believe for newcomers to truly 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



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.

WELCOME HOUSE

A new addition to the CCI family



The CCI Ottawa family continues to grow.

In December, 2018, we opened Welcome House, a transitional home for homeless immigrants and newcomers.

Located in Ottawa's south end, this former retirement home is equipped with a commercial kitchen, two lounges with TVs, Wi-Fi, a dining room, a children's room and a laundry room. Welcome House can accommodate 100 people.



In addition to providing a safe home, we also help newcomers navigate the immigration system, provide orientation workshops on life in Canada, refer clients to community services and offer life skills coaching.

We also have a vibrant **Children's Program** that helps young newcomers prepare for their first day in a Canadian classroom.

We help families look for homes and offer them programs to ensure a smooth transition to their new community.



JESSICA'S STORY

Jessica has been surrounded by good cooking all her life.

So it was no surprise that one of the first CCI Ottawa programs she joined was the Healthy Cooking on a Budget Program. The goal of the program is to teach young newcomers how to use kitchen equipment, prepare meals on a budget and eat healthy.

The single mother of a nine-year-old daughter came to Canada in 2018 with her two sisters and mother. They were fleeing the violence in their home country of Colombia.

Jessica used the program as a way to practise her English, make friends, and do something she loves to do.

“I love to cook,” she says, adding she and her family like to prepare traditional Colombian dishes.

After going through the program, she took part in a five-month food services training program at the Ottawa Mission.

Every day, she went to the Adult High School to improve her English before attending the cooking program in the afternoon.

But Jessica isn't finished yet. Cooking is just one of several career options she is considering.

She's also been active at CCI with her mother and sisters. Last year, the family volunteered at our annual Christmas celebration by helping prepare the meal.



They also participated in a number of events as a family, such as our annual pumpkin carving event.

Jessica has also worked hard with one of our employment counsellors. We helped her design her resume, prepare for job interviews and more.

Jessica says she and her family are adjusting well to their daily lives in Canada.

With CCI's help, they have even embraced the cold winter weather!

JIMMY'S STORY





Venezuela is in crisis. The South American country has been in decline for years with a collapsing economy and increasing political opposition.

In 2018, about 4 million Venezuelans fled the country to escape violence, food shortages and hyperinflation.

We want to introduce you to Jimmy, one of those Venezuelans who escaped to find a better life.

It was 2017 when Jimmy, his father and his brother made the difficult decision to leave their home country and look for safety in Canada.

They first travelled to Boston where Jimmy's sister lives.

Jimmy remembers one part of their journey when they travelled in a cab.

"I'm very tall, and all three of us were squished in the back of a cab for four hours! It was very uncomfortable," he says laughing.

When they arrived in Ottawa, they were relieved to have made it safely, but they had a new problem. They had no place to live.

Jimmy and his family took refuge at the YMCA until, only two months after Jimmy's arrival, he found his way to CCI Ottawa's front doors.

We helped Jimmy and his family look for a permanent home. While they searched, Jimmy also joined several of our youth programs.

These included the Healthy Cooking on a Budget Program, the Employment Services Program, and the Bike Program. He also got involved in his new community by volunteering at the annual Terry Fox run and the youth soccer league. **"I was here almost every day and made amazing friendships."**

Ana, a youth employment services counsellor, helped Jimmy find his first job in Canada. **"This is the best program at CCI and Ana is so helpful."**

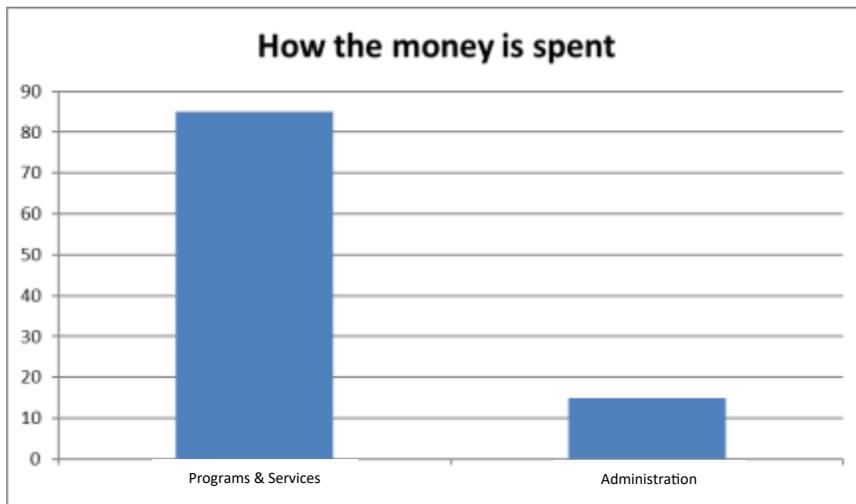
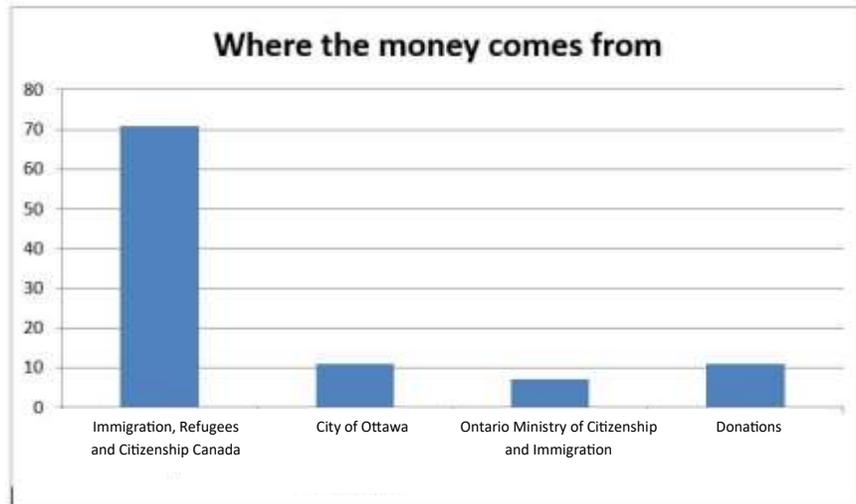
Unfortunately, Jimmy's mother had to stay in Venezuela because she was unable to get a work visa. **"I miss her very much, but I don't miss my country. I like Ottawa very much."**

Jimmy expressed his love for the snow and the cold, Ottawa's multicultural community, and even the sweets. **"Everything is so much cheaper here. I think I have gained some weight buying so much chocolate and candy."**

Jimmy hopes to attend Algonquin College to study communications.

He also plans to keep volunteering at CCI. He wants to give back and says he doesn't know where he would be without CCI.

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. 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

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