Impact Report
2018/19
Helping newcomers reach their goals
Building Cultural Connections

Since 1971, ICA has offered a helping hand, a listening ear, and tireless advocacy for inclusiveness. Through our efforts, Victoria grows stronger as a welcoming, vibrant and diverse community, with an increasingly diverse workforce, cultural enrichment and expanded opportunities for all.

As settlers on Indigenous lands, we all come from someplace else. Whether you, your grandparents or generations of your family before you faced the challenge of settling somewhere new, it’s an experience that ties us all together as a community, and as human beings.

Nearly all of us can relate to the feeling of being in a new and unfamiliar place. It’s an unsettling, often overwhelming experience to not know anyone, or even where to turn for the most basic, essential resources you or your family needs. Add to that the challenge of an unfamiliar language, social systems and cultural norms, and it’s easy to understand how isolating and disorienting it can be as a newcomer.

At the Inter-Cultural Association of Greater Victoria, we believe no one who migrates to our community should ever feel vulnerable or alone.
Without the English classes and employment programs at ICA, I would not have had the confidence to go after better employment, and to build an exciting new career here in Canada.

**Karin Friedrich**
Service Canada Employee, Immigrated from Brazil
Canadians can contribute to the cause of the global refugee crisis simply by getting to know their neighbours and taking time to talk to people from different cultures.

I would like to see more people getting involved in refugee sponsorship. Making a difference in someone else’s life is amazing and helping a family from Syria to resettle in Canada was a rewarding and life changing experience.

Melissa McCrosky
Refugee Sponsor
Refugee Resettlement

In 2018 the number of refugees and internally displaced people grew to over 70 million. This historical number continues to grow and sadly children make up almost half of the world’s refugees. ICA has always believed that Victoria has the capacity to resettle a growing number of refugees. Since being authorized in 2015 by Immigration, Refugees and Citizenship Canada (IRCC) as a Sponsorship Agreement Holder, ICA alongside the dedication of 608 dedicated community members have privately sponsored more than 180 refugees. An additional 100 refugee cases are currently being processed.

A few short months later in early 2016, ICA was approved as a Resettlement Assistance Program service provider for publicly sponsored refugees. To date, ICA has welcomed 378 Government Assisted Refugees.

Newcomers who arrive as refugees embrace Canada and have the highest citizenship rate of all immigration categories. Adding vibrancy and diversity to our community, they create jobs for themselves and other Canadians. Welcoming refugees is a smart investment into our community.

With continued strong community support, we look forward to continuing to work with residents and partners to welcome more refugees to Victoria.

600+ Community Members
76 Constituent Groups
550+ Resettled Refugees
ICA receives funding from IRCC to provide information, resources and skills for newcomers to become successfully integrated, settled and active members of our community.

Additional funding from Canada and British Columbia, granting organizations and foundations allows us to expand the scope of services and offer significant community engagement projects. Thank you to all the organizations that support our work to build a vibrant, welcoming and diverse community here in Victoria.

- Immigration, Refugees and Citizenship Canada
- The United Way of Greater Victoria
- Victoria Foundation
- BC Community Gaming Grants
- Canadian Heritage
- Ministry of Employment and Social Development
- Ministry of Public Safety and Solicitor General
- Ministry of Tourism, Arts and Culture
- The Hamber Foundation
- Vancouver Foundation
## Financial Updates

<table>
<thead>
<tr>
<th>Revenue</th>
<th>$5,362,974</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grants &amp; Contracts</td>
<td>$5,130,757</td>
</tr>
<tr>
<td>Other Income &amp; Interest</td>
<td>$35,146</td>
</tr>
<tr>
<td>Fees for Services</td>
<td>$92,313</td>
</tr>
<tr>
<td>Donations</td>
<td>$104,758</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenses</th>
<th>$5,348,223</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff</td>
<td>$4,154,470</td>
</tr>
<tr>
<td>Operating Expenses</td>
<td>$1,193,753</td>
</tr>
</tbody>
</table>
30% increase in services to youth and families in Greater Victoria School Districts

22% of ICA clients are under 24 years of age

800+ Newcomers receiving language instruction

Settlement Workers in Schools (SWIS)

Language Instruction for Newcomers to Canada (LINC)

290+ Agencies, businesses and institutions committed to building a diverse, welcoming and inclusive community through the Community Partnership Network

300+ Employers in Greater Victoria providing meaningful employment opportunities for newcomers

50,794 Volunteer hours, equal to over $645,000 in wages
1,800+ Members of our community engaged with our arts projects

490+ Community partners helping newcomers integrate successfully in our community

55 Partner organizations in the Local Immigration Partnership planning future immigration and resettlement success strategies

2,556 Newcomers Served
Without ICA, I don’t know how we could have come here! Being in Canada is such a big change, and we don’t have any family here, they were split-up, but ICA has been such a big help to us. Now I want to help ICA and work with the other youth who are coming to Canada because I can relate to their experience.

Maya Hajj Taha
ICA Diversity Facilitator, Government Assisted Refugee
Innovative Programs

As one of Canada’s leading settlement agencies, ICA strives to develop programming that directly reflects and addresses the needs and goals of newcomers to Canada.

We partner with government agencies like IRCC and the Province of British Columbia to pilot innovative new programs such as the Workplace Occupation Readiness & Connections (WORC) for Women, or our recently launched Game Changer Youth Employment Program.

Our Youth and Family Services team continues to develop successful community partnerships with vital organizations like Power To Be, lowering barriers for youth and strengthening their sense of connection and community.

Our innovative Arts and Outreach projects continue to expand and bring the Victoria community together, speaking directly to the indigenous, settler and newcomer experience.
Building Social Capital

The Greater Victoria community plays a key role in welcoming newcomers as they transition to life in Canada. ICA’s arts and community engagement initiatives connect local organizations and businesses, ensuring their services are welcoming and responsive to the needs of newcomers.

Through the Greater Victoria Local Immigration Partnership strategy, more than 50 invested community members and leaders have implemented action plans to make the Capital Regional District better equipped for newcomers to succeed.

We envision a vibrant community where more pathways exist for newcomers to be hired by local businesses, have improved access to services, and can use their skills to benefit everyone.

With your support, we can build a more welcoming, inclusive, prosperous community for newcomers to Canada and for us all.

Much of our community engagement work is not funded by traditional funders, yet this work is crucial for successful integration of newcomers and benefits our entire community. ICA invites you to be an active partner in our work by volunteering, being a cultural ally or making a financial gift to support our continued efforts to build cultural connections.
Having immigrated to Canada as a child with my parents, we value the lasting benefits of having early positive encounters with supportive people and programs.

Gwen and I are proud to support ICA’s work and for them to represent us as citizens of Canada, in welcoming and supporting the successful integration of new immigrants and refugees in our community.

Franc D’Ambrosio
Architect, D’Ambrosio Architecture + Urbanism
ICA’s scope of settlement, employment and language services, combined with the capacity and expertise of our community partners and our robust volunteer program, means that newcomers have a superb support structure in place to help them reach their goals.
CEO and President’s Report

For 48 years, we have been working in the Capital Region to improve the lives of newcomers. We are very proud that ICA continues to positively impact the lives of immigrants and refugees in ways that make their transition to life in this community and country better.

We have expanded and enhanced our services to meet emerging needs, and are currently operating out of three spaces that only partially meet our programming requirements. However, we are searching for a new space that will allow our programs to flourish and will welcome and include our newest community members.

We work in partnership with over 500 organizations to meet the evolving needs of newcomers. We keep ahead on how to best serve newcomers through participation in national initiatives and research partnerships. We have added specific programs for skilled immigrants with professional backgrounds, and for those most vulnerable to unequal treatment and exploitation – racialized immigrant women, refugee youth, and temporary foreign workers.

Our board remains focused on our long-term objectives: strengthening our ability to help refugees resettle in Canada and integrate into this great community; bringing the recommendations of the Truth and Reconciliation Commission to life for newcomers, staff and volunteers; strengthening relationships with our partners; and being a great place to work.

For ICA, it’s all about making the right connections to advance the goals of our new community members.

Our sincere thanks to all who have contributed to ICA’s success – funder, partners, donors, board, staff, volunteers, sponsorship group members, and especially to the newcomers who choose to contribute to our community – thank you!

Jean McRae  
CEO

Cathy Hunter  
President
What does a vibrant community look like to you?

icavictoria.org