Impact Report
April 2019 to March 2020
Helping newcomers reach their goals
Land Acknowledgement

We acknowledge the Coast Salish Nations on whose traditional territories we do our work to support immigrants and refugees in the capital region.

We are grateful to live, work and learn here, and we honour the Nations who have always cared for these lands, waters and air and continue to do so today.

Our main office is located on the traditional territories of the Lekwungen-speaking First Peoples, the Songhees and Esquimalt Nations. Our services extend into the territories of approximately 20 First Nations in the Capital Regional District.

ICA’s Indigenous Journeys project has given us opportunities to deepen our relationships with the Coast Salish peoples on whose territories we work to help newcomers establish their new lives.

Cover Image: Game Changer, Immigrant Young Adult Employment Program
CEO and President’s Report

We live in a profoundly inter-connected world. This year has shown us just how fragile those connections can be as politics and public health issues grow more fractured around the globe. The issue of racism has reared its ugly head, not just in the United States, but locally here as well. The rallying cry of “Black Lives Matter” has taken hold across the world and has reinvigorated ICA’s central and founding purpose: to eradicate racism.

The global refugee crisis has worsened as travel has been restricted. And a powerful virus has threatened and preyed upon our human vulnerabilities, changing all of our lives in the space of a few short months.

Through it all, ICA’s staff has proven resilient to each new challenge. We’ve adjusted and modified our services to ensure we stayed connected with our most vulnerable clients. Our teachers and staff have adapted impressively—a testament to their commitment to the people we serve. We are grateful to our funders who have also proven to be flexible, allowing us to meet ever-evolving needs.

During difficult times, it can be hard to hold onto hope. Yet, at ICA, we have much to celebrate!

We signed five-year agreements with Immigration, Refugees and Citizenship Canada; expanded the Local Immigration Partnership that will help build a more inclusive community and increase our capacity to help immigrants and refugees reach their goals; and our Private Sponsorship of Refugees program has met increasingly high goals, working to alleviate the refugee crisis, one family at a time.

As we celebrate this year’s accomplishments, we thank you for your continued support because there is still so much to do. By stepping up and stepping in as a community, we strive to be worthy of the extraordinary gift the First Nations have afforded us to call this beautiful and safe place “home.”

Jean McRae  
CEO

Roxanne Helme  
President
I was fourteen years old when I came to Canada. On my second day in Victoria I was at ICA. The staff there really understood what it was like to be a newcomer, to be at school and to feel different. They made it all okay, and helped me to be confident in who I am, and to appreciate people from so many different cultures.

Mariam Batool, immigrated to Canada from Pakistan
Who We Serve

Through multiple programs including settlement services, English classes, employment services, and workshops, ICA serves more than 2,350 immigrants and refugees annually. Our clients come from all over the world and count on ICA when they first arrive in Canada and often for a few years as they work to establish a new home here. Through these services, ICA ensures that newcomers are able to integrate into the community, build new lives, and contribute to the cultural and economic vitality of the capital region.

### Client Demographics By Age

- **0 - 14 years**: 15%
- **15 - 24 years**: 12%
- **25 - 44 years**: 43%
- **45 - 65 years**: 25%
- **65+ years**: 6%

### Top 10 Countries of Origin

- **Syria**: 21%
- **China**: 18%
- **Philippines**: 8%
- **India**: 5%
- **Eritrea**: 3%
- **South Korea**: 3%
- **Iraq**: 3%
- **Iran**: 2%
- **Vietnam**: 2%
- **Somalia**: 2%

### Top 10 Languages of Service

- **Korean**: 2%
- **French**: 2%
- **Cantonese**: 2%
- **Farsi (Persian)**: 2%
- **Hindi**: 3%
- **Spanish**: 3%
- **Tagalog**: 4%
- **Mandarin**: 11%
- **Arabic**: 17%
- **English**: 22%

*Percentage values have been rounded for graphic illustration.*
Over 40% of the world’s refugees are children.
UNHCR March 2020
Resettling Refugees

With nearly 80 million people displaced across the globe, refugees continue to be in limbo. Communities across Canada, including Victoria and the Capital Regional District, count on newcomers to bring needed workers, new ideas, and economic growth. ICA now resettles refugees from countries including Iran, Iraq, Eritrea, Ethiopia, Sudan, Somalia, Ghana, Kuwait, Pakistan, Uganda and Gambia. Resettling refugees is making our region stronger and more vibrant.

ICA has two programs that help refugees build a new home in the capital region. First, ICA resettles Government Assisted Refugees (GAR) who receive financial support from the government during their first year in Canada. Second, ICA relies on donations for our Private Sponsorship of Refugees (PSR) program, that works with hundreds of community members who raise the funds required to support refugees through their first year in the capital region.

ICA is approached almost daily by refugees all over the world who are seeking refuge.

More than 175 refugees were in the process of trying to come to Greater Victoria when the COVID-19 pandemic brought global resettlement activity to an abrupt halt in mid-March.

32,000+ hrs Community Members
139 Refugees Arrived

Our commitment to the resettlement of refugees has been instrumental in shifting the demographics of our community, which benefits us all. Our PSR program helps meet Canada’s refugee resettlement goals and plays a vital role in strengthening the region’s social, artistic and economic well-being. However, this program does not receive government funding and relies on donations from community members to operate this life changing program.
300+ agencies, businesses and institutions committed to building a diverse, welcoming and inclusive community through the Community Partnership Network

670 families supported in Greater Victoria School Districts 61, 62 + 63

Settlement Workers in Schools (SWIS)

26% of ICA clients are under 24 years of age and registered in our Youth programs

500+ newcomers registered in our Employment Services programs and workshops

42,000+ volunteer hours in support of ICA programs (Equal to more than $800,000 in wages)

750+ students improved their English language skills in LINC classes
139 refugees arrived in the capital region through ICA this fiscal year

50+ partners in the Local Immigration Partnership, planning future immigration and resettlement success strategies

2,350 Newcomers Receiving Settlement Services
im:print is an important piece of work and concept, bringing so many people from diverse backgrounds together with stories that we truly need to hear and understand. The piece had such a strong impact on all of us.

Audience feedback: im:print 2019 theatre project
Community Engagement

For nearly 50 years, ICA has been a catalyst for cultural initiatives, helped diversify the capital region community and created innovative programs designed to reflect the strengths of newcomers. Through arts, strong networks, diversity training, anti-racism initiatives and working to create systemic change, ICA informs and inspires the community to become engaged and invested in welcoming newcomers.

We work closely with residents and over 500 community partners to create an environment where immigrants and refugees are valued and can actively contribute to our community. While much of our work is visible through our Arts Program, Community Partnership Network (CPN), and Greater Victoria Local Immigration Partnership (GVLIP), this is a lot of work that often goes unseen within the community to build strong relationships.

The challenges of adapting to the COVID-19 pandemic required agility. ICA has responded by adapting swiftly to the needs of both our clients and the community. We moved ICA programming online, developed virtual community forums to address racism issues, and supported the community in seeking new solutions during a global health pandemic.

To the organizations, businesses and individuals that have been called to action over this past year, thank you for making the capital region a more welcoming home for newcomers. Our community is stronger together.
Even though I was a teacher for 20 years in Indonesia and other countries, it was hard to find a job in my field without local experience and a teaching license. With all the information, support, and motivation from ICA, I felt very confident when I applied for the job I wanted. And, I got the job on my first interview! Thanks to ICA, I earned my Early Childhood Education license and I am working full time in my chosen profession.

Ana, immigrated to Canada from Indonesia
Finances

Over the past fiscal year, ICA increased our direct services, community engagement and national leadership within the immigrant and refugee settlement sector. We have also strengthened our organizational infrastructure, ensuring ICA continues to deliver high-quality, client-centered services more effectively.

With the growing need to engage the community and help support as many newcomers as possible, financial contributions from individuals and businesses are more important than ever. Individual gifts and donations now support a significant portion of ICA’s work, helping fund arts, training and education programs that provide a pathway to success for not only immigrants and refugees, but the entire Capital Regional District.

Revenue $6,245,681

- Federal 76%
- Provincial 16%
- Grants 5%
- Fee For Service 2%
- Donations 1%

Expenses $6,457,284

- Immigrant & Language Services 63%
- Employment Programs 15%
- Refugee Services 10%
- Community Engagement 8%
- Administration 3%
- Arts Programs 1%

*Percentage values have been rounded for graphic illustration.

Our Funders

- Immigration, Refugees and Citizenship Canada
- Canadian Heritage
- Ministry of Jobs Economic Development and Competitiveness
- Province of BC, Multiculturalism Branch
- Community Safety and Crime Prevention
- The United Way of Greater Victoria
- Victoria Foundation
- Employment and Social Development Canada
- Vancouver Foundation
- Wheeler Foundation
- University of Victoria
- The Hamber Foundation
- Capital Regional District
- Individuals + Businesses
ICA exemplifies the values which Canada continually strives to achieve. As a long-time volunteer and donor, I am proud to contribute to ICA because this organization practices the values in which I strongly believe – inclusion, equality, and diversity. I hope others will join me in supporting this cherished community organization. Together, we can accomplish a lot of good!

Mavis DeGirolamo, ICA Volunteer and Donor
You Can Make A Difference

When you give to ICA, you support a more inclusive, diverse and welcoming community where we work together to better serve immigrants and refugees. ICA is committed to building a dynamic and thriving capital region.

Your contributions directly support ICA’s arts, education, and private sponsorship of refugees programs. Not only will your gift help newcomers successfully make the capital region their new home, but also help foster greater understanding, create stronger cross-cultural connections, and ensure immigrants and refugees have all the support they need.

Recently, ICA made a commitment to increase support from individuals and businesses to ensure we have the resources needed to fund all of our important programs. Your gift is a strong statement of hope and opportunity for all people who call the capital region home.

Ways you can help:

- Make a one-time or monthly donation today
- Donate through your donor advised fund
- Name ICA of Greater Victoria in your will

To make your tax-deductible monthly or one-time donation, you can give online at www.icavictoria.org or use the enclosed envelope.

(Charitable Registration Number 107509838RR0001)

Thanks to support from people like you, ICA can continue to serve as a helping hand, a listening ear and a tireless advocate for immigrants and refugees throughout the Capital Regional District. Your generous gift makes our success possible.

To learn more about ICA, receive email updates, or ask any questions you may have about our work, please contact us by email at: development@icavictoria.org
We're stronger together: let's keep building a resilient place to call home.
icavictoria.org