



NEWCOMER
WOMEN'S SERVICES
TORONTO

2021-2022 ANNUAL REPORT





Pathways To Growth And Transformation

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Executive Message



Sara Asalya
Executive Director



The pandemic presented challenges felt on a global scale. Many have called the COVID-19 pandemic the double pandemic referring to COVID-19 and systemic racism. Others called it the shadow pandemic, to describe the growing rates of violence against women and girls amid the COVID-19 pandemic.

During the pandemic, many immigrant women experienced social isolation, high job loss and are survivors of gender-based violence. Many struggled to access virtual services and programs, and many didn't have access to reliable internet and technology. Therefore, NEW continued to focus on delivering programs and services that meet the immediate needs of our clients, and support their well-being, resilience, economic integration, and access to wrap-around supports.

I am excited to be stepping into this role during such a pivotal time as we navigate post pandemic recovery. The pandemic has exposed the longstanding and pre-existing social and economic inequalities experienced by immigrant and racialized women. Supporting and investing in women especially, immigrant and refugee women is key to post pandemic recovery and has never been top of mind in Canada.

I have had the pleasure of working alongside the previous Executive Director, Judy Fantham and over the last three years, we spearheaded the development, execution, and expansion of innovative and signature programs at NEW. In 2021 - 2022, we introduced and launched a number of new programs and initiatives that mainly focused on addressing the impacts of COVID-19 on the immigrant community. We introduced a mentorship program for racialized immigrant women, we launched the Sister2sister Advanced Leadership program and the Social Justice Lab, and we hosted a number of community engagement activities and public forums with a focus on social justice and solidarity building.

We continue to build our community capacity, institutional resilience and invest in programs and services that support immigrant women and their families. Our programs, services, and community engagement activities reached more than **3000** community members from across Canada. NEW is positioned to lead and transform how the immigrant and refugee serving sector can support immigrant and refugee women in their integration and leadership journey. Below, we offer a snapshot of NEW accomplishments in 2021 - 2022. This work would have not been possible without the support and dedication of our Board, staff, volunteers, funders, donors and community partners. I would like to thank NEW Board of Directors for their oversight and engagement in ensuring we are delivering on our strategic priorities. I thank our staff for their commitment to providing exceptional client services. I thank our funders, donors, sponsors and community partners for their unwavering support, and I also thank our volunteers and mentors for supporting our work and our clients. Together, we are creating pathways for growth and transformation to support and empower immigrant women and their families.

Sincerely,
Sara Asalya

A Look Back at Our 2021-2022

● April 2021

- NEW launched a new mentorship program for racialized immigrant and refugee women
- NEW launched a series of public forums including Building Solidarity to raise awareness on social and environmental social justice movements

● May 2021

- After the shocking discovery at Kamloops residential school, NEW delivered an educational workshop on residential schools and the Canadian colonial history. This session engaged more than 50 newcomer and immigrant women on social justice issues

● June 2021

- NEW hosted the Impact of COVID-19 on gender equality summit "Leaving No One Behind"
- NEW piloted a new initiative called Social Justice Lab, engaging approximately 50 Newcomer women

● July 2021

- NEW launched the SistersattheCentE program in partnership with WomenattheCentE. This collaboration aimed to support and empower newcomer survivors; combatting violence against women and providing support to their healing and advocacy journeys!

● August 2021

- NEW collaborated with Rogers in a Virtual Job Fair/Hiring event
- NEW relocated to two new address; 355 Church Street and 489 Queen Street East

● September 2021

- NEW collaborated with FirstService Residential in hosting and hosted a Job fair for youths between 18-29 via the Youth Job Connection program
- NEW hosted a Canada Goose Job fair

● October 2021

- NEW hosted a Gala with Gina Cody as the keynote speaker. The gala was attended by over 140 community members and celebrated all the sister2sister graduates and their remarkable achievements

● November 2021

- NEW hosted SistersattheCentE Summit as part of the 16 days of activism to end gender based violence. More than 70 community members participated in this summit.

● December 2021

- NEW launched a new program called Sister2Sister Advanced Leadership Program (ALP) in partnership with Schulich Executive Education,

● January 2022

- NEW hosted a Fireside Chat with Erika Casupanan, Sara Asalya and other immigrant women in leadership forums.

● February 2022

- NEW hosted the Ontario Human Rights Commission to lead a workshop on human rights in the workplace. The workshop was led by the Chief Commissioner Patricia DeGuire, and attended by 40 immigrant women.
- NEW continued partnership with The Corporation of Massey Hall and Roy Thomson Hall
- NEW launched Learn English Through Songs (LETS) program, a 10-week session for our English Language Program students to improve their English through singing songs

● March 2022

- NEW welcomed it's new Executive Director; Sara Asalya



Message From The Board



Dear NEW Members

The Board of Directors wants to recognize the important role Newcomer Women's Services Toronto (NEW) continues to play in connecting newcomers with social and economic opportunities, as well as its commitment to empowering newcomers and their families in building a life in Canada.

Board Of Directors

However, as NEW prepares to celebrate its 40th anniversary in 2023, we see an opportunity for NEW to build on its commitment and leverage its foundation of organizational and service delivery excellence to influence systems-level change for newcomers through thought leadership and partnering with like-minded ecosystem organizations.

With this in mind, we hired **Sara Asalya** as **NEW's Executive Director** in March 2022. Sara brings years of experience as a thought leader in the immigration, social justice, and community development space. Sara, along with former NEW Executive Director, Judy Fantham, stood up for NEW's successful and innovative Sister2Sister programming in 2020, which continues to grow in scope and reach.

We welcome Sara to NEW as Executive Director and look forward to her leading NEW in its transformational next chapter. The NEW Board of Directors would also like to acknowledge Judy for all her efforts in the 2021-2022 fiscal year as she continued to stabilize the organization through challenging years while transforming the organization.

She leaves a legacy of innovative programming, new locations, new partnerships, and a fundraising strategy. She also led the sector in virtual service delivery at the height of the pandemic. Judy's efforts during her three-year tenure set the foundation on which Sara and NEW will write its next chapter.

Message From The Board

The NEW Board of Directors would also like to acknowledge Judy for all her efforts in the 2021-2022 fiscal year as she continued to stabilize the organization through challenging years while transforming the organization. She leaves a legacy of innovative programming, new locations, new partnerships, and a fundraising strategy. She also led the sector in virtual service delivery at the height of the pandemic. Judy's efforts during her three-year tenure set the foundation on which Sara and NEW will write its next chapter.



Finally, we thank the staff for their continued resilience, hard work, and passion for NEW during these years of change. We are proud of the team's ability to advocate for the clients they serve while embracing change that will allow NEW to grow in the sector.

The NEW Board of Directors is made up of professionals responsible for:

- Guarding the mission of the organization and steering it in the right direction;
- Selecting the Executive Director, providing a sounding board and reviewing her performance;
- Ensuring effective organizational planning so that NEW is well-equipped to fulfill its mission;
- Ensuring adequate resources;
- Exercising appropriate oversight regarding risk mitigation;
- Monitoring the activities, the health, and the ethical behavior within the organization.

2021-2022 Achieved Goals

- Ad-hoc committee of directors
- **NEW's** Executive Director
- Restructuring Board committees to influence systems-level change for newcomers
- Active participation fundraising Sister2Sister #Project 22x22 campaign
- Supporting audit process to completion
- Mitigating operational, legal and financial risks
- Recruitment of diverse and experienced Board Members

We look forward to continuing to support NEW to further its mission, priorities, and growth strategies. We will work closely with the Executive Director to ensure that NEW continues to be a safe and inclusive place where clients can access the services and support they need to live their best lives.

Sincerely,
NEW Board of Directors

Thulasi Thedchanamoorthy, Samantha Jackson, Cynthia Vukets, Nailah Gordon-Decicieo, Rustum Juma, Fazila Moosa, Jill Wagman, Cathy Winter, and Maleeha Shams (Girls on Board Young Director)



VISION

We believe that **strong women** build **strong communities**.

MISSION

NEW empowers newcomer women and their families by providing **settlement support**, connecting them to **social and economic opportunities**, and **fostering a sense of belonging**

Our Core Values



Diversity & Inclusion



Empathy



Innovation



Integrity



Empowerment

NEW focuses on the immediate needs of immigrant women by directing them to settlement resources and providing them with language instruction, pathways and coaching towards employment opportunities as well as programs that help them overcome the systems and structures that impede their success.

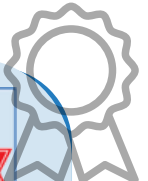
Our Story



Founded in:
1983
by a group of
Latin American
refugees



3000+
immigrants
and refugees
are served
annually



OVERARCHING STRATEGY



Newcomer Women's Services Toronto is also a member of the Citywide Commons - a group of non-profit agencies providing a wide variety of supports at 355 Church Street, Toronto

Together, we offer: Counselling services, Settlement Services, Mental Health Support, HIV & AIDS Support Services, Seniors Support Service, Grief Support Services, Family Support Services Community Development.

NON-PROFIT AGENCIES PROVIDING SUPPORT AT CITYWIDE COMMONS

1. Family Service Toronto (FST)
2. Newcomer Women's Services Toronto (NEW)
3. Madison Community Services (MCS)
4. The Teresa Group (TTG)
5. Bereaved Families of Ontario (BFO)



English Language Program

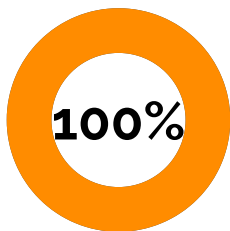
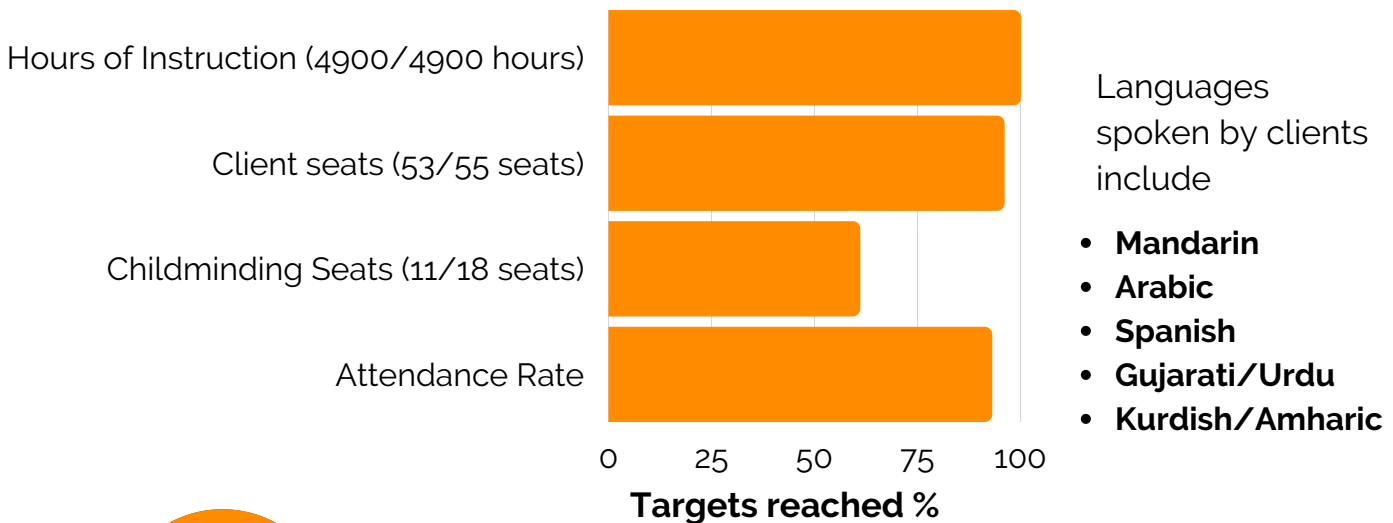
NEW has continued partnership with The Corporation of Massey Hall and Roy Thomson Hall for more than three years.

In 2021-2022, **Learn English Through Songs (LETS) program**, a **10-week session** was welcome by our English Language Program students who could improve their English while singing songs. The sessions were delivered online, and a total of **8** songs were taught by a professional musicians.

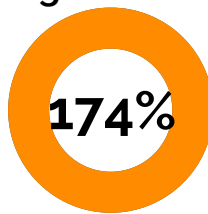


Our focus is on the five most important language skills; listening, speaking, reading, writing, and numeracy. The classes are held in a supportive environment where newcomer women (young and senior) can improve their communication skills and explore different cultures.

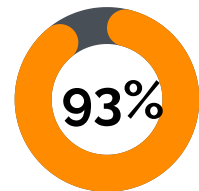
2021-2022 Fiscal



Enrollment Rate



Progress Rate



Attendance Rate

Client Testimonial

"My name is **Oksana**. I am from Ukraine. My life changed in one day. My priorities have changed too. Learning English has become a top priority in order to my future plan. In my country, language learning was not important. When I came to Canada, I needed help. I am lucky. I study **English in Newcomer Women's Services**. I am happy to study there. Because teaching is carried out at the highest level. My teacher is super professional. All teachers of the school are very friendly, kind, attentive and professional. Thanks to my teacher Elizabeth. I understand English quickly and correctly. I hope I will succeed"

Newcomer Settlement Program

History



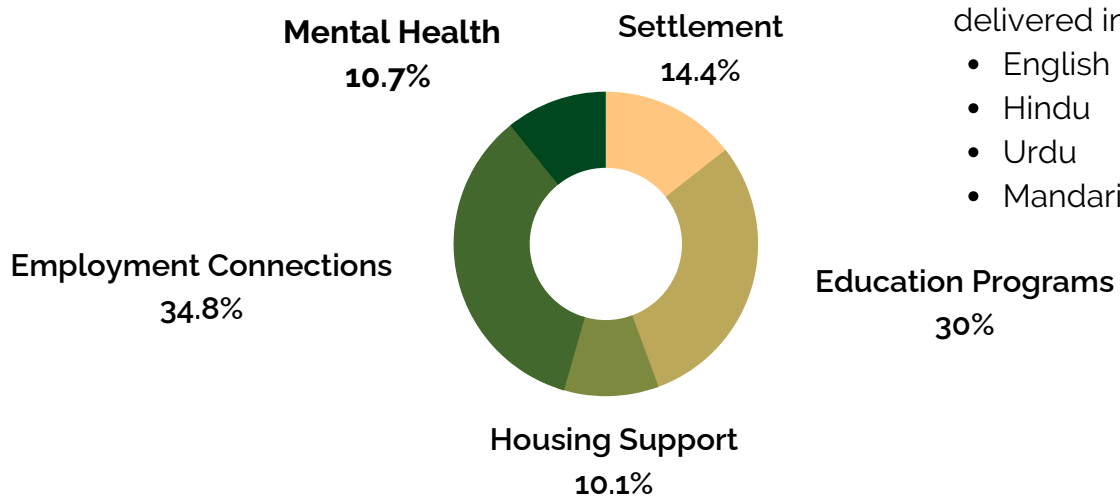
Launched in **2004**, the Newcomer Settlement Program (NSP) supports the successful settlement and integration of hundreds of newcomers (immigrants and refugees) through the provision of societal integration support.



In fiscal year of **2021-2022**, we welcomed a new Manager of Employment and Settlement Programs , **Mara Behan**.

Together with the team, they have created and executed the delivery of **23** workshops and information sessions and supported **417** newcomers to Canada through information & referral, case management, wraparound support, and the delivery of workshops.

2021-2022 Workshop Categories



1:1 settlement services delivered in **4 languages**

- English
- Hindi
- Urdu
- Mandarin

Employment Services Program

NEW's employment services program (ESP) offer a range of resources and supports that respond to both the career and employment needs of individuals as well as the skilled labor needs of employers. Our Services include;



Client Service Planning & Coordination

Individual needs assessment, assistance with referrals and community services

Job Matching, Placement & Incentives

Matching of skills to employment opportunities, Placement /on-the-job training and Financial incentives for employers to provide on-the-job training, apprenticeship, work experience.

Information & Referral

opportunities such as Better Jobs Ontario

Job Search Support

including career exploration, job search tools. Canadian workplace culture, one-on-one coaching, group workshops

FY 2021-2022 ESP in Numbers

106 Employed clients

25 Training and Education

111 Total Referrals

1215 Clients that received assistance from EO

100% Client Satisfaction



TESTIMONIAL

EMPLOYMENT PROGRAM

"I had the interview and it went well. The company hired me and I will be starting soon! I wanted to thank Aditika [NEW Employment Counsellor] for all her help. Honestly, she's been like a friend to me, I know we haven't met, but it feels like I've known her forever. I am hoping to meet her one day!"

HAPPY CLIENT

newcomerwomen.org/employment-programs

Youth Job Connection and Youth Job Connection Summer Program

This employment program focuses on **youths** (identifying as indigenous or as a racialized individual) between **15 – 29 years old**. **NEW** offers free career coaching, paid pre-employment training and job skills workshops; that focus on interview preparation, resume building, and more.

FY 2021-2022 YJC in Numbers



Canada Ontario Job Grant Program

Canada Ontario Job Grant (COJG): The Canada-Ontario Job Grant provides direct financial support to individual employers or employer consortia who wish to purchase training for their employees. It is available to small, medium and large businesses with a plan to deliver short-term training to existing and new employees.

FY 2021-2022 COJG Successes



Sister2Sister Community Leadership Program

In 2021/2022, thousands of Afghan women fled their homes in search of safety, and to retain the right to pursue their dreams. **NEW** stepped up the plate, with your help, to create a leadership program that supports and empowers Afghan newcomer women. Our focus was empowerment through mentorship support, community development and violence prevention programming workshops.

2021-2022 Highlights

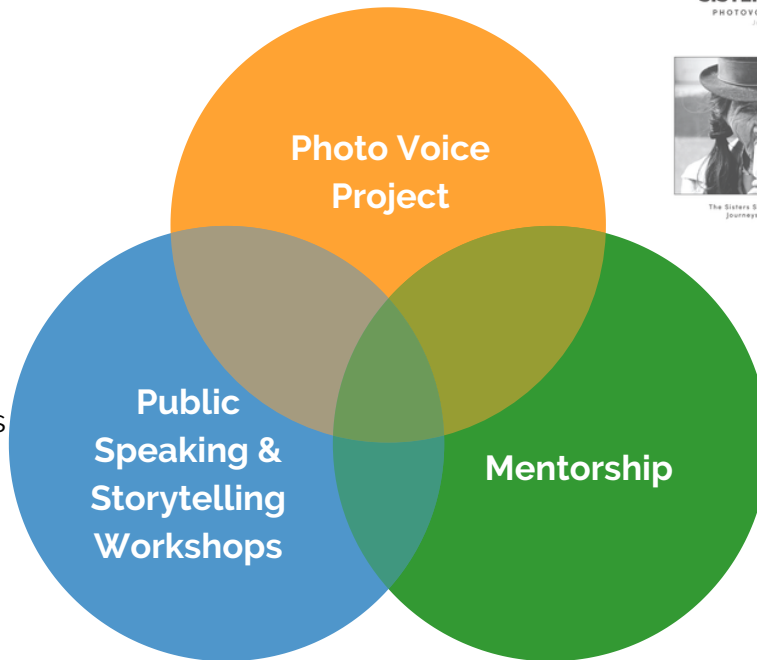
18 Photo Voice Projects Delivered

SISTER2SISTER
PHOTOVOICE PROJECT
MAY 2022



The Sisters Share their Newcomer Journey through Images

5 Workshops Held



25 Mentors matched with immigrant women on the Sister2Sister Community Program

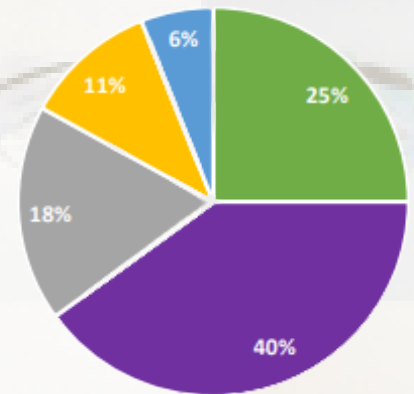
Impact in Numbers

50 Guest Speakers

23 Leadership Development Sessions Delivered

20 Sisters Graduated from the Program

25 Mentors



- I found a job as a result of my participation in the program
- I have gone into further training or education
- I became more involved in the community through volunteering
- I expanded my network
- I enrolled in another program focused on gender-based violence

New Program Highlights

Despite the challenging times, **NEW** remained dedicated to delivering more programs for newcomer women. In 2021/2022 fiscal year, NEW launched a number of programs, including the **Sister2Sister Advanced Leadership Program (ALP)** in partnership with **Schulich Executive Education**.



The centre-piece of the program include the prestigious foundational Project Management Certificate, employment readiness workshops, career coaching, and a PAID internship through a strategic partner network!

Key Successes

- 25 Immigrant women
- 15 Partnerships with industry employers
- 8 Mentors/Career coaches
- 4 Funders

84%

Graduates found meaningful employment

97%

Program exceeded the participants expectations

**SISTER2SISTER FORUMS:
IMMIGRANT WOMEN IN LEADERSHIP**

Virtual fireside chat with...

&

MARCH 5
12:00 - 1:30 PM EST

ERIKA CASUPANAN

- "I have had a journey of being under-estimated. I had young & higher voice.
- People would invite me to collaborate but weren't truly interested in my input.
- I was the underdog.
- I would be invited like an intern when I was leading a meeting.
- I want to do the right thing. But I don't like to conform. Like my purple hair!"

Among the Sister2Sister Forums, NEW/ hosted a Fireside Chat with **Erika Casupanan** and **Sara Asalya**.

Erika is the first Canadian and first person of Filipino descent to win the Survivor reality television series. The forum was attended by **over 35** participants.



Olivia McIntosh, a Sister2Sister graduate in an interview with **CBC National** talking about her experience as an immigrant woman during the pandemic. Public speaking workshops helped many of our sisters in building their confidence and in their public speaking skills.

Public speaking sessions by Michelle were excellent. She brought out the essence of how to talk on any subject, and to keep audience engaged.

Program participant

New Program Highlights

NEW also launched the **Sistersatthecentre** program in partnership with **Womenatthecentre**. In addition, **The Social Justice Lab** was introduced to tackle different social justice and human rights causes.

SISTERATTHECENTRE



This collaboration aimed to support & empower newcomer survivors of GBV on their healing and advocacy journeys!

Events Held

- 4 Information Sessions Delivered
- 12 weeks of Forum Theatre
- 1 Summit

PROGRAM SESSIONS:



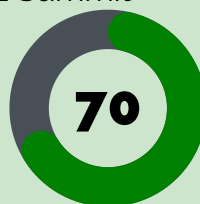
Mentoring/Training

Learn to contextualize GBV experiences, enhance self-advocacy, social action, and facilitation skills

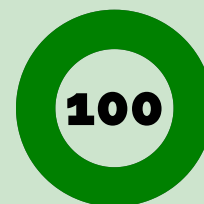


Forum Theatre

Use a variety of theatre games, storytelling & creative explorations, to develop a play



Virtual attendees



Immigrant and refugee participants

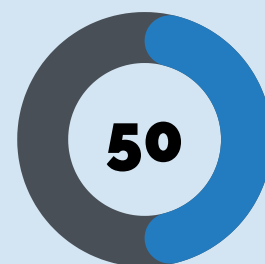
The Social Justice Lab

The Social Justice Lab is a new addition to our program that addresses several social justice, and human rights causes that ignite passion among our participants.



The Lab also requires proposing practical solutions to respond to the issues highlighted.

Projects delivered by the sisters in 2021-2022 focused on mental health, gender-based violence, and employment rights.



Immigrant and refugee participants

“ This was an eye-opening experience for me, educated me on many social justice issues faced by our community and pushed the need to call for action. Myself along with other sisters in the program have now taken a bold step in building Mitali, a non-profit community driven initiative to provide a safe, non-judgemental platform for women to be able to share their grieves, pains, struggles without the fear of being stigmatized ”

Anika Choudhury
Program participant & Founder of Mitali

New Program Highlights

NEW firmly believes in the power and impact of **mentorship** and this is why we decided to introduce this program to our Sister2Sister project. This program matches an immigrant woman from the Sister2Sister program (mentee) with a an immigrant woman of colour who successfully integrated in the Canadian society.



Mentorship Program

1

Increase immigrant women's level of confidence, selfauthorship, and sense of belonging

2

Support immigrant women in their leadership journey and career advancement efforts

3

Help immigrant women to breakdown barriers and develop strength and resilience strategies

“This program has changed my life for better. The program has motivated me to be a leader. The story of mentees or mentors and all the inspiring people who I met during the program has impacted how I think of immigrant women in Canada. Immigrant women are achievers. The summit, leadership workshop and storytelling sessions during the program make me think I need to learn and grow personally and professionally”

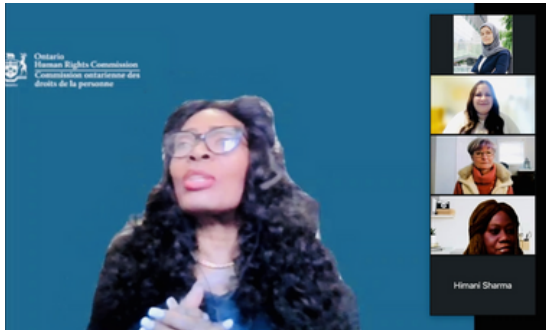
Sister2Sister Mentor

Public Forums For Social Change

During the 2021/2022, more than **1000+** community members, participated in our events, forums, summits and leadership workshops. Below are some of the projects **NEW** held.

01 ONTARIO HUMAN RIGHTS WORKSHOP

NEW hosted the Ontario Human Rights Commission to lead a workshop on human rights in the workplace. The workshop was led by the Chief Commissioner Patricia DeGuire, and attended by **40** immigrant women



02 END OF PROGRAM GALA

NEW hosted a gala with Gina Cody as the keynote speaker. The gala was attended by **over 140** community members and celebrated all the sister2sister graduates and their remarkable achievements



03 BUILDING SOLIDARITY ACROSS MOVEMENTS FORUM

This forum featured diverse social justice and grassroots movements to learn how immigrant and refugee communities can educate, organize, and mobilize their communities

Impact

- 3 Forums**
- 13 Speakers**
- 1 Partner**
- 120+ Partnerships**

BUILDING SOLIDARITY ACROSS MOVEMENTS

The Newcomer Women's Services Toronto and The Newcomer Students association are hosting a series of public forums aimed at mobilizing the immigrant and refugee communities to get involved with different social & environmental justice movements. Building Solidarity Across Movements feature diverse social justice and grassroots movements to learn how they educate, organize, and mobilize their communities and how they build solidarity across differences and across movements.

Join us for our FINAL event on Thursday, July 8, 6:30 - 8:30 PM EST via Zoom

Featured Speakers

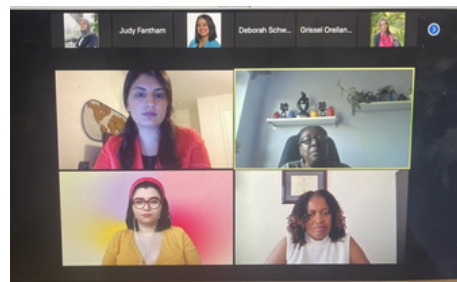


04 SISTER2SISTER GENDER EQUALITY SUMMIT

OCASI ED & Canadian Women's Foundation ED, Platform ED & Sister2Sister mentor discussing Intersectional Feminism and Social Justice at the gender equality summit

Impact

- 4 Panels & 2 Keynotes**
- 17 Speakers**
- 8 Partners**
- 45+ Participants**



"The summit was very insightful & engaging. Excellent speakers who discussed timely issues related to COVID19 and gender equality" - Summit participant

Our Funders & Sponsors



Our Partners



WomenatthecentreE



We thank you for your continued support in our efforts to contribute to **Newcomer Women's Services Toronto**

Our Volunteers & Mentors

Thank you to our committed volunteers for their contributions to impacting the lives of our newcomer clients. In this report, we are highlighting a few of our committed volunteers.



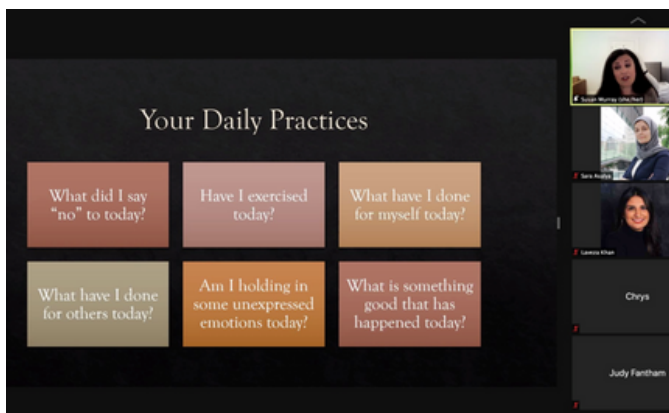
SISTER2SISTER
Volunteerism Award

MICHELLE SPEAR

Michelle Spear won the volunteerism award for 2021 - 2022 for her work delivering public speaking and storytelling training for our clients



Sara Hormozinejad won the Mentor Impact Award with her mentee Azadeh Bokaei who is a Sister2Sister participant and recipient of the Sister2Sister Self-Actualization Award



Dr. Susan Murray has been a dedicated volunteer delivering many training sessions and workshops for the Sister2Sister programs

Treasurer Report

Dear NEW Members:

As we close out another year under these challenging and unprecedented times, I would like to thank NEW's Finance team for their continued dedication to the organization's operations and success. I am pleased to report that our external auditors, MNP LLP, provided NEW with an unqualified opinion on the organization's financial statements for the fiscal year that ended Mar 31, 2022.

The opinion indicates that the financial statements have been prepared and fairly presented in accordance with Canadian accounting standards for not-for-profit organizations. The detailed audited statements have been shared with the members. We have provided an abridged version of NEW's statement of operations, below. NEW continued to demonstrate strong financial performance during fiscal 2022 despite the challenges it faced operating in a pandemic environment.

For the year ended March 31, 2022, NEW had expenses over revenues by \$58,946 primarily due to increased operating expenses related to NEW's move to a new vibrant location.

Sincerely,
NEW Board Treasurer,
BO WANG FRAPPE

NEWCOMER WOMEN'S SERVICES TORONTO ABRIDGED STATEMENT OF OPERATIONS FOR THE YEAR ENDED MARCH 31, 2022

	2022	2021
Revenue	2,108,101	2,139,990
Expenses	2,167,047	2,136,048
Excess of revenues over expenses	(58,946)	3,942



NEWCOMER WOMEN'S SERVICES TORONTO

ANNUAL REPORT

Strong women build strong communities

2021/2022

