

2016-17 Annual Report



IRCOM Highlights



91.5 % of IRCOM tenants are refugee families.

Newcomers not only make Manitoba a multicultural, vibrant place to live, they also bring fresh ideas, new skills and contribute to growth.

IRCOM welcomed teachers, nurses, doctors, farmers, artists and many other professionals this year!



Our second site, **IRCOM Isabel**, opened its doors in August! Since then **33 families** have found a new home with us.



To help newcomer families settle rapidly and successfully, we conducted **780 home visits** and held **4,200 drop-in sessions** to deliver personalized supports to tenants.



Close to **\$1.9 million in benefits, grants and entitlements** were leveraged through the Access to Benefits Program for 202 newcomer participants.



An amazing **221 dedicated volunteers** contributed more than 10,868 hours or the equivalent of 5.5 full time staff.



We are very proud of two students who started with no English, completed all four levels, and are now in Adult Education working towards their high school diplomas. This year, **27 youth in our Homework Program graduated from high school**, and two thirds are registered for post-secondary education.

Mission and Objectives



Mission Statement

IRCOM strives to empower newcomer families to integrate into the wider community through affordable transitional housing, programs, and services.

IRCOM Objectives

HOUSING: To provide safe and affordable transitional housing to low-income newcomer families in their first three years of living in Canada. To ultimately provide newcomer families with a comfortable and nurturing environment that empowers both parents and children to smoothly adapt to their new community.

PROGRAMMING: To connect people with quality and accessible programs that support participants and community members to gain the tools they need to integrate and settle into Winnipeg life. Our programs will consistently aim to fill gaps and build partnerships with others working in the community and settlement sectors.

BE AGENTS OF CHANGE: Help to facilitate systemic change by engaging the public and policy makers to better understand newcomer issues, while highlighting the stories and voices of newcomers with the goal of achieving wider societal change.

BUILD COMMUNITY: Create and support a community within and beyond IRCOM where individuals feel safe, loved, cared for, welcome, supported, respected and included.

DEVELOP AS A 'LEARNING ORGANIZATION': To be a 'learning organization' that is always developing, adapting and growing, as we work to meet the changing needs of our staff, stakeholders and community members.

Executive Director's Message



The excitement was contagious. We were finally going to open our second housing complex, “IRCOM Isabel”! The staff team had been preparing for this moment for years and our partners at Manitoba Housing were unflagging in their determination to open this building so that IRCOM could provide a safe, affordable home to more newcomers to Canada than ever before. Our staff team worked tirelessly to ensure that our programs could transition smoothly and newcomer parents, youth and children would experience the least amount of disruption. There were inevitable bumps along the way, but our friends, part-

ners and amazing funders worked with us, allowing us maximum flexibility so we could set up the site properly. Almost a year later, we are close to full occupancy. The happy laughter of children echoes through the sunny halls, and families are benefiting from a myriad of programs that are available at their doorstep. Our neighbourhood partners have greeted IRCOM with open arms and we work hard to build a sense of community both inside and outside our walls.

We were fortunate to have strong leadership throughout this historic change; from our board, our incredible staff and management team and innumerable dedicated volunteers; all of whom led the charge in different moments to make IRCOM Isabel possible. Our mutual thanks to all, we couldn't have done it without you!

Shereen Denetto, Interim Executive Director and Dorota Blumczyńska, Executive Director

President's Message

On behalf of the Board of Directors, I want to express my gratitude to the funders, staff and the entire community of IRCOM for the continued support throughout the year.

This year as the previous year was full challenges and opportunities. After the long delay, we are all so grateful for the successful opening of IRCOM Isabel in August last year. The first intake of tenants took place in October for IRCOM Isabel. So far, 34 units have been filled out of the possible 48. Six of these units are designed to serve tenants with mobility challenges.

We are in the final year of the three-year strategic plan that was developed by management, board and some members of the IRCOM community. The implementation of the plan continued to progress as planned. One of the initiatives I would like to highlight is the collaboration between IRCOM and the Indigenous community. There has been a lot more collaboration with Indigenous peoples and IRCOM continues to strive to build relationships between newcomers and Indigenous peoples.

During our Executive Director's (ED) maternity leave, our very capable Shereen Denetto assumed the helm and performed her duties as acting ED with competence, passion and class and we thank her for that. Now that our ED Dorota Blumczynska returned from her maternity leave, the transition has been smooth.

On behalf of the Board of Directors, I wish to thank IRCOM's staff and management for the great dedication and selfless work they continually provide to all our stakeholders.

I personally want to thank the Board of Directors and Committee members for their commitment and dedication to the success of IRCOM. As Board President, I am pleased to end my 7-year tenure at IRCOM on a high note as we continue to provide excellent service to newcomers who come to Canada to live, prosper and raise their families.

Ab Freig, IRCOM Board President

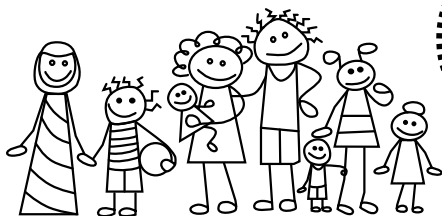


Programs Diagram Path June 2017

After School Program

"I love IRCOM [After School] program. I get so much help with my homework, and they have helped me understand what I need for university." Youth who attend the program get assistance with their homework from knowledgeable volunteers and staff. The youth homework program takes place from 4-8 p.m. while the children's program, 4-6 p.m. The children participate in diverse learning activities through art, organized games, cooking, swimming and literacy. Recreation and life skills activities for the youth take place 7-9 p.m. They include cooking, soccer, basketball, leadership employment and healthy relationships.

House *"IRCOM Ellen was convenient for markets, hospital, and the playground at Central Park, also the CRP office staff were very helpful. We were happy to participate as part of the Neighbourhood Watch, we felt very secure."* Tenants at both Ellen and Isabel benefit from subsidized housing. Each tenant can live at IRCOM for three years.

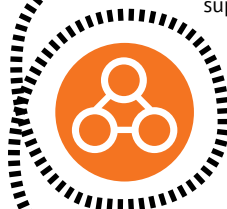


Our family had been in Canada less than 6 months when we applied to live at IRCOM



Community Resource Program

"It is difficult to get a job; you need to know people. We did not know many people before we came to IRCOM. Now we are getting to know more people." This program connects tenants to available resources. The staff also conduct a needs assessment and follow up so tenants meet their settlement goals. Regular workshops and outings also support rapid integration.



Greening Program

"In our first spring at IRCOM, we were surprised that they were offering an opportunity to plant within the building. The Coordinator took me to the balcony to see the boxes of soil that would be assigned to each family. I was excited, I cleared the weeds, prepared my garden and was ready to plant in no time." Up to 16 IRCOM tenants obtain a plot to plant their vegetables in the summer on IRCOM Ellen's balconies. Tenants save on groceries during the growing season and many enjoy planting vegetables indigenous to the communities they come from.



Asset and Capacity Building Programs *"When I joined the Saving Circle Program, I wanted IRCOM to support me so that I buy a computer because I knew it will help me to learn English. I also wanted to access information on job opportunities and be able to write resumes in order to apply for jobs online. I was pleased that in addition to meeting this goal, I gained much more than what I expected. Money Management Training indeed was a blessing for me. The most I learned from it was to make a budget by listing every month what my needs and wants are."* Staff facilitate workshops and one-on-one sessions on financial literacy. Participants learn how to save towards a goal and how to spend their income based on their needs. Newcomers also get the opportunity to learn how to drive through classroom instruction and in-car training. The Access to Benefits Program helps newcomers access benefits they are entitled to.

Volunteer & Community Services Program

Through the Family to Family program, one Canadian family was paired with two newcomer families who were related. Later, their sister also moved to Canada and her family was welcomed to join them. These families were facing some significant challenges including hearing impairment and language barriers but with time, participants gained confidence to speak English and felt welcomed. There are many other programs at IRCOM that are dependent on volunteers.

Strengthening Families Program

When newcomers move to Canada, parenting strategies that worked in their country may not necessarily work here. Youth are often susceptible to engaging in risky behaviours. This program gives parents more skills to protect and raise their children in Canada. It also provides teens with information and skills to deal with peer pressure and parents. Parents and youth feel closer and have fewer fights and arguments.

Newcomer Literacy Initiative

"The object that represents my family is a pen. It is a small object that helps you write. It is important because the whole family is studying and a pen is something that we can't write without." Newcomers value the need to learn English. They want to communicate fluently so they can access services, buy items at the market, take some courses in school or get a job. Half day English classes are held in the mornings and in the afternoons. Child care is provided when the parents are in class.

Child Care Program & Early Childhood Development Hub

"My child was learning to spell her name at the beginning of the year. She struggled with her "S" the most and with lots of practice and a few spelling games she came to program and proudly showed everyone her fabulous "S"s". She no longer struggles and can now also write her numbers 1-20." Child care is provided for all IRCOM programs. Our new ECD Hub provides licenced child care, respite and crisis care, plus parenting programs.



Ellen House

Winnipeg's vacancy rate remains low at **3.2%**. By providing affordable housing to newcomer families, IRCOM facilitates their integration process and gives them an opportunity to focus on other challenges they may be facing.

Newcomer families are offered **3-year transitional housing** at IRCOM through an agreement with Manitoba Housing and Renewal Corporation.

Our LITE Program **hired 6 tenants to obtain valuable Canadian work experience**. Over four months they mowed lawns, removed snow, painted and trained in welding to fix metal fences. IRCOM's tenant volunteer program **recruited four volunteers as cleaners** at both IRCOM Ellen and Isabel. Three of the volunteers were offered a 1-year contract upon completion and one was hired into a permanent position.

“ I was already independent because I lived in South Africa for 13 years before coming to Canada but I appreciate all the help I received. I participated in training as a volunteer cleaner and on the LITE Newcomer Skills Building Program where I earned some money to help pay for expenses for my children I am supporting overseas but I wish there were more paid work opportunities to help.

**A single parent with two children,
from Somalia**

COUNTRY	FAMILIES/UNITS	INDIVIDUALS
Eritrea	14	67
Syria	14	65
Somalia	11	58
Ethiopia	4	14
D. R. Congo	3	11
Iraq	2	10
Bhutan	2	8
Ivory Coast	2	7
Burundi	1	6
Nigeria	1	6
Rwanda	1	5
Sierra Leone	1	5
India	1	4
Liberia	1	4
Burma	1	3
Colombia	1	3
South Sudan	1	3
Tunisia	1	3
TOTAL	62	282

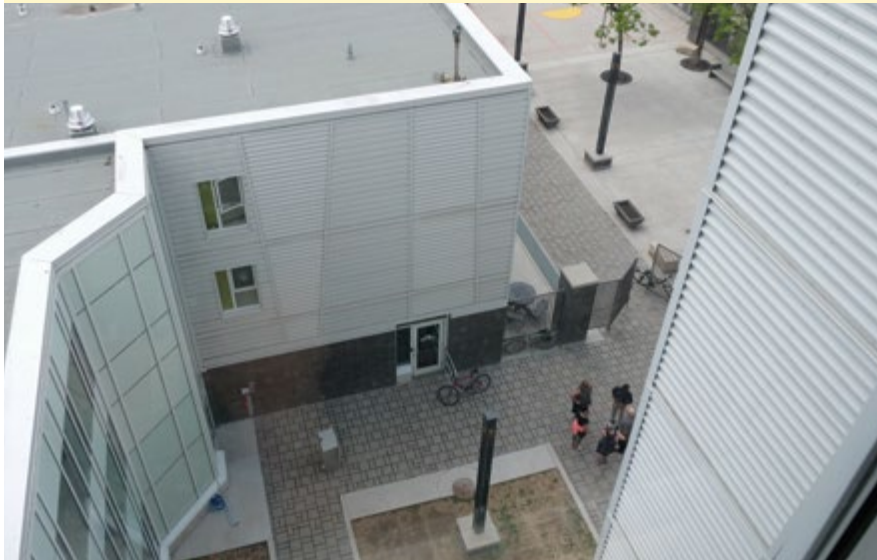
Tenant demographics for March 2017





Isabel House

IRCOM Isabel opened its doors in August 2016. This beautiful facility houses 48 families and features large modular suites that combine a 3 bedroom with a bachelor suite to house large or extended families. It is equipped with an innovative facility- a heat treatment room for bed bug prevention. 6 barrier-free units are designed for tenants who use a wheelchair.



“ My family is really happy to be here and take part in all the activities. We have a clean house and we have people to help us. You are all very friendly and help us to find our way here. Without English, things are not clear to us, but you help us out.

Tenenke Sangare, Cote d'Ivoire

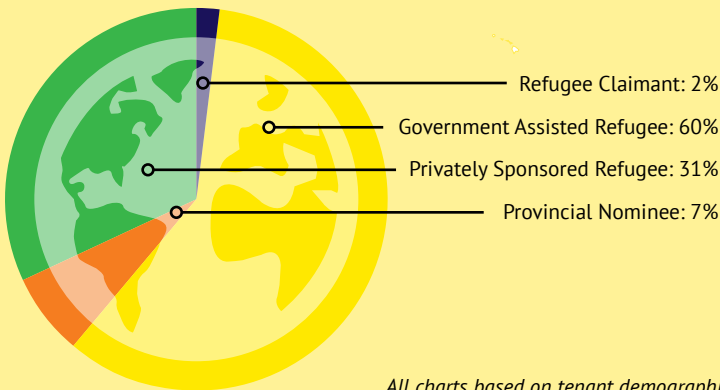
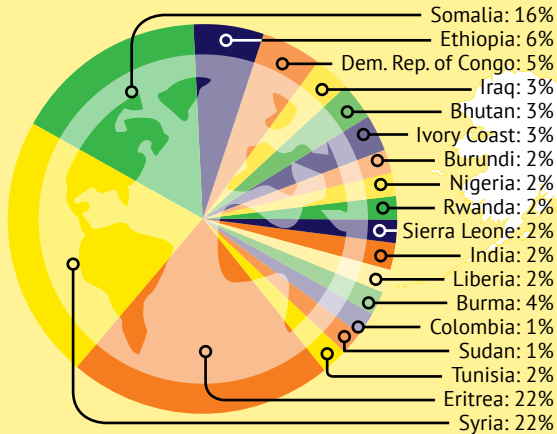


COUNTRY	FAMILIES/ UNITS	INDIVIDUALS
Syria	9	46
Eritrea	9	35
D. R. Congo	3	18
Somalia	3	17
Ethiopia	2	7
Ivory Coast	2	6
Iraq	1	6
South Sudan	1	5
Djibouti	1	4
El Salvador	1	4
Philippines	1	4
Tunisia	1	4
TOTAL	34	156

Tenant demographics for March 2017

Welcome to

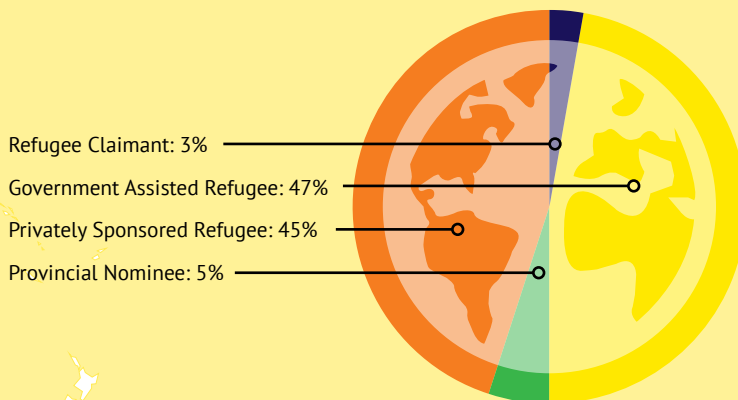
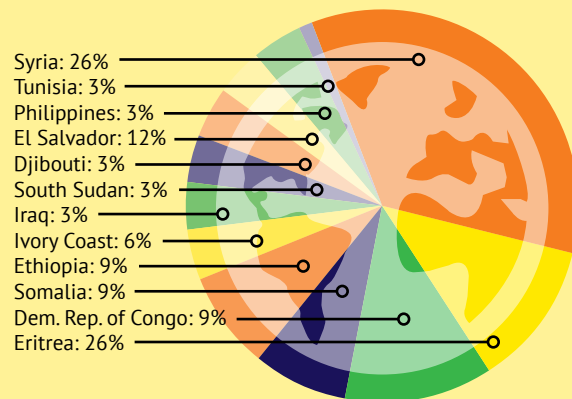
Ellen House



All charts based on tenant demographics for March 2017

IRCOM House!

Isabel House





After School Program

The Homework and Education for Youth (HEY) Program **served 194 youth**. Of these, 82 were new. This program supports youth between the ages 12-21 that are enrolled in secondary school. On average, **36 youth attend per night**. Recreation activities are lined up right after homework and they include leadership groups, employment programs, skating, soccer, cooking, basketball, and many other activities.

Children's programming saw a successful year with **92 children registered at Ellen** and **33 at Isabel**. This program is for children 6-12 years. Activities included arts & crafts, organized games, literacy, hockey, swimming, cooking and more. Each Wednesday, children attend programming with their family members.

In soccer, the Boys U15 & U18 both **won their respective playoffs** taking home the Cambrian Champions Cup. The **U18 boys won in both the league championship** and playoff championship for the second year in a row. **Girls U18 team fought hard in a very close game** and brought home silver medals in the playoff finals.

“ It's somewhere where I can connect and be open. I feel comfortable and I feel like I can say anything and know that they will understand me. The staff are great and know how to handle our craziness.

Aweng, 17 yr. old from South Sudan



In the Employment Program, 16 youth were enrolled in paid work placements, 7 were hired for ongoing work after their placement. In addition, 10 youth were hired as Junior Staff at IRCOM through the paid internships program and 45 ASP youth were offered volunteer placements.





Community Resource Program

The program provides **core settlement services**. Daily, dozens of tenants drop in to get help with letters about **taxes, school forms, income support and more**. Beyond the drop-in supports, they provide needs assessments, home visits, systems navigation help, outings, mental health supports and regular workshops on everything from winter survival to gang awareness.

This year there were over **4,000 tenant drop-ins** requesting information and support. About **3,000 referrals** were made to resources available within IRCOM and other agencies. The parent-child program **Wiggle, Giggle and Munch** co-organized with Dufferin School was very popular, helping build healthy parent-child relationships and neighbourhood connections.

Tenant community meetings are a space where tenants get to meet staff and vice versa. This year, **two community meetings took place at Ellen in September 2016 and March 2017 and one at Isabel in February 2017**. At the meeting, staff with the help of interpreters briefly present about their programs and answer any questions that may arise. Tenants raise any concerns about the building and program delivery. Each meeting ends with a multicultural feast.

“ *IRCOM is very good. You help me with everything and you explain all the letters that I receive. You are doing big work for us.*

**Fanta,
from Liberia,
arrived in Canada 2015**



48 families received
a global needs
assessment and 449
tenants participated
in settlement
workshops,
activities,
and outings.





Greening Program

The Greening Program offers IRCOM tenants **growing plots on the balconies** of IRCOM Ellen and at Dufferin School. Single parents are often prioritized as there is always a huge demand for space to grow vegetables.

This year, the tenants **received training on soil preparation** in their first language. A volunteer spent one-on-one time mixing soil with peat moss for each of the tenants. **Tenants were provided with seedlings and fertilizer.** IRCOM balconies blossomed with bell peppers, pumpkin, tomatoes, beans, hot chilli, green onions, lettuce, eggplant, potatoes and cucumbers.

The growers held a **harvest festival at the end of the season** to showcase their produce. They also shared their inspiring growing experience and treasured recipes with other tenants and staff. For each of the growers, it was very fulfilling and **an opportunity to make their cultural dishes right from their garden.**

IRCOM continues to actively participate in the **Newcomer Food and Nutrition Network** hosted by Food Matters Manitoba. Tenants who plant at Dufferin School benefit from interacting and learning from other growers in the community.

“ This year will be my first planting in the garden. IRCOM has given us a space to plant vegetables on the second-floor balcony. I share the garden with my mum and we take turns to cultivate and water our plants. Prior to this, I did not have any experience managing a garden because we did not have a plot of land in Ivory Coast. When I was invited to plant in containers on the balconies, I was excited and did not mind at all planting in small containers. Now that I have worked on my garden for a few months, I like growing in my small garden. I currently have tomatoes, potatoes, hot pepper, eggplant, carrots and green onions. The most exciting thing is if I need anything, I do not



*have to go to the grocery store,
I have it ready in my garden.*

*I save about \$30 every
month when I harvest my
potatoes and onions. I feel
good because they are fresh
and ready from the garden. I
benefit a lot from gardening
because I save on time to
go to the grocery to buy
vegetables. With boys so
young, I would need child care
each time I go to do grocery.
I am grateful to IRCOM for
going out of their way to
support us in many ways.*

***Fatoumata,
from Liberia,
arrived in Canada 2015***



**16 newcomer families obtained
space to grow on IRCOM
balconies; a team of
growers prepared
recipes and shared them
at the harvest festival.**





Asset and Capacity Building Programs

The Saving Circle Program **enabled 60 newcomers** to save for needed assets. Participants purchased **36 new computers, 28 sets of furniture** and a few appliances. They expressed increased understanding of the Canadian banking system and managing their finances.

About **20 participants** participated in the Transportation Loan Financial Literacy Program. Over **40 one-on-one money management sessions** were delivered, which focused on individual financial management skills, saving plans, goals, credit, investments, and more. Participants expressed increased money management capacity and reduced levels of stress related to the repayment of transportation loans.

The Access to Benefits Program **assisted 202 participants** to access about **665 separate benefits** such as Income Tax Refunds, GST, Canada Child Tax Benefit and more.

“ I am thankful to IRCOM because now I learned how to make a budget, a plan, how to make priorities and save money as much as I can, so that I can meet other important goals. The cost for groceries has been reduced. I am very happy because I do not buy things as a habit when I pass by a shop or accompany my friend to a store. I now take my time to compare the prices from different shops. Before I buy something, I think twice. I am so happy to have a computer for my education and information. If I need help from someone who is not living nearby, I take the computer with me to her house, it is easy to carry, and this is very useful. I feel that my life has improved, I feel less stressed. My English is now far better. I am hopeful of my future because with this computer I am learning continuously.”

Tsehaynesh Mzebere,
from Eritrea, arrived in Canada 2014



In the Individual Development Account Program, over two years, 23 participants each saved \$1000 and cashed out \$4000 for their own or their children's education. The program helped participants continue saving and realize a long-term goal.



Child Care Program

Every single child below six years of age has come to program at least once while their parents are attending programs or workshops. The **children learn about Canada** alongside their families. The program invests in getting to know the parents and establishing trust. Some families may have lost loved ones and it is therefore always our priority to ensure we nurture strong relationships.

Parents often ask staff to **teach the children how to write and speak English**. We do this through **play-based learning activities** such as arts and crafts, baking and working together. Pumpkin carving was very popular this year! The children worked in pairs to create their own pumpkin art pieces. They also loved baking and made a mess which staff found adorable.

Child care staff had a chance to learn a new methodology that **focuses on language and enriched caregiving**. This involves children and staff speaking their first language in programs. It is meant to **help children build a strong self-esteem** and have confidence to explore a new language like English.

“ Thank you for IRCOM they gave us great opportunities. I'm very thankful about all programs, especially to childcare program. Without childcare I could not attend to English class because its so hard to find someone who can care my child.

First day, Ritaj had hard time separating with me and meet others. But now, she loves to go to her class. She loves her teachers and friends. She learned lots of things like songs, alphabets, sharing toys, caring others and making new friends too! It's like school!

I love how teachers welcoming us. I feel like home. They have great snacks and activities. I wish we have class everyday or have longer class hours!

*Rana Alsafi (Ritaj's mom),
from Syria, arrived in Canada 2016*



62 children attended child care for the English classes, 84 for the Asset Building Program, 36 for the Newcomer Driver Education Program, 20 for the Strengthening Families Program and 126 in programs for tenants.





Volunteer and Community Services Program

Groups, individuals and families alike offer their talent and skills and in turn learn about different cultures. We also **partner with 9 colleges, universities and agencies** to provide a rich learning opportunity for students from varied disciplines.

The Family to Family Program **recruited 15 newcomer families and paired them with 15 Canadian families**. The program celebrates a diversity of Indigenous, newcomer and Canadian communities while bringing them together.

All volunteers were offered a **tour of IRCOM Isabel in October** and were encouraged to participate in trainings throughout the year. Some of the trainings included; Food Safety, First Aid and Refugee 101. Top volunteers were recognized for their commitment at the **Volunteer Mingle Awards event**.

“ I volunteer in teaching English for personal growth and to give back to the community. English has been my strongest subject and I enjoy helping people. Learning English when you are just a beginner can be difficult; you are new and may need some help. I grew up in Winnipeg, but my family went through the same experience when we moved from South Korea when I was very young.

I enjoy interacting with the students and support them with any questions they may have. On other occasions, I help the teachers with facilitation of the lesson. One of my favorite parts of volunteering at IRCOM are the potlucks with food from all around the world. It's a great way to celebrate cultural diversity in Canada.

I encourage people of any age to volunteer and get involved with IRCOM.”

Eun-ah H., NLI longterm Volunteer, 3 years



This year we had a total of 221 volunteers. 60 volunteers were in the After School Program, 47 were in English classes, 25 were in Adult Language Partners, 13 were in the Child Care Program, and 9 were in other programs. In addition, we hosted 20 practicum students.



Newcomer Literacy Initiative

Our program offers **Foundations and Benchmarks 1-4 English classes** to newcomers at three different locations: Hugh John Macdonald School, IRCOM Ellen and IRCOM Isabel. This year, **107 students attended classes**. Students who graduated from the program have moved on to employment or school. Two female students who finished Benchmark 4, **joined Adult Education to complete their high school education**. One of the students learned the basics of reading and writing as she had never attended school in her country of origin, Somalia.

This year, the Foundations class held **computer literacy sessions**. The students learned how to do research and find jobs online. **24 students purchased computers**. The students found these skills very useful, using their computers to add to their vocabulary when they did not have access to their teacher or peers.

International Adult Learners Week was celebrated in March by hosting our very own “Culturama”. Students conducted research on their computers on countries different from their own. They presented about the leaders, seasons, foods, language and population of many different countries.

“ My English is getting better every day because I am learning a lot about new words. I develop my writing, listening, speaking and reading. Before I had difficulty to speaking one sentences now I am able to the conversation. Some time I am difficulty to listening. I appreciate my teacher for teaching me everything.

**Niclette Matuba CLB 3 / 4,
from Congo**



Students raised \$70 and donated bags of clothing to support refugee asylum seekers coming to Winnipeg.





Wahkohtowin – Strengthening Families Program

Parents and children may collide when it comes to enforcing discipline in Canada. This new program equips parents with **skills to reinforce positive behaviour** and to address conflicts with their children. Teens and children gain **knowledge and strategies to avoid peer pressure** and enhance communication with their parents. The whole family attends this program together.

Two youth from the program are now volunteering in other IRCOM programs. Parents' communication skills have improved. One family who used to have calls from the school on a weekly basis saw a significant reduction. One parent said that after attending the program his **communication skills drastically improved**. 100% of families enrolled have completed the 14 week program and celebrated graduation.

The participants had a **mid-way celebration during the program**. The celebration was characterized by cultural music, dancing, playing chess, board games, and children's games.

This program is a **unique partnership with 4 organizations**. It is hosted by Ka Ni Kanichihk. Our other partners are Ndinawe, Spence Neighbourhood Association, and the University of Manitoba.

Wahkohtowin is a Cree word which refers to the concept of kinship or the state of being connected.

“Even though we are already familiar with (SFP) skills, the lessons have helped to reinforce the skills and also remind us of what we are not practicing as parents and this has made our parenting really easy.”

**Osama Haj Hameidi,
from Syria, arrived in Canada 2015**

“I learned in the program different way to talk to my mom and to work together with my brothers to help her”.

SFP- Male Youth Participant



Families were dedicated to this program; many showed up early for every weekend session!

10 families took part in this new program; 15 parents, 14 youth and 14 children.





Early Childhood Development (ECD) Hub

We are thrilled that after many years of collaboration with Healthy Child Manitoba and Freight House Early Learning and Care (FHELC) we finally opened our **Early Childhood Development (ECD) Hub** in early 2017. With **20 licensed child care spots** (4 infant and 16 pre-school) provided by FHELC, weekly parenting programs and individualized home visits, the IRCOM ECD Hub is an incredible addition to our holistic wrap-around approach to settlement.

The ECD Hub model is uniquely tailored for refugee parents. 20 child care spots are divided into **6 full-time spots, 12 part-time spots** (AM and PM) and **4 crisis spots**. Crisis spots are for families needing temporary care to deal with emergencies and other urgent matters. We also have **respite care on Friday afternoons** for those parents that just need some space for grocery shopping, rest or self-care.

The ECD Hub uses the **Abecedarian Approach** – an approach to early childhood development which includes **playful interactions, enriched care, and stable relationships among children and adults**. Through Red River College, all ECD Hub staff were trained in the Abecedarian Approach.

“ I have been four month in IRCOM. It is very nice. I benefit from the daycare and the family program. I improve my way speaking English and make many friends. I have benefit from daycare because when I go anyplace, I have to take my daughter with me. But now she is in daycare and I go to school eg: Manitoba Start and Entry Program. Also from the family program I take many information. How your kids be safety and how to use compost. Also how to control emotions and created new thing. I make volunteering in daycare for four day that means two weeks. It is very good and I love the kids also. I learn from the teacher the way how to care the kids and how to make them happy”

Mehret Abrahale, IRCOM Isabel



On January 20th we ran our first ECD Hub parenting program at Isabel. We had a fun drop-in program for parents with adult colouring and conversations about creativity and self-care.



The child care component of the ECD Hub opened shortly after with our first children attending child care on January 30th.

Board of Directors & Committee Members

Ab Freig,
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Michael Dudar,
Past-President

Nedzad Brkic,
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Member at Large

Lawrence Deane,
Member at Large

Harun Kibirige,
Member at Large

Shauna Labman,
Member at Large

Abdikheir Ahmed,
Board Member and former staff, recipient of the Manitoba Order of the Buffalo Hunt Achievement Award

Menno Peters,
Member at Large

Valorie Block,
Member at Large

Paula Hamilton,
Board Member and volunteer, recipient of the RBC Royal Bank Local Hero Award

Vonda Plett,
Committee Member

Mpho Begin,
Committee Member

Denis DePape,
Committee Member

We would also like to recognize our Accountant, **Allyson Watts,** recipient of the Chartered Professional Accountants of Manitoba Community Service Award

IRCOM Staff



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Aiman Syed
Alex Jaworski
Alyssa Chapman
Amal Shire
Amina Bello
Anil Giri
Aron Gebremariam
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Gololcha Boru
Gunner Hassen
Halimo Abdi
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Pat Hardy
Patrick Jordan
Qaalitt Boru
Rahel Tirusew
Rania Shaahan
Rayne Graff
Richard Boli
Sarah Schwendemann
Shereen Denetto
Sifo Boramso
Sita Maya Gurung
Surya Bahadur Chhettri
Talat Shokpeka
Vanessa Kornelsen
Veronica Curtis
Warka Solomon
Zebiba Ibrahim

It was with great sadness that we said good-bye to our beloved teacher, Kathy Sawatsky, in January this year. Words cannot describe the amount of love, joy, compassion and enthusiasm Kathy brought, not only to her classroom, but to IRCOM as a whole. Although she was only working at IRCOM for one year, the impression she made will last a lifetime. We all feel privileged to have known her.



Jen Glenwright,
NLI Program Manager

IRCOM Thanks Our Amazing Volunteers!

Abdiweli Jama	Carly Savoie	Eyerusalem Gulma	Johanna Jonker	Megan McKenzie	Roberta, Rob Amelia,	Vivian Munro
Abdul Ahmed	Cass Dvorak	Farhan Irteza	Judy Moore	Meredith, Lasse, Theo	Mary G	Vivian Sawatsky
Achol Aguek	Catalina Escalante	Feng Li	Justin Rempel	Emmett Gronli	Ryan Day	Warka Kahsey
Adriana William &	Charlenn Skead	Feza N'kaba	Kalee Campbell	Merlina Jimenez	Ryan Dyck	Wayu Ojwato
Will Cordell	Charlie Desjarlais	Fiorella Dela Hoz	Kalli Russell	Merry Merry	Ryan Jubinville	Yasmin Kamanzi
Ahmed Alkatab	Chelsea Lobson	Fowsia Sheikhali	Karen Nacario	Michelle Johnson	Rochelle Comte	Yonas Mesgun
Aimee Tymkin	Cherry Gapas	Frank Hepworth	Karla Braun	Mihret Tekie	Rumana Mohamed	Yusuf Abdi
Aisha Hilowle	Chioma Kalu	Genet Menghisteb	Kate McNeil	Mikyias Germachew	sabitri Dahal	Zara Usman
Alana Ramnauth	Christina Beyere	Gloire Gihozo	Kathryn Menzies	Minhee Kim	Saheed Olawoyin	Zainab Yusuf
Alex Kozelko	Christine Massinon	Gloria Enns	Katie Dangerfield	Mohamed Yusuf	Salim Ali	Zarina Zamina
Ali Jacoby	Colleen McAndrew	Gloria Nguyen	Kati Sidwall	Mohamed Mohamed	Salim Hasan	Zhiquan Sun
Aliya Jamal	Consolee Uyiringira	Godfrey Kajuna	Kenny Chee	Monique Sanchez	Sam, Barney, Leonardo,	
Alyssa Sherlock	Constance Decorby	Gretel Acht	Kishna Bhandari	Mohamed Musse	Elijah, Zebediah	
Amadou Thioub	Deberechi Adele	Haimanot Abraham	Kristina Colmer	Mona Manaigre	Phelps	
Amanda Dueck	Dahlia Calucin	Halimatu Olajide-Sani	Kwezi Chabikuli	Nadashimiye	Sarah Illunga	Tenant Leaders
Amr Saquib	Dan Friesen	Halimo Farah	Kyla Crawford	Nasra Bashir	Seham Abbakar	Abdelhafeez Mohamed
Andrea Duncan	Danielle Mallett	Hannah Cameron	Kyla Doll	Nelson Jenson	Shara Harke	Abdullahi Elmi
Andrew Nguyen	David Kariuki	Hannah Grey	Laila Hasan	Nicole Roscuata	Sharon Dowd	Alemayehu Gidey
Anita, Chris, Elan &	David Mitchell	Hannah Smerchanski	Laura Wishnewski	Nilaj Wadwekar	Sharon Kronstall	Batlah Al Shareaa
Andreas	David, Sarah, Stella,	Heather Barkman	Laura Gosoio	Nima Abdullah	Shazia Amanulla	Clement Illunga
Annmarie Bangura	Luna, Larson	Heba Zeineddine	Lemlem Kebede	Nimo Mohamad	Sheldon Echtle	Dawit Goitom Kiflow
Anne Wolkenstein	Debra, Bruce, Jacob,	Hien Lai	Libid Harder	Norina Jimeno	Shenna Fauni	Diomedee Burihabwa
Antenah Tadios	Jessica Moore	Helen Halpin	Lily Bibeau	Odile Crabeck	Sheeza Haroon	Erkolano Logale
Anton Kapustin	Deryl Raymundo	Heyam Alamouri	Lorieta Fallaria	Olga Pobereznichenko	Sherry Wallus	Gibritl Bangura
Arnie Manzano	Diana Negassi	Hilda Larson	Louis Ciza	Olivia Langan	SongJoon Park	Hazar Al Sayfi
Asha Ahmed	Dinna Afable	Ian Wilson	Louisa Hofer	Oscar Banh	Sonia Kaplan	Hewet Salomon
Athoumani Miradji	Daniela Njai	Irina Mcleod	Luwam Getahun	Oyindamola Ogunlana	Stephanie Cooper	Habtetsion
Audrey Young	Daniela Veisman	Jaime Campos	Maggie Armstrong	Paramdeep Kaur	Stacey Dunn	Hibret Nigussie Tekle
Avinash Saralakumari	Dawit Gebreezgs	Janet Allen	Marjan Abasian	Parisa Malihipour	Stan, Irm, Tadeo	Ibrahim Elzain Hago
Beilul Gebrezgabier	Donna Sharpe	Jashanpreet Kaur	Martha Seeranie	Parisquina Zemangi	Lozecznik	Isata Kamara
Baljeet Kaur	Doug Smith	Jason Maas	Maryam Kone	Pat Hogue	Stephanie Steele	Jacqueline Dsouza
Barry Hammond	Dustin Unrau	Javier Szkop	Massogbe Kone	Patrick San Vincent	Sydney Baron	Lassaad Ben Ali
Ben Bender	Elaine Chabbert	Jean Paul Ngabo	Maureen Oligbo	Paula Hamilton	Teresa Senderwich	Lemlem Mammo W
Bolloty Kabamba-Braun	Elizabeth Cianfione	Jelynn Dela Cruz	Mathew Ernewein	Paul Sheridan	Tannis Hydeshmit	Senbet
Brody Osadick	Elizabeth Gould	Jenna Grose	Mattias Melo	Paulina Dembo	Todd McKenzie	Maryam Hassan
Breanne Czynowicz	Elizabeth Jones	Jeraldine Delos Santos	Matt Rempel	Rachele Wonnek	Tomas Ghebreab	Mohamed
Brian Hunter	Elizabeth Schirmer	Jessica Marinelli	Maribeth Fernandez	Rachele Yerex	Thomas Kaethler	Mehret Abrehailey
Brooke Zelcer	Emily Penner	Jessie Margolis	Maryam Abdillahi	Rahel Wube	Thomas Oommen	Meshe-Saleh Muhabwa
Bruce Conan	Emma Dempsey	Jin Ho	May Liu	Ramogi Nyonje	Tehaynes Pepin	Mohamed Agha
Bryce Gallant	Elsa Ross	Jiri Marek	Mary Mathias	Raja Dafala	Tracy Zziwa	Muna Ismail
Brynn Morrison	Erika Wong	Joanne, Andrew William,	Marc, Kae, Hannah,	Rebecca Hume	Tristan Henry	Musau Kalombo
Camilo Nieto	Erin Roche	Agnes Struch	Alexandra Schaeffer	Riley Paull	Tusia Kozub	Sosina Seifu Fantay
Camila Vinco	Esteban Vallejo-	Joel Waldie	Marsha, Scott, Hannah,	Rita Mwiza	Ushashi Orunima	Teklezghi Yohans Gabir
Cara, Ian, Evan,	Tolledo	Jolene & Trinity Kehler	Calder Leary	Rim Ghebrehiwet	Verena Fisch	Yusuf Mohamed Abdi
Sophie Windle	Eun-Ah Hong	Jourden Echtle	Maureen Perlmutter		Virginia Toni	
Carrie Zygarelicki	Eun Hee (Stella) Lee					

3 Year Strategic Plan 2015-18

Successfully Transition & Open IRCOM Isabel

“IRCOM Isabel” is approaching full occupancy and this strategic priority is complete! Our funding partners, donors and Manitoba Housing and Renewal Corporation worked incredibly hard, allowing us to open our doors in August, with a Grand Opening planned for June 2017 when the building will be full of parents, youth and children. The timing of Isabel's opening was ideal, enabling us to also respond to greatly increased numbers of refugee arrivals in 2016, including those from Syria.

Nurture Strong Indigenous-Newcomer Relations

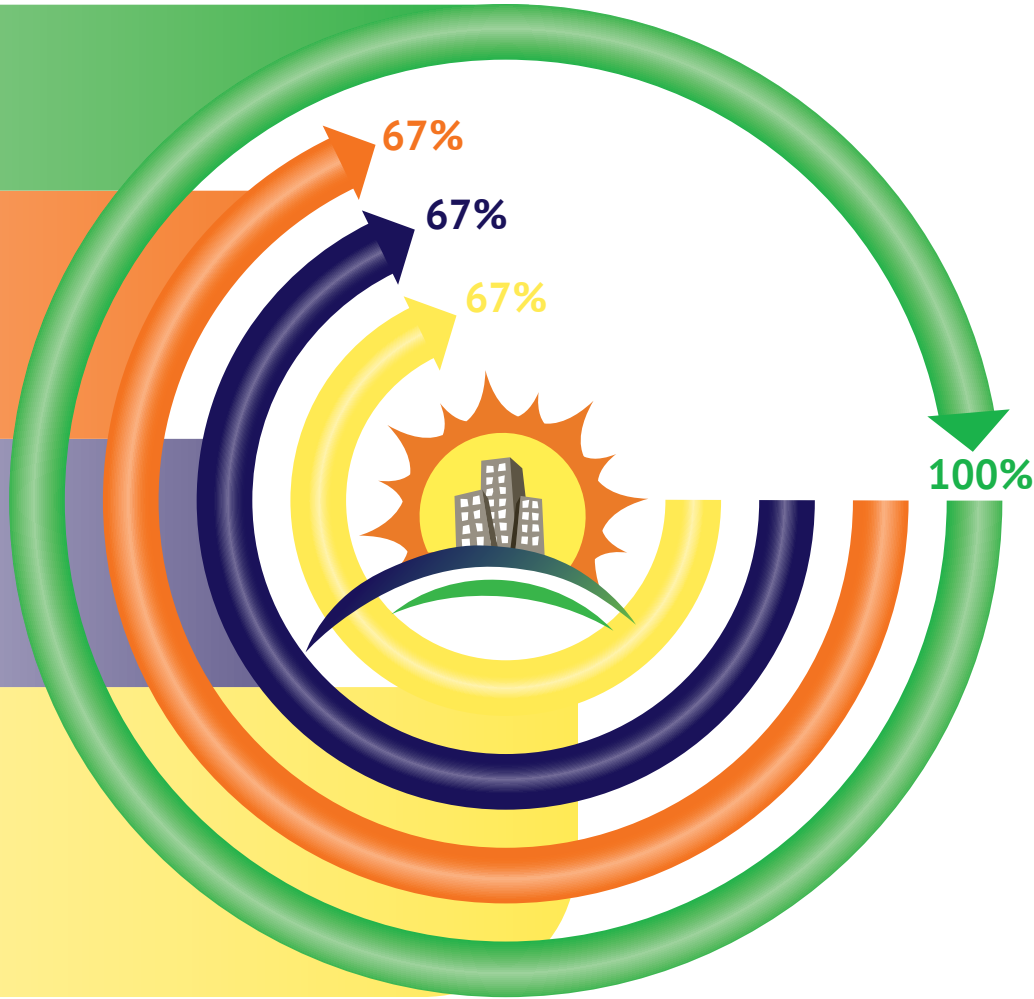
Staff have formed an Indigenous-Newcomer Working Group. IRCOM's bridge-building has been focused by the Truth and Reconciliation Calls to Action and our expansion into Centennial. Our Cultural Advisor, John Houle, brings teachings to ceremonies and staff workshops. Staff training includes the history of colonization along with stories of strength and hope. We hosted lunches to learn from the 8th Fire Series. Rossbrook House welcomed us at, “Cold City, Warm Hearts,” an act of solidarity after the Quebec mosque shootings. We were honoured to attend the Pathways to Reconciliation Conference, the State of the Inner-City Report on Reconciliation, and to co-organize the Building Bridges Conference with the Migration Law Research Cluster and the National Centre for Truth and Reconciliation. The Common Ground, Stronger Voices Project will enhance this strategic area.

Build Long-Term Financial Sustainability

IRCOM is unique in that we have an extremely diverse funding base. Each and every dollar is essential to run the multitude of programs and services that we offer. Taking a more analytical and planned approach to funding, we are working with funders to look at multi-year funding with staggered start dates for core operations as well as programs; ideally our funding should come from all levels of government and our main funding sources should account for 66% of our total income; no single funder should account for more than 40% of our income; and new ways to generate funds are being explored. Community Economic Development (CED) is a part of this priority. Moving from service provision to social enterprise is a concept we are keen to explore for job creation and capacity-building.

Pause to Strengthen the Organization

IRCOM's success as a unique and effective model for settlement and integration and our openness to collaboration has meant that we are a go-to organization for partnerships and innovation. New resources enabled us to open our second site and to better address service gaps, systems change and the creation of opportunities for newcomer voice. After exponential growth, we are in a catch-up period necessary to create a mature, stable organization. This year, we enhanced our administrative services and will continue to enhance core services. We continue to wrangle with an organizational structure that works for an agency of our size and complexity. New programs are more stable and we are implementing changes to improve internal equity and better manage workload and space. With new HR policies, staff-led guidelines, and creative mechanisms for staff input, employee satisfaction and organizational health have been at the fore.



Our 2015-18 Strategic Plan provided IRCOM with a roadmap to guide us through the coming years of growth and change.

You can see the progress we've made this year on our four strategic priorities!

Funders and Donors

Anonymous Donors	Graham C. Lount Family Foundation	National Leasing Group
Apuckalypse Now	Gray Academy of Jewish Education	NOW Communications Group
Assiniboine Credit Union	Great-West Life	Province of Manitoba
Canadian Tire Jump Start	Grey Family Fund	- Education and Training
Cardinal Foundation	Investors Group	- Healthy Child Manitoba
Catherine Donnelly Foundation	Jewish Foundation of Manitoba	- Indigenous and Municipal Relations
Central Neighbourhoods Development Corporation	KidSport Manitoba	- Manitoba Justice
City of Winnipeg	Local Investment Towards Employment (LITE)	- Sport, Culture and Heritage
Communities for Families	Louis Riel School	Recreation Connections Manitoba
Constable Edward Finney School	Manitoba Community Services Council	Rotary Club of Charleswood
Credit Union Central of Manitoba	Manitoba Housing & Renewal Corporation	Rotary Clubs of Winnipeg
General Council of Winnipeg Community Centres	Manitoba Public Insurance	SEED Winnipeg
Glowacki Family Fund	MB Mission	Sport Manitoba
GoodLife Kids Foundation	Mennonite Foundation of Canada	TD Friends of the Environment
Government of Canada	Mountain Equipment Co-op	United Way of Winnipeg
- Immigration, Refugees and Citizenship	MTS Future First	University of Manitoba
- Service Canada		Wawanesa Insurance
		Winnipeg Foundation
		Youth Agencies Alliance

Donations from the public through direct donations, CanadaHelps, United Way of Winnipeg, the Winnipeg Foundation donor advised grants, and All Charities Campaign.

Partners

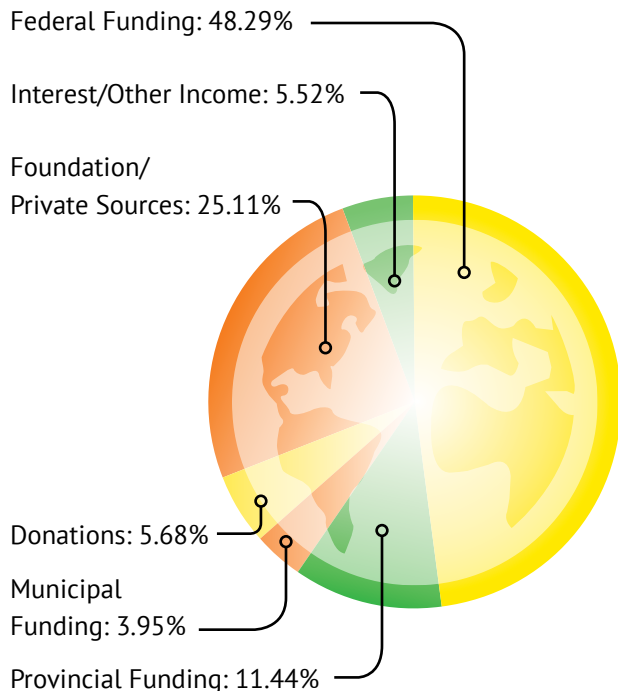
Aboriginal Youth Opportunities	Community Volunteer Income Tax Program	J.H. Bruns Collegiate	Recreation Connection Manitoba	University of Manitoba
Accueil Francophone	Daniel McIntyre Collegiate Institute	Ka Ni Kanichihk	Red River College	University of Winnipeg
Addictions Foundation of Manitoba	Dufferin School	Knox Centre	Rossbrook House	Victoria Albert School
Agape Table	Elmwood Community Resource Centre	Manitoba Children's Museum	Rotary District 5550 World Peace Partners	West End Cultural Centre
Assiniboine Credit Union	Environment Canada	Manitoba Financial Empowerment Network (MFEN)	SEED Winnipeg	Western Aviation Museum
Aurora Family Therapy Centre	Family Dynamics	Manitoba Financial Literacy Forum	Sexuality Education Resource Centre Manitoba	Westwood Community Church
Booth College	Food Matters Manitoba	Manitoba Human Rights Commission	Siloam Mission	William Whyte Neighbourhood Association
Boys & Girls Club of Winnipeg	Freeze Frame	Manitoba Interfaith Immigration Council	SOAR Heartland	Winnipeg Art Gallery
Campbell, Gunn, Inness	Freight House Door #1	Manitoba Museum	Society for Manitobans with Disabilities	Winnipeg Downtown Biz
Canadian CED Network	Freight House Early Learning & Care	Manitoba Research Alliance	South Sudanese Canadian Community Centre	Winnipeg Folk Festival
Canadian Council for Refugees	Frontier College	Manitoba Start	Spence Neighbourhood Association	Winnipeg Harvest
Canadian Mennonite University	GCWCC (General Council of Winnipeg Community Centres)	Menno Simons College	Sport Manitoba (KidSport)	Winnipeg Police Service
Canadian Muslim Women's Institute	General Wolfe School	MERC (SNA)	St. Charles Soccer Association	Winnipeg Regional Health Authority
CDI College	Hugh John Macdonald School	Mosaic Newcomer Family Resource Network	St. John Brebeuf School	Winnipeg Repair Education and Cycling Hub (WRENCH)
Central Neighbourhoods Development Corporation	Immigrant Centre Manitoba	Mount Carmel Clinic	St. Johns High School	Work and Social Opportunities Inc. (WASO)
City of Winnipeg	Islamic Social Services Association	N.E.E.D.S Centre	Technical Vocational High School	
		New Journey Housing		

Networks & Coalitions for Change

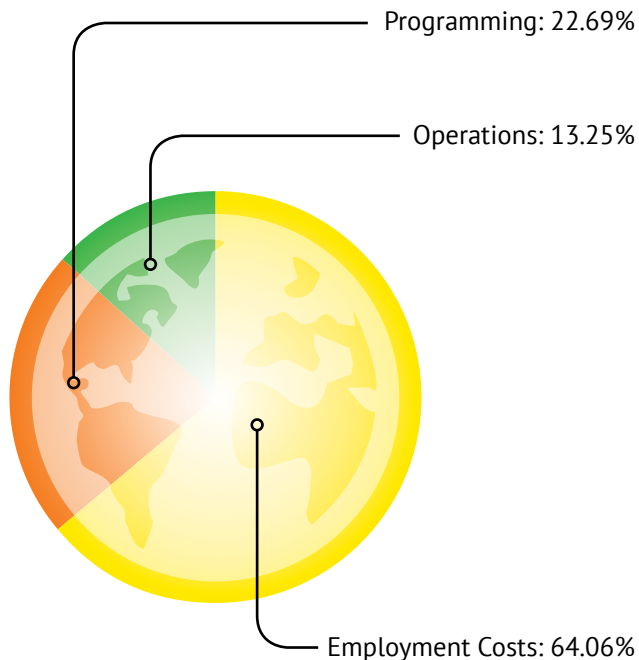
Asset Building Partnership	Gang Action Interagency Network (GAIN)	Rotary Adventures in Human Rights
Canadian Community Economic Development Network (CCEDNet)	Manitoba Association of Newcomer Serving Organizations (MANSO)	Thunderwing Hub Advisory Committee
Centennial Community Improvement Association	Network of Organizations for War Affected Newcomers (NOWAN)	UMOJA
Centennial Neighbourhood Grill n Chill Committee	Newcomer Education Coalition	Youth Agencies Alliance (YAA)

2016-17 Financials

INCOME (\$2,901,581.00)



EXPENDITURES (\$2,902,490.00)



Deficit: \$909.00

These figures are based on IRCOM's audited financial statements for 2016-17.
A copy of our annual audited financial statements are available upon request.





Immigrant and Refugee
Community Organization of Manitoba

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