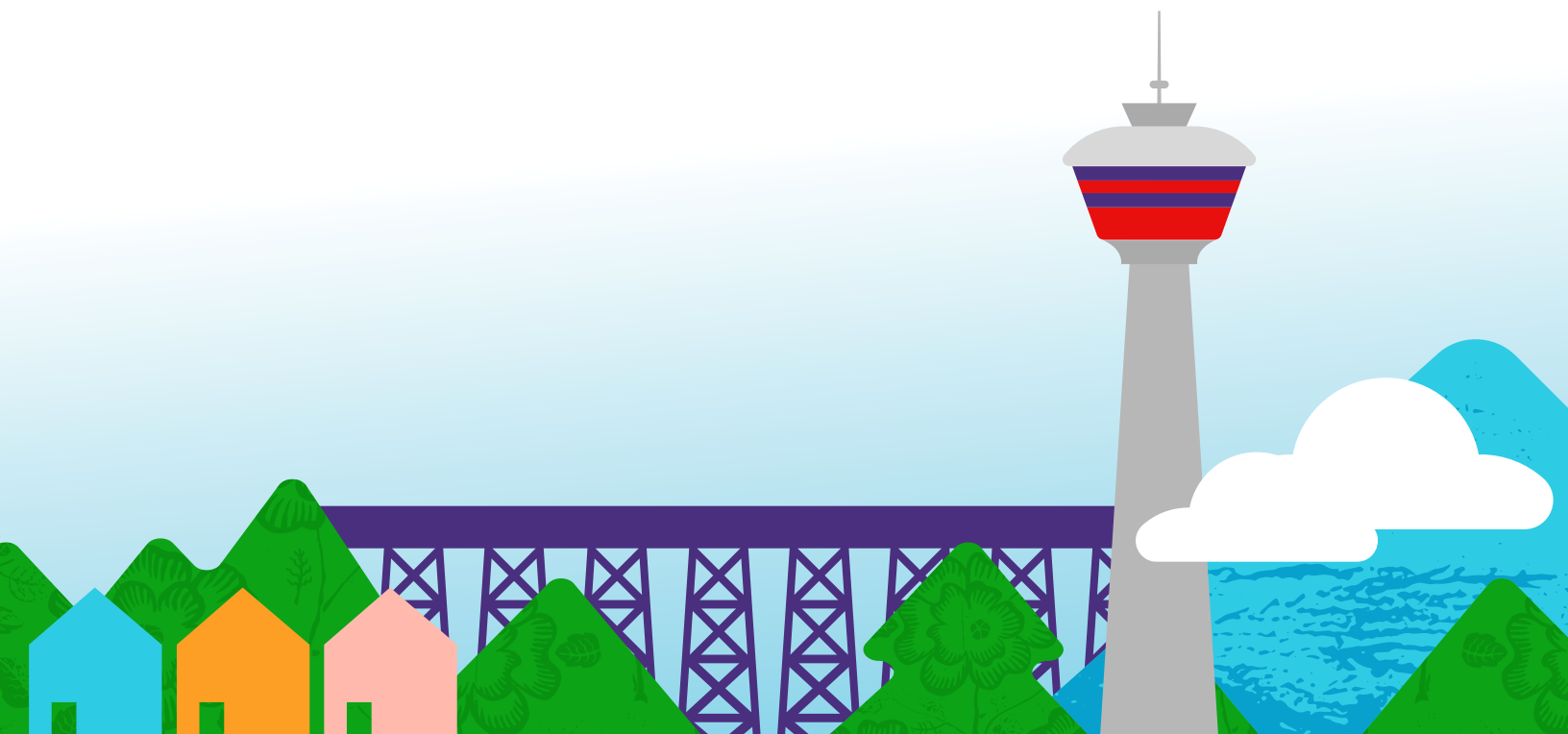


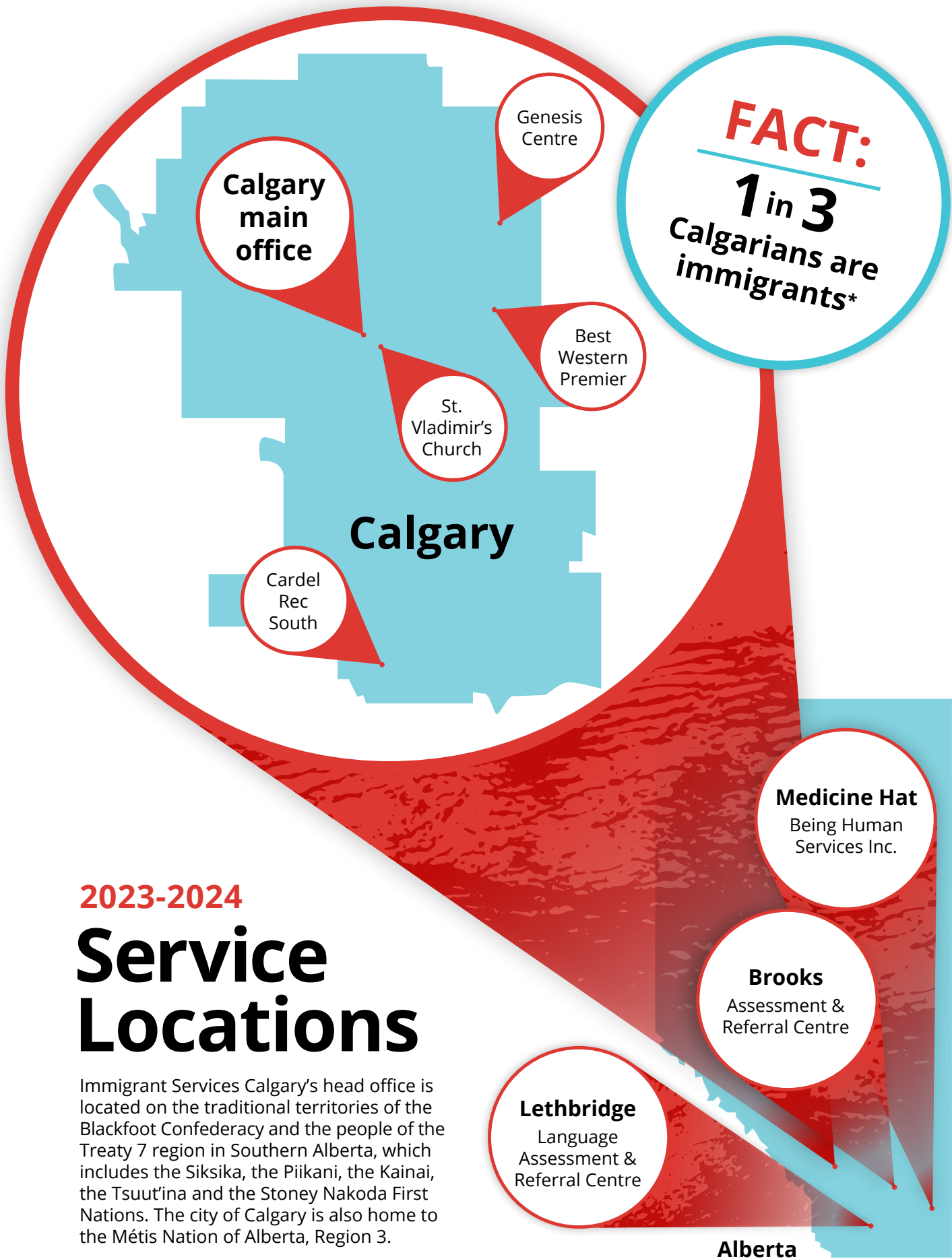


**IMMIGRANT  
SERVICES  
CALGARY**

# **ANNUAL REPORT**

## **2023-2024**





**FACT:**

**1 in 3**  
Calgarians are immigrants\*

**Calgary main office**

Genesis Centre

Best Western Premier

St. Vladimir's Church

**Calgary**

Cardel Rec South

**Medicine Hat**  
Being Human Services Inc.

**Brooks**  
Assessment & Referral Centre

**Lethbridge**  
Language Assessment & Referral Centre

**Alberta**

**2023-2024**

# Service Locations

Immigrant Services Calgary's head office is located on the traditional territories of the Blackfoot Confederacy and the people of the Treaty 7 region in Southern Alberta, which includes the Siksika, the Piikani, the Kainai, the Tsuut'ina and the Stoney Nakoda First Nations. The city of Calgary is also home to the Métis Nation of Alberta, Region 3.

\*Source: City of Calgary 2023 Census

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# WHO WE ARE

For over 45 years, Immigrant Services Calgary has been an integral part of the Calgary community, working to make a meaningful difference in the lives of newcomers. Through our work, we ensure immigrants and refugees can access vital programs and services they need to successfully begin a new chapter of their lives in Canada.

## Our Vision:

Unleashing the economic, social, and civic potential of clients.

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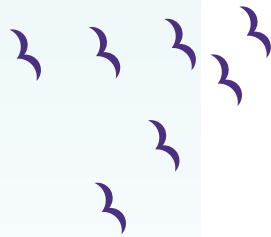
## Our Mission:

Connecting newcomers to the right service at the right agency every time.

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## Our Values:

We are forward-thinking, adaptable, and optimistic. We value accountability, collaboration, and impactfulness. We act with integrity and treat people with respect.



# MESSAGE FROM OUR BOARD CHAIR

Immigrant Services Calgary's 2023-2024 fiscal year was one of change and growth. We completed our space transformation project, opened a new satellite location to ease client access to services, and sent a record-breaking 109,034 referrals to signed partners and community organizations to connect newcomers to vital programs.

The opening of the Gateway Newcomer Welcome Centre signified an important milestone in the Gateway transformation of the settlement sector, as we move the needle toward a more streamlined and collaborative way of serving newcomers in Calgary. We strengthened our relationship with the Francophone community and service providers by initiating French language assessments, published the inaugural issue of the Newcomer Knowledge Hub community magazine in collaboration with the University of Calgary's Faculty of Social Work, and launched an employment workshop series, in partnership with the Royal Bank of Canada, to increase newcomer employability.

Despite our successes, we cannot gloss over the challenges we faced as the consequences of global conflicts continued knocking on our doors. About one-third of the clients we served last year were people fleeing the war in Ukraine, and approximately 20 per cent of all client inquiries came from individuals who are not eligible for government-funded settlement services but require our support.

Alongside our sector partners, we grappled with funding shortfalls as we encountered a spike in demand for services and an increased number of newcomers found in shelters or precarious living conditions.

As our city and province faced an unprecedented number of newcomers settling into our communities, we remained steadfast in exploring new partnerships and growth opportunities to improve services for our clients and advocate on behalf of our community.

The work we accomplished last year would have been impossible without the support of our government funders, corporate and individual donors, and partners, who see the value of investing in our work, and the future of our communities. We are humbled by the commitment of our staff and volunteers, who are relentless in their pursuit of helping newcomers unleash their economic, social, and civic potential. Because of them, Immigrant Services Calgary supported more than 25,000 newcomers last year.

True and measurable impact takes a village—and ours is remarkable. Thank you, Calgary.

Sincerely,

**Chandy Mung**  
Board Chair



# OUR IMPACT BY THE NUMBERS

Immigrant Services Calgary connects newcomers to vital programs and services to realize their Canadian dream.

In the 2023-2024 fiscal year we provided:

**43,740 services** to **25,623 people**

This is what our impact looks like:



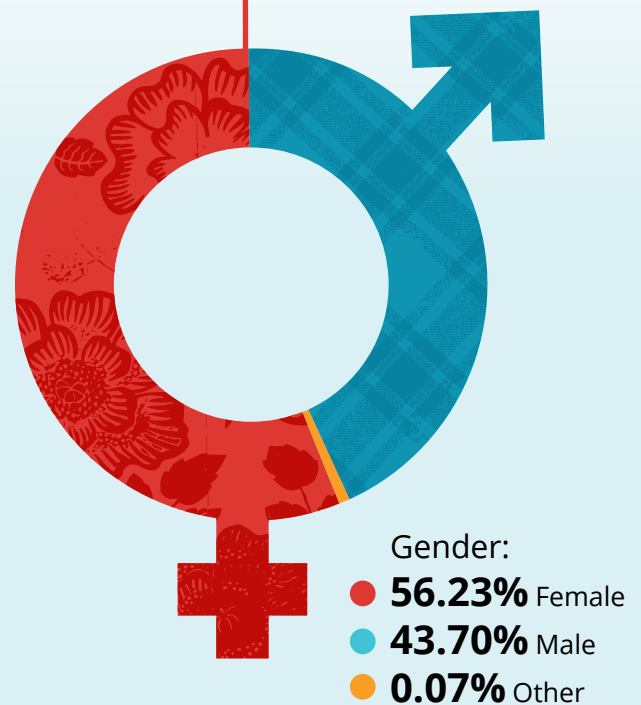
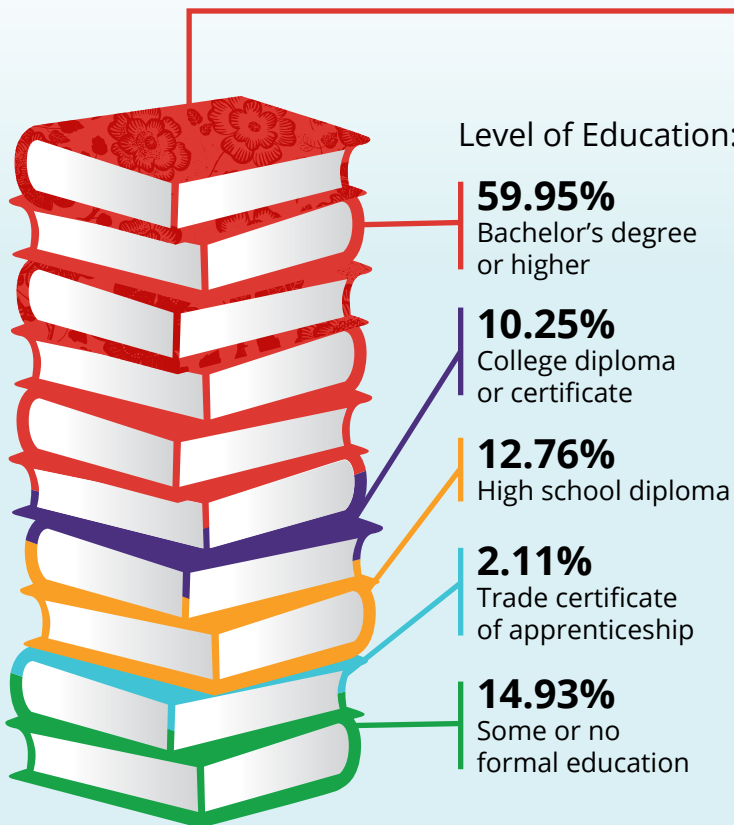
**11,520**

Gateway plans developed to assess newcomer needs and connect them to vital resources



**17,002**

language assessments to help newcomers access language classes and schooling





**363**

workshops held to help

**7,665**

newcomers gain new skills to succeed in Calgary



**3,416**

translation and interpretation services provided



**1,235**

parents and caregivers accessed health resources and received infant essentials for their babies



**1,337**

newcomers supported to increase social inclusion and build a sense of belonging in their community

from **145 countries**

Top 5 nationalities served:

**#1 Ukrainian**

**#5 Chinese**

**#4 Eritrean**

**#3 Afghan**

**#2 Indian**

helping them build better lives.

Thanks to **163 volunteers** who dedicated over **4,700 hours** to help new Calgarians thrive.



## TRANSFORMING LIVES THROUGH GATEWAY

Though they have unique stories, all newcomers have one thing in common: a personal history that predates their arrival in Canada. Some are doctors, entrepreneurs, and artists, while others are students, caregivers, and parents—all are individuals with personal dreams for their future. Gateway helps them build those dreams in Canada.

**80** partners  
**45** community resources  
**5** service locations

---

**1 Goal:**  
Building a better future for all newcomers

**Our Impact**  
**109,034** referrals sent over  
**2,076** services to help  
**11,520** newcomers build better lives.







## Ada's journey

Ada\* moved to Canada by herself, shortly after her father's passing. While grieving, she struggled to find a job, access medical care services, file her taxes, and settle into her new life in Canada.



One day, she was riding the C-Train and saw an advertisement for Gateway. She reached out for help.



Ada contacted Gateway and made an appointment to meet with a Gateway Newcomer Planner.

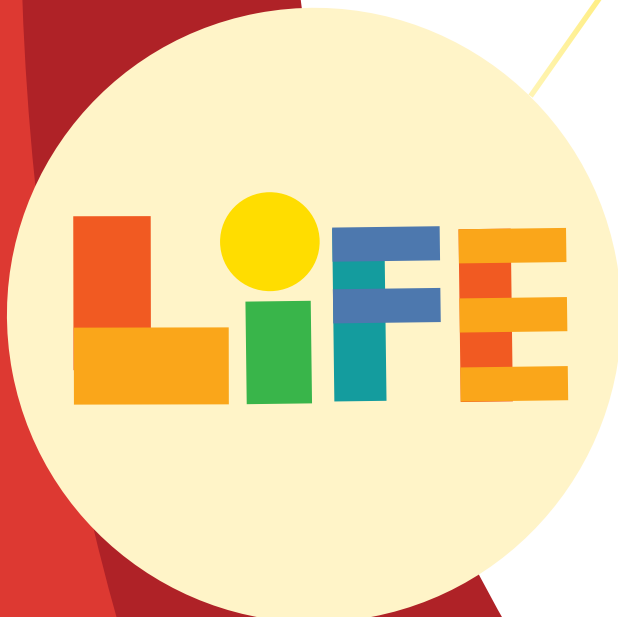
The Planner worked with Ada to co-create a plan to help her rebuild her life in Calgary.



Ada received referrals to employment resources, a primary care doctor, financial literacy training, and basic needs supports.

With Gateway's support, Ada has an action plan for her future.

*"I felt immense pressure to find a job and support myself, while battling feelings of grief and the usual pangs of adjusting to life in a new country. Thanks to the support I received from Gateway, I feel that I am well on my way to becoming fully adjusted to life in Canada and hopefully becoming a citizen of this beautiful country in a few years."*



Meet more people like Ada by visiting:  
[immigrantservicescalgary.ca/our-impact/#stories-of-impact](https://immigrantservicescalgary.ca/our-impact/#stories-of-impact)







\*Name changed to protect client's privacy.

# CREATING IMPACT THROUGH COLLABORATION

## Newcomer Knowledge Hub

The Newcomer Knowledge Hub (K-Hub) is a partnership between Immigrant Services Calgary (ISC) and the University of Calgary (UCalgary), Faculty of Social Work.

### Here is our collective impact in the 2023-2024 fiscal year:

-  Published the inaugural issue of our community magazine, Newcomer Research in Action.
-  Convened the first Dynamic Collaborative Group with academics, grantors, and service providers to discuss the ethics of research consent amongst newcomers.
-  Launched a Lunch & Learn series to close the gap between research and practice.
-  Delivered eight presentations and workshops at various immigration and settlement conferences.
-  Completed a research project on scaling digital transformation for better settlement outcomes of newcomers, in collaboration with the YMCA of Southwestern Ontario and Archway Community Services.
-  Developed five data dashboards to inform internal and partner data needs.

To learn more about the K-Hub, please visit:

[www.k-hub.ca](http://www.k-hub.ca)

## Sector Collaborations

### Job Fairs

Immigrant Services Calgary, alongside our partners in the Calgary Newcomers Collaborative (CNC) powered by Gateway, hosted two job fairs to connect newcomers to employment opportunities in Calgary.

### Our collective impact:

**1,200+** newcomer job seekers connected with  
**45+** employers to find new employment opportunities

### Immigrant Arrival Centre

A partnership between the Calgary Newcomers Collaborative (CNC) powered by Gateway and the Calgary Airport Authority, the Immigrant Arrival Centre is a booth at the Calgary International Airport where newcomers can ask questions, seek support, and establish connections to services immediately upon arrival.

### Our collective impact:

**3,731** newcomers engaged and supported with urgent and long-term needs

## Ukraine Response

Alongside our sector partners Calgary Bridge Foundation for Youth, Centre for Newcomers, and The Immigrant Education Society, Immigrant Services Calgary worked tirelessly to offer on-the-ground supports to Ukrainian evacuees at various community touchpoints and targeted events, including government-funded hotels and the St. Vladimir Ukrainian Orthodox Church.

Our collective impact:

**7,761**

Ukrainian evacuees supported with access to housing, employment coaching, language resources, welcome orientation sessions, subsidized city service supports, and health care resources.

## Gateway Newcomer Welcome Centre

In April 2023, Immigrant Services Calgary opened the new Gateway Newcomer Welcome Centre, where immigrants and refugees can easily access or be connected to the resources they need to build new lives in Calgary and Alberta. The centre was made possible thanks to support from Immigration, Refugees and Citizenship Canada, the Government of Alberta, Cenovus Energy, and Bank of Montreal.

Our collective impact:

**22,272**

newcomers accessed in-person services at the centre

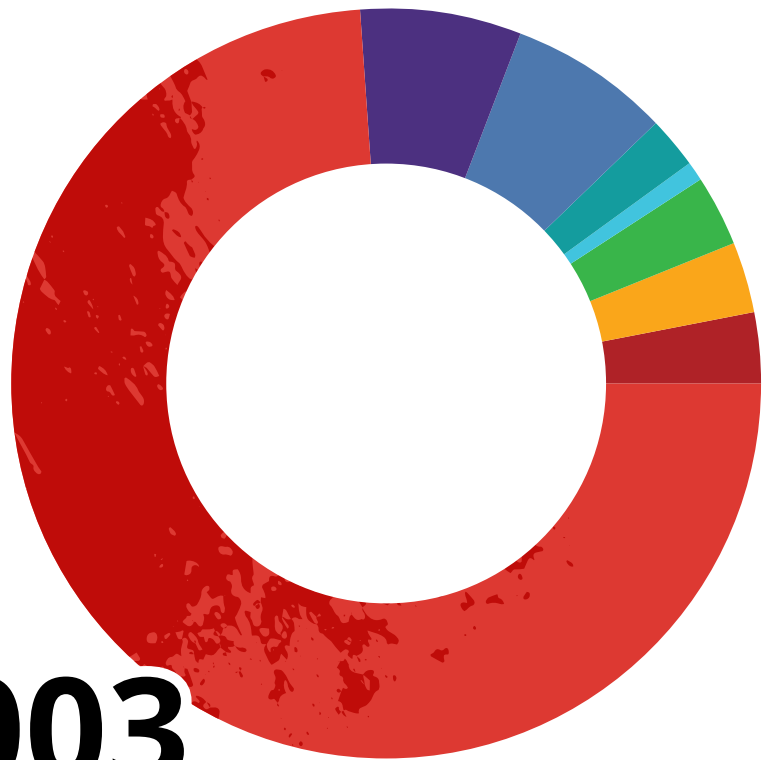


# OUR FUNDERS AND SUPPORTERS

We are grateful to our funders and donors for their commitment to supporting newcomers in our community.

## Funders:

Government of Canada	\$10,504,570	74%
Government of Alberta	\$940,972	7%
City of Calgary	\$952,228	7%
Calgary Foundation	\$235,000	2%
United Way	\$212,000	1%
Donations & Sponsorship	\$485,673	3%
Earned Revenue (ITC)	\$491,683	3%
Other Revenue	\$384,877	3%



**2023-2024  
Funding Total  
\$14,207,003**

Note: Figures are unaudited, prepared by management.

## Corporate and Individual Donors

The following individuals, corporations, and foundations have donated over \$5,000 to ISC:

- Accenture
- Amazon Web Services
- Anonymous
- Anonymous Fund at Calgary Foundation
- Brian Tsang
- Cenovus
- KSBK Charitable Foundation
- Phil Ireland and Sheila McIntosh Charitable Gift Fund
- Rhona DelFrari
- Royal Bank of Canada
- Shaw Charity Classic Foundation
- Virginia Middelberg Fund at Calgary Foundation

## 2023 Immigrants of Distinction Awards Sponsors

The Immigrants of Distinction Awards (IDA) is an awards gala dedicated to the remarkable contributions immigrants and refugees have made to create a strong and prosperous Canada. Thank you to the following sponsors for recognizing the impact of newcomers on our community.



For future IDA sponsorship opportunities, please contact [resourcedevelopment@immigrantservicescalgary.ca](mailto:resourcedevelopment@immigrantservicescalgary.ca)

# OUR TEAM

## 2023-2024 Board of Directors



**Chandy Mung,**  
Board Chair



**Alec Silenzi,**  
Director



**Barry Sinclair,**  
Treasurer



**Lisa Couillard,**  
Secretary



**Rhona DelFrari,**  
Past Board Chair



**Ada Adeleke-Kelani,**  
Director



**Lori DeLuca,**  
Director



**Anipa Jeyakumar,**  
Director



**Swapan Kakumanu,**  
Director



**David Marriott,**  
Director



**Shirley Philips,**  
Director



**Alexandra Turecek,**  
Director

## 2023-2024 Leadership Team

**Joanne Aime,** Chief Operating Officer  
**Soulafa Al-Abbasi,** Chief Development Officer  
**Vibha Kaushik,** Director of Research & Policy Development  
**Souhila Loucif,** Director of Client Services  
**Maiko Maruyama,** Director of People & Culture  
**Alka Merlin,** Director of Communications & External Relations  
**Nisha Soundararajan,** Director of Information Systems  
**Sharon Sprinkhuysen,** Director of Finance

To view our current team, please visit:  
[immigrantservicescalgary.ca/about-us/#our-team](https://immigrantservicescalgary.ca/about-us/#our-team)

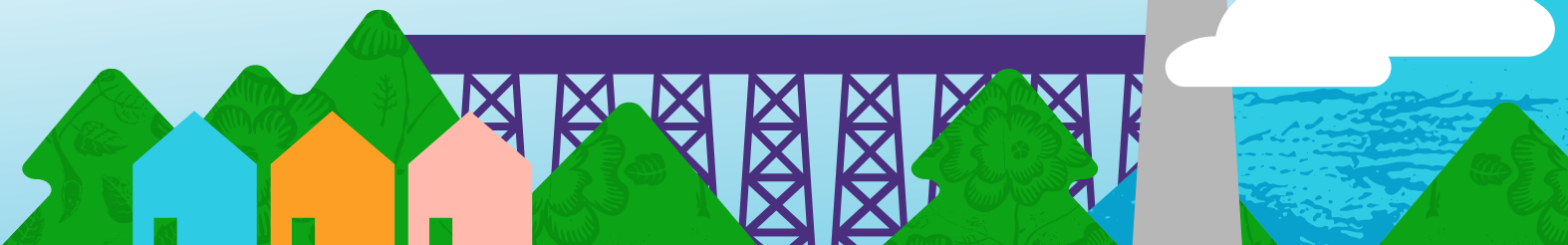
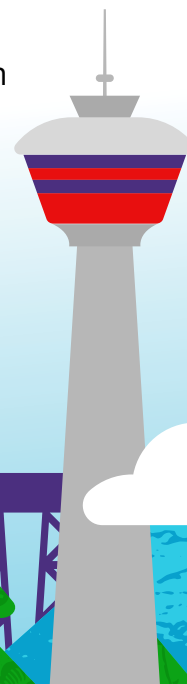
# JOIN US

**Change doesn't happen in a vacuum.**

Since 2019, Immigrant Services Calgary and our partners in the community have been on a mission to transform the settlement sector and the future of our city. This work is impossible without the support of people like you.



Join us in creating meaningful and long-term impact in our city. Be part of the change. **Donate today!**



## **The impact of your donation: Liudmyla's story**

After the outbreak of war in Ukraine, Liudmyla moved to Calgary in search of a new and safe home. Alone, she navigated the challenge of finding housing and employment—until she met with a Gateway Newcomer Planner at Immigrant Services Calgary (ISC). The Planner worked with Liudmyla to review her resume, enhance her job application and interview skills, and advise her on potential career options in Canada. Thanks to the support of her Planner, Liudmyla found her dream job with Mount Royal University's Career Services Department— and she couldn't be happier.

*"[My Planner's] guidance has not only helped me navigate the job market more effectively and secure a job, but it has also empowered me to embark on a fulfilling career journey with confidence and enthusiasm,"*



**IMMIGRANT  
SERVICES  
CALGARY**

## **CONTACT US**

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