



# AIWCC

Alberta Immigrant Women & Children Centre



# 2022-2023 ANNUAL REPORT

Prepared by Alberta Immigrant Women & Children Centre

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



# LAND ACKNOWLEDGEMENT

AIWCC acknowledges that we are located on Treaty 6 Territory, traditional homelands for many Indigenous peoples including Nehiyaw, Saulteaux, Niitsitapi, Metis, Dene, and Nakota. We pay our respects to the Elders past and present who call this land home.

With this acknowledgment, we remind ourselves of the responsibilities we have as Treaty people to understand our shared colonial history, hear the stories Indigenous people tell us about the inequities they still live today, and recommit ourselves to working together towards a just future.





# TABLE OF CONTENTS

<b>04</b>	Message from the Board President	<b>14</b>	Programs & Services: Language program
<b>05</b>	Message from the Executive Director	<b>15</b>	Programs & Services: Seniors Program
<b>06</b>	Mission, Vision, Values	<b>16</b>	Programs & Services: HIPPY Program
<b>07</b>	Strategic Plan & Approach	<b>18</b>	Programs & Services: Anti-Racism Program
<b>08</b>	Programs & Services: Settlement and Integration	<b>19</b>	Programs & Services: Food Security Program
<b>09</b>	Highlighted Program: Case Management	<b>20</b>	Volunteer Recognition & Practicum Student Placement
<b>10</b>	Programs & Services: Youth Program	<b>21</b>	Our Achievements
<b>11</b>	Highlighted Program: Men and Boys Mentorship and Leadership	<b>22</b>	Equity, Diversity and Inclusion
<b>12</b>	Programs & Services: Women Empowerment	<b>23</b>	Statement of Revenues and Expenditures
<b>13</b>	Highlighted Program: Gender-Based Violence	<b>24</b>	Our Funders and Partners

# MESSAGE FROM THE BOARD CHAIR

The year 2022 has been another transformative year for our organization at every level. As a result of a new strategic plan inline with the rebranding process, the board was successful in effectively monitoring the overall operations as well as guaranteeing financial stewardship making AIWCC stand out in its field of operations. We solidified our partnerships at all levels of government, community stakeholders as well as the nonprofit sector by expanding our capacity building towards ensuring the support of women and children.

AIWCC has become a household name in the city and the communities it serves as they lead by example. Its operational structure respects the specific needs of its clients ensuring a holistic approach defined by the diversity and lived personal experiences of its staff from the ED level down to the volunteers.

During last year, we also expanded our location and added more space to our programs to support and increase individual services. This process enabled us to have diversified our clients base as well as our staff and ultimately reaching our full potential.

The rich and diverse composition of our board members has made it possible to work diligently with management and together we applied best practices in highlighting the strengths newcomers bring to our community. For next year, we will work on implementing an equity review process to our policies and operating practices. The board will work diligently to fulfill our mandate through the mission and vision. increasing its advocacy capability in the community.

Thank you  
**The Board**

## BOARD MEMBERS

**Aurelia Uarsame**  
Board Chairwoman

**Liban Hassan**  
Treasurer

**Sheila Greckol**  
Director

**Asha Farah**  
Director

**Loretta Bertol**  
Director

**Shariff Farrag**  
Director

**Asmaa Ali**  
Director



# MESSAGE FROM THE EXECUTIVE DIRECTOR

2022-23 was an incredible period of growth and change for AIWCC and will be reminisced as one of the most significant achievements in AIWCC's history. In 2022-23, AIWCC continued to support thousands of newcomers from around the world and changed many immigrants and newcomers' lives through innovation and collaboration. As a result of influx of newcomers, the demand of many programs and services increased, and AIWCC's team have exceeded expectations to ensure that newcomers who are resettling to Edmonton are welcomed and supported for successful transition.

AIWCC recognises the needs and the gaps of programs and services that addresses the demands of many newcomers. In 2022-23, we introduced and launched number of programs and initiatives that mainly focussed on addressing the impacts of the immigrant and newcomers from diverse backgrounds in Edmonton and surrounding. We continue to build our community's capacity, institutional resilience and invest in programs and services that support immigrant women and their families.

I sincerely appreciate the incredible team at AIWCC, their inspirational commitment and persistence efforts that take us onward. Your skills, compassion, and commitment drive our mission and vision to ensure our diverse newcomers feel welcomed and empowered. Thank you to our Board of Directors for their commitment and strategic guidance. I thank placement

students and volunteers from various backgrounds for coming to us, where they can share their skills and enthusiasm as part of their effort to give back to the community. I like to acknowledge and be grateful to our funders, donors, and sponsors who support and believed our work and allowing us to continue to serve our participants.

We look forward to building upon on our organization in 2023 and beyond, to nurture existing partnerships, and forging new networks and partners to have maximum impact on our work. Lastly, my heartfelt gratitude goes to the staff at AIWCC who all bring different skills and ideas to the team thus, creating a very positive and ambitious work atmosphere.

ogether, we push our limits to promote dedication and continuous improvement.

**Sahra Hashi,**  
Executive Director



## MISSION

To provide support to immigrant women and children in Alberta.



## VISION

to enrich Canadian society where immigrant women and their children are thriving active citizens.



## VALUES

Respect, Diversity, Collaborative, Integrity, Inclusivity, Accountability, fairness, and Equity.

Alberta Immigrant Women and Children Centre is a charitable nonprofit organization that provides services to the immigrant women and children. AIWCC envisions thriving immigrant woman and families who contribute to building a stronger community in Alberta. The organization delivers its mandate by providing relevant and inclusive frontline services that meet the specific needs of immigrant women and families. AIWCC acts with integrity and being transparent and accountable to those we serve. We deliver our services through a collaborative approach to meeting our clients' needs.

# STRATEGIC PLAN & APPROACH

AIWCC prepared a five-year strategic plan (2022 to 2027) with seven strategic goals to deliver its mandate and realize the vision. The strategic goals provide the pathway that the organization requires and help avoid deviation or distraction from this path.

## GOAL 1

Create a strong academic, social, entrepreneurship foundations for youth and instill leadership values.

## GOAL 2

Provide reliable and sustainable programs and services to newcomer individuals and families.

## GOAL 3

Overcome the barriers of the immigration process and strengthen the capacity of the individuals for settlement.

## GOAL 4

Promote family and individual stability by increasing awareness of rights and access to support systems, networks, and resources .

## GOAL 5

Improve inter-cultural relationships through navigating and access to holistic services.

## GOAL 6

Empower women and girls through skills and leadership development.

## GOAL 7

Increase anti-racism education awareness.

# PROGRAMS & SERVICES

## SETTLEMENT AND INTEGRATION



Our settlement and integration program is focused on providing settlement services and necessary support to newcomer women and their families. As more newcomers are moving to Alberta, we have witnessed a record number of vulnerable clients accessing our services. From housing, employment, legal support to employment assistance. Our settlement workers and case managers tirelessly to make sure each client who comes through our door is thoroughly assessed and supported in their area of need. **In 2022 our settlement and integration team served 3,496 individuals.**





# HIGHLIGHTED PROGRAM

# CASE MANAGEMENT

**AIWCC's case management program is designed to help newcomer families and children who face multiple and complex barriers to integrate into Canadian society.**

We have a team of knowledgeable settlement workers and case managers who work with you to assess their needs, create a personalized settlement plan, and provide them with the information, skills, and referrals they need to succeed in their settlement journey.

Whether newcomers need help with immigration documents, housing, employment, education, childcare, mental health, or any other aspect of their life in Canada, the case management team are here to help to the best of their clients' needs fulfillment.

Our settlement workers and case managers use a holistic client-centered and trauma-informed approach to support them in a respectful and compassionate way. They also offer various info sessions and workshops on topics immigration, employment, education, financial literacy, advocacy and much more.

## Testimonies from Clients



**Client #1:** "AIWCC is my support system, it's the shoulder I lean on. I came to this country alone and I found refuge in them. They helped me with my government documents, reminded me of my appointments, they were very kind, and treated me like family. I didn't feel like a stranger or a burden to them, on the contrary, they always extended a helping hand to me and gave me useful advice to complete my educational and practical career in this country, and they helped me make a resume to find a suitable job



**Client #2:** "When I came to Canada, I faced many challenges with my children. I didn't know where to start. However, with the help of AIWCC, I was able to gain new knowledge and skills to succeed. IF AIWCC didn't exist, I don't know how we would have survived.



**Client #3:** "I was supported through some difficult times and I felt supported and heard. The team at AIWCC was able to help me during my time of need and I will always be grateful for them."

# PROGRAMS & SERVICES

## YOUTH PROGRAM



With a strengths-based focus, we offer youth the framework and skills to have important conversations that will create a safe, supportive, and flourishing environment. We assist youth in learning and living from their strengths, establishing a strong sense of identity and the ability to navigate life's challenges with confidence.

### Activities include:

- After School program
- High School to University Transition
- Mentorship and Leadership
- Sports
- Field Trips
- Horumar Summer Day Camp
- School Break Camp
- Educational Workshops



Increase in the number of participants





# HIGHLIGHTED PROGRAM

# MEN AND BOYS MENTORSHIP AND LEADERSHIP

This project focused specifically on issues related to engaging men and boys in the prevention and reduction of gender-based violence.

Work with men and boys can have a positive, transformative impact for the lives of women and girls, but also for the lives of men and boys. There is a much broader assortment of positive roles for men and boys to play than perpetrator or potential perpetrator of gender-based violence. These roles not only prevent and reduce violence against women, but also improve the lives of men and boys by freeing them from these harmful and limiting aspects of masculinities. As a result, we can eliminate gender inequalities that hold back the development of our communities and nation and ensure that women and girls men care about do not have to live a life in fear of violence.

Through this program, participants learned:

- Relationship skills
- Healthy Life Skills
- Develop self efficiency and foundational life skills
- Increase in knowledge of what creates abusive or disrespectful behavior.
- Increase in attitude that promotes the great gender equality.
- Greater intensions to intervene when witnessing disrespectful or abusive behavior.
- Increase self-confidence, good decision making, and problem-solving skills.
- Developed positive and healthy values and positive identity.
- Learn how to access community resources and services.



# PROGRAMS & SERVICES

## WOMEN EMPOWERMENT



The Women Empowerment program has for purpose to empower women through support services, leadership development. Our goal is to help women access better opportunities and outcomes. The goals of this program is to enable women to make informed choices; ensuring their participation in all aspects of their lives by providing information, knowledge and skills.

### Through this program, participants learn about:

- Gender based violence
- Gender equity
- Raising self-esteem and self-confidence
- Community resources





# HIGHLIGHTED PROGRAM

# GENDER-BASED VIOLENCE

The AIWCC has launched gender-based violence project..



The project raised awareness and addressed gender-based violence and gender equity challenges faced by women, girls, persons with disabilities, and other vulnerable individuals. This project also develops systemic change strategy and tools to address barriers that immigrant women face. These tools help to lower the obstacles that prevent women and girls from accessing and benefiting from programs and projects, enhance their awareness and capacity to tackle gender equity issues, solutions, and foster a more inclusive and connected community with positive outcomes/impacts.

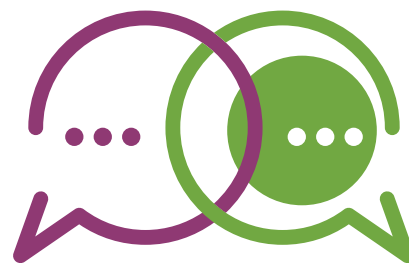
# PROGRAMS & SERVICES

## LANGUAGE PROGRAM



### Through this program, participants learn to :

- Communicate with confidence in a variety of situations
- Improve pronunciation, grammar and speak fluency
- Expand their vocabulary and use of idiomatic language
- Develop reading strategies and effective writing skills
- Build on digital literacy skills through integrated computer instruction
- Practice conversational English in providing quality sessions for English Language
- Improve their spoken English needs and goals through weekly conversation practice



The Language program at AIWCC has for goal to improve adult literacy for newcomer and immigrant women. Participants improve listening, speaking, reading, and writing skills through real-world tasks while learning about their local community, workplaces, and Canadian society.

# PROGRAMS & SERVICES

## SENIORS PROGRAM



Seniors program address the specific needs of vulnerable seniors by establishing resources and networks, as well as implementing activities that promote healthy wellbeing. Through assessment, seniors were supported through information and orientation, digital literacy, language literacy, financial literacy, recreational activities and connecting them to community resources.







## PROGRAMS & SERVICES

# HIPPY PROGRAM

**The Home Instruction for Parents of Preschool Youngsters (HIPPY)** is an evidence-based program that works with vulnerable and isolated mothers in their homes. It educates and supports them to prepare their preschool children aged 3-5 years, for success in school and future life. The HIPPY program uses a structured curriculum that covers five domains: Literacy, Math, Science, Motor, and Language. Trained Home Visitors who are also newcomer women, deliver the curriculum to mothers in their homes using the “Role-Play” technique. Each HIPPY parent, usually a mother, receives one-hour weekly visits from her Home Visitor. During the visit, the

Home Visitor teaches that specific week’s curriculum to the HIPPY mother, through role-play. After learning from their Home Visitor, the HIPPY mother, in turn, teaches the curriculum to their child for 15 to 20 minutes daily, 5 days per week. Weekly Home visiting to deliver the pre-designed structured HIPPY curriculum forms the core of the HIPPY program.

During the 2022-23 year, our HIPPY program served a total of 89 families. In addition to delivering the curriculum, Home Visitors also helped HIPPY mothers and their families with settlement needs such as filling-in forms; communicating with schools, daycares and other service providers; and connecting HIPPY parents



to the many newcomer settlement services and programs offered by AIWCC, such as, Food Hampers, English Language classes, Homework club and Case Management. They also provided mothers with

information on various community programs around Edmonton city. In many cases, Home Visitors became the first regular contacts for their newcomer HIPPY Mothers.

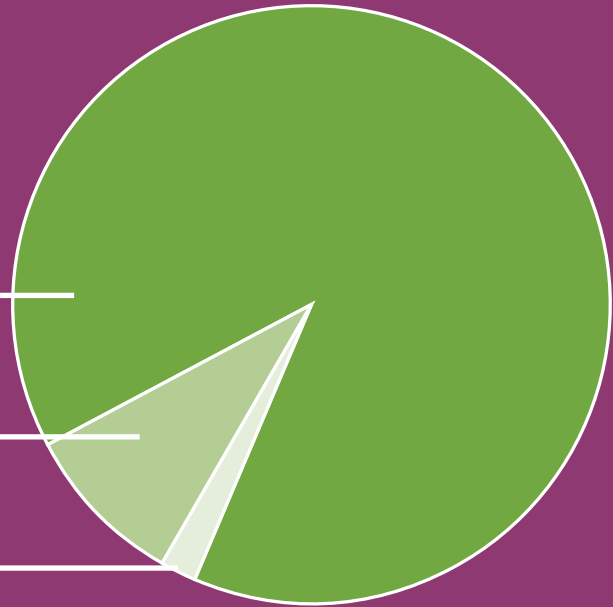
Testimonials from HIPPY mothers at the end of the program year indicated that a total of 93% of participants were satisfied with the program as shown in the following chart.

### PERCENTAGE OF PARTICIPANTS PERCEIVED PROGRAM HELPFULNESS

89% Extremely Helpful

9% Very Helpful

2% Helpful



*...I learned many things through the HIPPY program...In the beginning my child was very shy but now she is no longer shy, she is now able to read...I see a lot of improvement...* ”

Using information and connections they got through the HIPPY program, many HIPPY mothers have enrolled in short-term and long-term education programs and some have joined the workforce.

# PROGRAMS & SERVICES

## ANTI-RACISM PROGRAM



AIWCC's Anti-Racism program aims to address racism and Islamophobia in diverse and immigrant communities through customized workshops. The workshops provide a safe and respectful space for participants to discuss equity, race, and human rights issues, and to learn how to deal with differences, power dynamics, and conflict. The workshops use experiential learning methods and are facilitated by experts in the field.

Some of the topics covered are recognizing and confronting racism, promoting racial inclusion and employment equity, responding to racism, understanding the origins and persistence of systemic racism, building resilience in communities of color, identifying unconscious bias and microaggressions, intervening and de-escalating as a bystander, resolving conflict, engaging cross-culturally, developing cultural sensitivity and competence, and fostering inclusion and diversity.

Moreover, topics including combating Islamophobia, empowering youth against Islamophobia, introducing anti-oppressive practices 101, knowing rights and responsibilities, engaging with the media, accommodating Islam in the workplace, and offering workshops for children and teenagers are addressed by the program.

This program is designed for agencies and community members who work with immigrants and newcomers.

# PROGRAMS & SERVICES

## FOOD SECURITY PROGRAM



Edmonton's Food Bank provided  
**154,446 kgs**  
of food to AIWCC valued at \$1,091,933

AIWCC'S Food Insecurity Program provides critical food support to economically disadvantaged individuals and families when they needed the most. Program provides halal diet, kitchen utensils, school backpacks, electronics devices and more. Food insecurity do so much more than food distribution including employment support, workshops and educational programs that teach clients food preparation, food safety and nutrition. The program partners diverse agencies and businesses including Edmon Food Bank, local food stores and local farmers.

In 2022, Edmonton's Food Bank provided 154,446 kilograms of food to AIWCC and this food is valued at \$1,091,933. AIWCC food support service distributed the food hampers to low-income clients on a bi-weekly basis.

# VOLUNTEER RECOGNITION

*Volunteering at AIWCC allowed us to make an impact and help in our own way.*



Volunteers are the backbone of the organization. They support us in what we do. Since we do not have a lot of staff in all the programs and services we offer, the volunteers are the shoulders we lean on. Volunteers allow us to engage in a more diverse range of skills, experience and knowledge. They support us from program delivery, all the way to recruitment and referrals as well. Many of the volunteers we have are very well connected to the communities they come from so they are a source of referral for the service delivery.

Volunteers with specialized training use their acquired knowledge and skills to enhance service delivery on an as needed basis. In community connection and information orientation sessions, volunteers help in terms of registration service and program delivery program development and feedback program and service implementation.

Before coming to Canada, I didn't know anyone and I felt isolated and alone. When I started volunteering at AIWCC, it gave me a new purpose and now I have met people who understand and cherish me.



# PRACTICUM STUDENT PLACEMENT

Practicum gives students a chance to learn in a hands-on environment with the support of our qualified staff. During their time with us, students build skills, experience and confidence before starting their career. AIWCC is honored to continuously partner with educational institutions like CDI College, Norquest College, University of British Columbia, University of Victoria and University of Calgary.



# OUR ACHIEVEMENTS

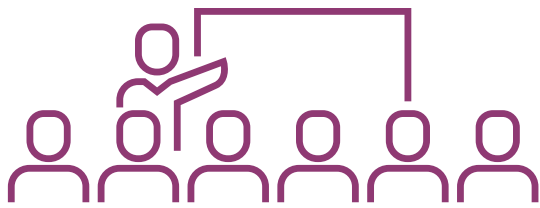


**9**

Programs

**49**

Services



**216**

Workshops  
Delivered in 2022



**8,578**

Children and  
Youth Served



**6,122**

Adults  
Served



**1,487**

Seniors  
Served



**78,205**

Volunteer Hours

**1,315**

Practicum  
Students Hours



Language  
of Clients Served  
as a Percentage



**39.4%**

Somali

**33.0%**

Arabic

**18.7%**

Tigrinya

**5.9%**  
Afghani

**3.0%**  
Other



## EQUITY, DIVERSITY AND INCLUSION

AIWCC is committed to empowering immigrant women and families with relevant and inclusive programs and services that meet their needs. To achieve this goal, AIWCC is focusing on three main areas: outcome measurement and data management, financial sustainability, and equity, diversity, and inclusion (EDI).

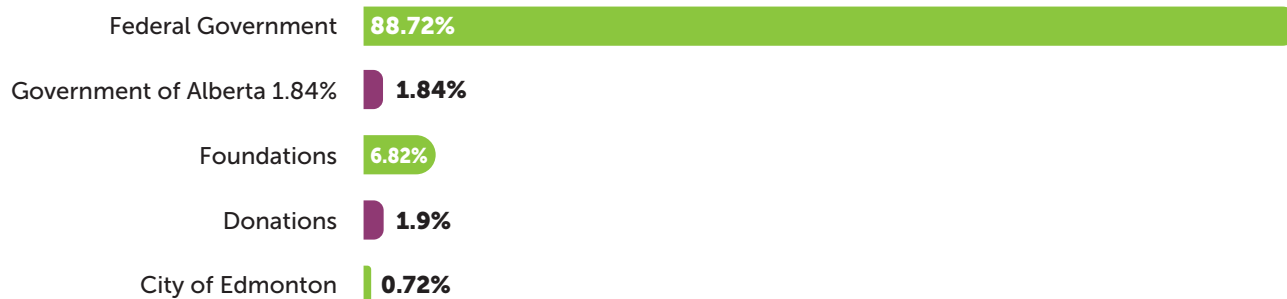
Outcome measurement and data management are essential for learning from program results and improvement needs.

AIWCC wants to better serve its clients by using data to inform decision-making and improve service quality.

Equity, diversity, and inclusion (EDI) is at the core of AIWCC's mission and vision. AIWCC wants to ensure that its organization is inclusive and respectful of all immigrants, regardless of their background, identity, or situation.

# STATEMENT OF REVENUES AND EXPENDITURES

## YEAR ENDED DECEMBER 31, 2022



	2022	2021
<b>REVENUES</b>		
Grant funding	\$ 1,619,472	\$ 1,198,453
Donations	9,964	1,185
Membership fee revenue	526	500
CEBA loan forgiveness	20,000	-
	<b>1,649,962</b>	<b>1,200,138</b>
<b>EXPENSES</b>		
Advertising and promotion	7,552	3,051
Amortization	31,410	23,703
COVID-19 personal protective supplies	-	8,337
Direct program expenses	87,350	45,587
Grant writing and fund development	2,760	-
Insurance	5,270	5,084
Interest and bank charges	1,739	1,861
Memberships	1,100	-
Office	76,198	5,806
Professional fees	5,400	5,100
Rental	173,655	125,812
Repairs and maintenance	-	2,000
Salaries and wages	1,230,982	943,870
Telephone	17,163	11,012
Training	7,501	8,915
	<b>1,648,080</b>	<b>1,200,138</b>
<b>EXCESS OF REVENUES OVER EXPENSES</b>	<b>\$ 1,882</b>	<b>\$ -</b>

# AIWCC GREATLY ACKNOWLEDGES OUR FUNDERS AND PARTNERS



**Alberta Immigrant Women & Children Centre**

13415 C Fort Road, Edmonton, AB T5A 1C6

780.756.1175

info@aiwwc.ca

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

