

SOCIAL ENTERPRISE FOR CANADA

ANNUAL REPORT FOR 2023 - 2024

Building Business.
Enriching Lives.

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MESSAGE FROM THE CEO

What makes an organization great?

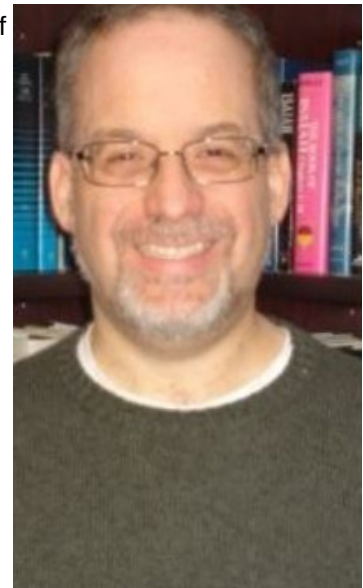
Many will quickly point to its employees: a company is only as great as its people. That is true—and I could not be more proud of the team we have here at SEC! Our team is highly skilled, highly motivated, and committed to making a difference in our world. I could not ask for a better team than the team we have here.

Great employees, however, can face challenges and obstacles to achieving their goals and contributing to organizational greatness. It is that experience where the way the business functions seems to work against becoming great. Instinctively we know that we need something more than great employees to make a company great. But, what is that something? Is it a robust, connected systems? A positive work culture? A compelling vision? Flexible and well-resourced infrastructure? High-functioning leadership?

Over the last year, we have come to see the profound interplay all these elements have with one another through our focus on what Patrick Lencioni calls The Advantage: organizational health. [1] Leveraging funding from the Ontario Trillium Foundation, SEC has invested deeply in its leadership with a focus, as Jim Collins puts it, of “shaping a strong, self-sustaining organization that can prosper beyond any single programmatic idea or visionary leader.”[2]

Some interesting highlights of note: we have bravely embarked on a journey of Truth and Reconciliation, worked diligently to improve employee engagement, found opportunities for meaningful connection and collaboration, and have initiated a ground-breaking research and development into the world of AI integration into the newcomer experience.

I am thrilled, looking back over the last year, to see how our leaders have dug in, rolled up their sleeves, and put their attention toward making SEC great—not only for the sake of SEC but for the sake of the people and communities we serve.



DARCY MACCALLUM
CEO

[1] Patrick Lencioni, *The Advantage: Why Organizational Health Trumps Everything Else in Business*

[2] Jim Collins, *Good to Great and the Social Sectors*

SOCIAL ENTERPRISE FOR CANADA

Social Enterprise for Canada (SEC) is a people-centered, agile, and innovatively responsive social purpose organization with both a charitable and enterprise arm. We focus on identifying and implementing innovative and collaborative solutions to pressing issues to contribute toward forging a society in which everyone belongs and is empowered to contribute.

● Mission

SEC promotes integration and equity for diverse populations in need through:

- Promoting community development
- Providing direct human services for unmet needs.

SEC is committed to igniting community development and providing tailored human services to meet the evolving needs of Canada's diverse population by creating pathways for professional and personal growth, especially for newcomers, and by leveraging our expertise to promote a future where every individual has the opportunity to thrive and contribute to a dynamic and cohesive society.

● Values

We practice kindness

Recognizing kindness as the foundation of truth and reconciliation, those who work at SEC establish and maintain mutually respectful relationships with each other and with all people who engage with SEC, affirming the dignity, strength, and value of each person

We find solutions together

SEC functions as a team: both with fellow staff members and with those who use our services. The synergy of teamwork enables the surfacing of innovative and achievable solutions to the issues and challenges we face together.

We look for ways to do things better

SEC continually seeks to improve its services and impact through thoughtful, positive innovation and collaborating with like-minded groups and social entrepreneurs to forge a society where everyone belongs and is empowered to contribute.

We build trust

The strength of SEC is found in each person contributing to the whole and practicing open, transparent communication that facilitates trust, fairness, and commitment to shared goals.

Behind every number and outcome you will see in this annual report is a story shaped by these core values—and to me, that's exciting. That's SEC.



SUMMARY OF FINANCIAL STATEMENT



SEC Consolidated Statement of Financial Position	2024	2023
Assets		
Current		
Cash (Note 2)	\$ 2,026,592	\$ 2,101,780
Short-term investments (Note 3)	\$ 495,092	\$ 255,426
Accounts receivable	\$ 219,217	\$ 977,060
Prepaid expenses	\$ 97,295	\$ 108,201
Long-term investments (Note 4)	\$ 240,000	\$ 103,214
Tangible capital assets (Note 5)	\$ 692,816	\$ 939,723
	\$ 3,771,012	\$ 4,485,404
Liabilities and Net Assets		
Current		
Accounts payable and accrued liabilities	\$ 600,214	\$ 1,229,306
Current portion of retirement allowance payable (Note 10)	\$ 97,280	\$ 97,280
Current portion of deferred revenue (Note 6)	\$ 528,202	\$ 354,626
Income taxes payable	\$ 7,942	\$ 914
Other deferred revenue	\$ 44,502	\$ 50,983
Current portion of obligation under capital lease (Note 9)	\$ -	\$ 81,659
	\$ 1,278,140	\$ 1,814,768
Long term portion of retirement allowance payable (Note 10)	\$ 267,520	\$ 366,670
Long-term portion of deferred revenue related to capital items (Note 6)	\$ 391,374	\$ 708,233
	\$ 1,937,034	\$ 2,889,671
Commitments (Note7)		
Net Assets		
Internally restricted	\$ 914,000	\$ 914,000
Unrestricted	\$ 919,978	\$ 681,733
	\$ 1,833,978	\$ 1,595,733
	\$ 3,771,012	\$ 4,485,404

FINANCIAL STATEMENT

APRIL 1, 2023 - MARCH 31, 2024

Social Enterprise for Canada Consolidated Statement of Operations	2024	2023
Revenue		
Government funding	\$ 7,144,017	\$ 6,412,066
Service fees	\$ 559,444	\$ 388,782
Interest	\$ 269,800	\$ 72,976
Other revenues	\$ 61,591	\$ 33,728
	\$ 8,034,852	\$ 6,907,552
Expenses		
Salaries and wages	\$ 5,256,594	\$ 4,853,282
Accommodation	\$ 993,421	\$ 941,987
Amortization	\$ 566,696	\$ 641,565
Program costs	\$ 343,791	\$ 307,210
Office and general	\$ 248,129	\$ 296,948
Purchase of service	\$ 176,952	\$ 147,341
Technical support	\$ 203,082	\$ 38,773
	\$ 7,788,665	\$ 7,227,106
Excess (Deficiency) of revenue over expenses before undernoted item	\$ 246,187	(\$ 319,554)
Income tax provision - Social Enterprise for Canada	(\$7,942)	(\$914)
Excess (Deficiency) of revenue over expenses	\$ 238,245	(\$320,468)



Building Leadership Capacity

SEC is profoundly grateful to the Government of Ontario and the Ontario Trillium Foundation (OTF) for its support in providing funding that has enabled SEC to invest deeply in leadership formation - both individually for each member of our leadership team and, just as importantly, as a collective team in developing and increasing our leadership capacity.

SEC partnered with Strategisense Consulting to develop and provide a comprehensive Leader & Team Development Program. The program consisted of several intentional sessions on role clarity, personal and team effectiveness, leading for impact, and one-on-one coaching.

Over the past 12 months, our leaders have demonstrated immeasurable growth in capacity as nonprofit leaders in this post-pandemic landscape. While our leaders have benefited internally from this investment, we know that ultimately it is the communities we serve and our clients who are the true beneficiaries.

We're happy to share some testimonials.

Leaders

- *"I recently completed the leadership training program and it was an invaluable experience. The training effectively put daily practices into theory, providing a solid framework that ensured I was on the right track in my professional journey. The coaching sessions were particularly constructive, offering personalized guidance and actionable feedback that helped me refine my leadership skills. Overall, the program not only enhanced my understanding of leadership concepts but also empowered me to apply them confidently in my role."*
- *"The Strategisense Leadership Development series has not only given me more concrete strategies to build the leadership qualities within my team but also gave me an opportunity for reflection on my own leadership tendencies and development as a leader within SEC. I am beginning to notice a shift in my coaching skills with my team as well as moving away from being a "problem solver" to empowering my team to problem solve with their own wealth of knowledge and skills."*
- *Very insightful. Excellent facilitators who motivated us to look at our practices and assumptions and find other ways to engage staff for better outcomes and a cohesive workplace.*
- *"The Strategisense Leadership Development Training supported us in engaging in conversations with each other. During these sessions, the SEC leaders were able to build relationships and learn about each other's roles. Strategisense gave us a variety of different tools to be able to learn more about our teams and how to effectively approach different scenarios."*

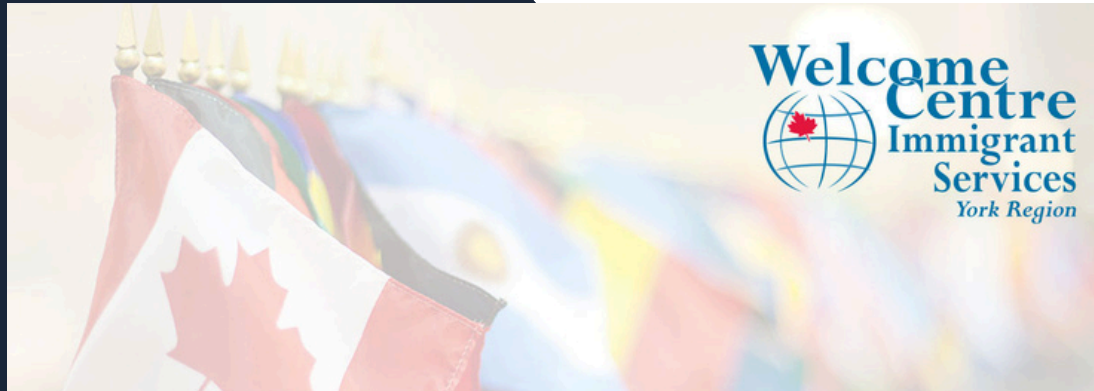
Program Facilitators

- *"It has been wonderful to witness the level of engagement, learning, and commitment to action on the part of leaders at SEC. Through intentional dialogue about their roles as leaders, the ways they communicate, collaborate, and lead, and the importance of each leader's contribution to the vision for SEC, this organization is creating a very special leadership culture. As a facilitator supporting this work, I have felt very lucky to be a partner in SEC's transformation journey."*
- *"I am genuinely impressed by SEC's readiness and curiosity for growth and development. The openness demonstrated by the staff is a strong indication of a thriving and forward-thinking culture. Leaders consistently hold themselves accountable and demonstrate a commendable commitment to applying the insights gained from workshops and coaching sessions."*

Our sincerest thanks again to the Ontario Government, OTF, and Strategisense Consulting.



WELCOME CENTRE IMMIGRANT SERVICES



The Newmarket Welcome Centre, in collaboration with its partners continues to foster social and cultural integration by providing programming that educates clients on their rights and responsibilities, enhancing their sense of community belonging. These efforts have empowered clients with the knowledge to make informed decisions about their lives in Canada. This past fiscal year, the centre welcomed approximately 25,000 visitors, both new and returning.

Overview

Daytime LINC language classes persisted, and for the first time since the onset of COVID-19, in-person evening language classes were reintroduced. The centre hosted two LINC classes on Tuesday and Thursday nights and three ESL classes on Monday and Wednesday evenings. Consequently, the Centre's hours were extended to Monday through Thursday from 8:30 am to 8:30 pm, and Friday from 8:30 am to 4:30 pm. Other programs, including settlement services, language assessments, English Conversation Circles, and youth activities, also benefited from these extended hours.

Numerous centre-wide events were held throughout the fiscal year, including employment-related initiatives (three job fairs, resume preparation and renovation workshops, LinkedIn seminars), cultural celebrations (Lunar New Year, Nowruz, Canada Day activities, meet-and-greet with local artists), informational sessions (banking fair, waste management/recycling), and, for the first time, summer camps utilizing the CNC childminding area.

Statistics 23/24

- Number of new clients case managed; over 1,528
- Over 20,000 students (new and repeat) attended language classes
- 2,054 clients attended appointments with Associate Partners
- 962 language assessments were conducted
- 19 information and orientation sessions were provided for students

MOBILE UNIT

Overview and Statistics

Prior to the pandemic, the mobile unit regularly serviced the Stouffville community; however, the itinerant location used has since ceased operations. An agreement with the Stouffville Public Library has allowed us to resume service in this community on a monthly basis. Additionally, the mobile unit collaborated with Georgian College to conduct a workshop in Collingwood, offering a full-day event to help over 40 newcomer students with orientation and settlement information.

This fiscal year, the mobile unit conducted numerous workshops to help newcomers better understand and participate in Canadian society and culture. Topics included Canada Day trivia, Halloween traditions, a Remembrance Day Exhibit & Tour, water safety, and Dressing for Winter. They also participated in the Simcoe County Week of Welcome by providing personnel and resources at the Orillia and Collingwood events.

English Conversation Circles (ECC) continued to be offered in-person in Orillia and Keswick. An additional in-person ECC was started in Wasaga Beach this fiscal year. For those unable to attend in-person ECCs due to schedule, transportation, or competing demands, the mobile unit has continued to offer virtual options on Monday and Thursday evenings.

In the fiscal year 2023-2024, the following occurred:

- Number of new clients – **322**
IRCC eligible – 166
MLITSD eligible – 156
- Number of repeat clients – **284**
IRCC eligible – 116
MLITSD eligible – 168
- English Conversation Circles:
Number of ECCs – 99
Number of participants – 453



ACCREDITATION AND QUALIFICATION INFORMATION SERVICES (AQIS)

The Accreditation and Qualification Information Services (AQIS) provides internationally trained professionals with career guidance and planning services to facilitate the recognition of their foreign credentials in Canada. By utilizing our services, newcomers receive comprehensive information on the necessary steps to achieve licensure or certification for their professions in Canada, empowering them to establish their career goals.

Preceding the pandemic, AQIS services were exclusively accessible at five Welcome Centres in York Region. Post-pandemic, through successful partnerships with CDCD and Unemployed Help, operators of two Welcome Centres in Durham Region, our services are now available at all seven Welcome Centres spanning both Durham and York Regions. Furthermore, we offer a mobile service to clients in the North York Region and Simcoe County through our Mobile Unit.

Our services for newcomers include individual meetings, portfolio workshops, sector-specific and general forums, and information sessions tailored for clients and community partners.

Individual meetings cover a variety of topics, including professional license/certification requirements and application procedures, accredited/approved training programs and bridge training programs, university and public college application procedures and prerequisites, translation/interpretation services, financial aid for training and licensing, alternative career pathways, academic credential assessment, programs offering co-op/internship opportunities, and networking and mentoring opportunities.

After each meeting, clients receive a personalized action plan via email summarizing the discussed information.

Based on the ELT program cycles, portfolio workshops are held monthly for Welcome Centre clients and Enhanced Language Training (ELT) program participants. These workshops focus on assisting clients in developing professional portfolios and E-portfolios and providing strategies for effectively presenting them to potential employers to showcase their skill sets.

In addition to our regular activities, we conducted nine information sessions during the reporting period.

Statistics for the fiscal year 2023-2024 highlight the following accomplishments:

- 2383 individual meetings conducted, serving 2062 new clients
- 38 workshops and forums organized, with a total of 547 attendees
- 9 information sessions were hosted, with 393 participants



WELCOME CENTRE PARTNERSHIPS



Since 2007, the Welcome Centre System (WCs) has thrived due to five core services provided by lead agencies and numerous additional services from WC partners addressing various needs. Over the past fiscal year, newcomer events were organized in collaboration with these partners to celebrate and promote community engagement. These events included LinkedIn seminars, job fairs, Lunar New Year and Nowruz celebrations, Canada Day activities, and information sessions.

A primary objective of WC partnerships is to engage prospective partners in providing resources to address client needs and service gaps. For example, the Francophone Association of York Region (AFRY), a new partner this past fiscal year, helps bridge existing gaps in WC services. This addition supports the federal government and IRCC's focus on delivering services in both official languages.

STATISTICS

5 new partners have been added to the WC partnerships list:

- WSPS: Workplace Safety & Prevention Services; <https://www.wsps.ca/>
- CHATS: Community & Home Assistance to Seniors; <https://chats.on.ca/>
- CAYR: Community Connections People Supporting People; <https://cayrcc.org/>
- AFRY: Francophone Association of York Region; <https://www.afry.ca/>
- Markham Public Library; <https://markhampubliclibrary.ca/>

25 partners are providing services at the WCs. These services include, but are not limited to:

- Housing assistance
- Legal clinics
- Mental health supports
- York Region Police assistance



BRIDGE TRANSLATIONS AND COMMUNICATION CENTRE (BTCC)



Overview

This year marked a significant rebuilding phase for Bridge Translations, encompassing Bridge Translations Communication Centre (BTCC), Bridge Documents (BTD), and Bridge Interpretation (BTI). Our primary focus was on retooling our infrastructure to enhance automation and streamline service delivery for our clients and customers.

Infrastructure Enhancement

In alignment with our commitment to improving operational efficiency and customer satisfaction, we introduced two advanced tools:

1. BoostLingo II for BTI: This new tool enhances our interpretation services by providing greater automation and efficiency.
2. Welcome Centre Database for BTCC: We have been diligently working on implementing the new Welcome Centre Database, which will automate several processes and allow us to retire outdated legacy systems.

These enhancements are aimed at improving the quality and efficiency of our services, ensuring a seamless experience for our clients.



Performance Highlights

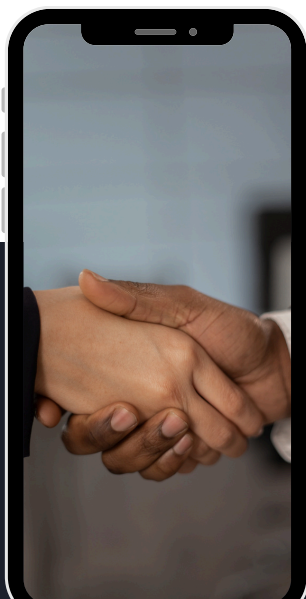
- IRCC Targets: We met and exceeded our annual targets for Immigration, Refugees and Citizenship Canada (IRCC).
- Call Management: BTCC managed over 20,000 calls this year.
- Interpretation Services: BTI completed over 2,000 interpretations for newcomers in the York, Simcoe, and Durham regions.

Staffing Updates

Shortly after the end of the fiscal year, we welcomed Jose Abiog to our team as the BTCC/BTI Manager, Integrated Communication Solutions. Jose's expertise and leadership are expected to significantly contribute to our ongoing efforts to improve service delivery.

Looking Forward

As we look to the future, we are confident that our investments in technology and people will enable us to provide the best services possible. Our focus remains on continuous improvement and innovation to meet the evolving needs of our clients and customers.



EARLY YEARS DIVISION

EarlyON Child & Family Programs, Licensed Child Care and Care for Newcomer Children programs

Our EarlyON Child & Family Centres had over 46,337 visits by children and caregivers in 2023. We also saw 2,364 children and their caregivers in our virtual programs.

Our Licensed Child care and Regulated CNC programs served over 250 children in Newmarket, Vaughan, and Thornhill.

Infrastructure provides the essential foundation upon which programs and services are built enabling their implementation, operation, and accessibility.

- We introduced Storypark in the Early Years Division to support staff/ parent communication; staff community of practice and the development of pedagogical documentation.
- King EarlyON location added two additional languages for program delivery and parent support Cantonese and Punjabi.

A staff reflected that a mother of a 5-month-old infant dropped into the centre before the afternoon program and explained how she knew that she needed to get out of the house because she and her infant were struggling that day. She began crying and explained how she had not been able to get her baby to fall asleep or nap during the day, which was causing her to forget about taking care of herself. She explained how she could not remember the last time that she ate, and how the only person that could get her baby to nap was her mother-in-law. She said that she tried the same technique as her mother-in-law to try to get her baby to sleep, but nothing was working. She explained how she knew that coming to EarlyON would be helpful for her so that she could get out of the house and speak to the staff about what to do next. The staff were able to talk through her challenges and encouraged her that she was doing a great job and that she was doing the best that she could. She stayed for the afternoon program and explained how she appreciated having an opportunity to talk to the staff and that it allowed her to feel better going back home for the rest of the afternoon.

Coordinated systems and Structures facilitate collaboration and integration involving establishing clear communication, definition of roles and responsibilities, standardized procedures, and leveraging technology or tools.

- Ukrainian language was added to our EarlyON Website Connect with Us page enabling families to gain access to information and services in their first language.
- Our EarlyON website was updated to include website translation pages in Spanish, Ukrainian, Cantonese, Italian, Mandarin, Punjabi and Urdu. This translation includes our Vision, Mission, and Purpose Statement, Important information to know about our programs, current virtual program offerings, as well as the staff that speak the language.

“As a Stay-at-home mom, this place is invaluable for me and my son's social development and is so fun! We love the staff”



A positive internal culture fosters collaboration and Innovation.

- EarlyON and Childcare Educators have collaborated to develop and implement workshops and presentations to support Newcomer families in our Newmarket and Vaughan Welcome Centres.
- EarlyON Aurora hosted its first Trunk drive clothing donation event, which consisted of a Family Fun Outdoors program, as well as an opportunity for families to swap clothing, toys, etc., or donate items that their children no longer had use for.
- EarlyON educators introduced pre-recorded virtual programs for stat holiday closures beginning with Canada Day 2023. These videos generated over 2000 views in this first year of implementation.
- King Public Library EarlyON mobile opened for a once a week program to further support families in the area.
- The Aurora educators offered the 2023 Wonders of Nature Collaboration where we hosted our event at Brooks Farm in Mount Albert. Registration for this program was full within the first hour and 90 people attended the event.
- Our new EarlyON mobile location at St Mary of the Angels CES opened in December of 2023 offering programs 4 days per week supporting families looking to access programs in their neighbourhood.
- We trained EarlyON educators in Triple P Baby as a new prenatal support for families. Triple P for Baby aims to prepare parents for a positive transition to parenthood and the first year with the baby, by promoting sensitive and responsive care.
- Our CNC programs celebrated Winter Festival, Lunar New Year, Persian New Year and Canada Day with families as well as providing information workshops on Nutrition, Healthy Sleep habits and the importance of taking care of oneself.

“My child and I absolutely love this location. The smaller group has made it so easy for my child to explore, and connect with other children and families. I saw her personality bloom. She has for sure gained confidence and skills attending this location.”

External perception reflects the reputation, image and brand identity of the organization as well as programs/services in the eyes of those outside the organization.

- EarlyON King Location hosted the National Day for Truth & Reconciliation on Sept 27th 2023. Learning spaces were available based on Indigenous teachings and we welcomed Dr. Hopi Martin, an Indigenous Elder, to share stories with families on Indigenous culture, teachings, practices and way of life.
- EarlyON Woodbridge embarked on a partnership initiative with Blue Door and a local Hotel to support families new to Canada that are transitioning into this Region.
- EarlyON Aurora introduced a weekly Let's Talk program, which offers families a chance to sit in on workshops or presentations on topics of interest such as walking families through developmental screening checklists and referrals to additional services in their community

“When we first arrived at this program today, my child was shy, and scared, and would start crying if I set him on the mat instead of sitting on my leg.... By the end of the main activity, when he looked at other babies and adults, it was no longer with apprehension or discomfort, but with curiosity. It was clear that he did not want the time to end even when we got to the car. these programs foster a sense of community and create a supportive environment for families and caregivers. They promote a sense of collective responsibility toward the well-being of children and encourage a culture of nurturing, respect, and inclusivity. I felt this today more than any other experience in my life.”

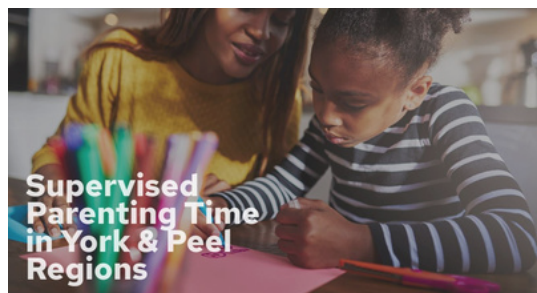


PEEL & YORK REGION SUPERVISED PARENTING TIME

The Supervised Parenting Time Program has been in operation since 1992, originating from our involvement in the Supervised Access pilot project supported by the Ministry of the Attorney General. This program caters to families in Peel and York Region, specifically focusing on children aged between 0 to 17 years.

Our Supervised Parenting Time initiative serves as a supportive resource for children and families navigating the challenges of separation and adjustment. We prioritize creating a secure, impartial, and child-centered setting where children can engage with their parents or extended family members. The program encompasses supervised parenting time, supervised exchanges, supervised virtual parenting sessions, and supervised communication exchange services.

Total number of:	Peel	York	Total
General inquiries	143	180	323
Request for Service	72	47	119
Families served	79	42	121
Visit	387	202	589
Exchange	87	22	109
Virtual visit (York only)		97	97
Intake meeting	69	29	98
Child orientation	31	17	48
Unique adult served	219	113	332
Unique children served	90	54	144
Report completed	70	68	138



Success Story

From Client to Employee

We're pleased to introduce you to Kristina Beznos, a current AQIS specialist with SEC. We invited Kristina to share the story of her journey from client to employee with SEC.

Can you share your initial experiences and feelings when you first arrived to Canada and became a client of SEC?

I arrived in Canada in November 2022. In January 2023, I first met with an employment counselor who referred me to Welcome Centre. At the Welcome Centre, I completed my intake with Marzy, and together we created a client file and booked an appointment with an AQIS specialist. I was very happy to receive such an informative consultation about WC services.

What specific support or services did you receive from our organization that had the most significant impact on your journey?

My main goal was to get information regarding the evaluation of my credentials and general information about my future opportunities. I received a detailed explanation about credential assessment, training options, and pathways based on my background.

At what point did you feel that you wanted to transition from being a client to becoming a staff member, and what motivated this decision?

My situation is exceptional. Due to the full booking for accreditation appointments at the time, I had my first job interview with the SEC before the accreditation meeting, which was a key point. I enjoyed the interview and hoped to be the right candidate for the job. When I had an appointment with the accreditation specialist a few weeks later, I realized and confirmed that the job aligned with my skills and aspirations. This was my dream job.

Can you tell us about your experience in the recruitment and onboarding process?

My experience was excellent. The communications were clear and timely, and my Program Manager politely answered all my emails and questions. Although the waiting period before the decision was a bit anxious and exhausting, I was thrilled to receive an invitation for the second interview and a job offer. During the onboarding process, all my team members were always available to answer my questions and provide the necessary support. They were so helpful and kind, and I really appreciate it. Overall, it was a very positive experience.

How do you feel your experiences as a former client enhances your ability to support and connect with current clients?

The most important thing was that my "fresh" immigrant experience helped me understand and sympathize with our clients' problems and questions. I try to find an individual approach for each client and help with their specific situation. My experience as a client also helped me build a proper consultation structure and focus on the clients' main and most important requests.

I believe my story is a perfect and practical example of a successful transition from a client to a company employee. My story often motivates clients to persevere and continue developing in their professional fields. I frequently use my unique situation as an example to inspire clients, which greatly supports their belief in the possibility of securing decent employment in Canada.



Kristina



Feedback

Good evening,
I Hope your day is going well, when I approached you and explained my situation exactly you helped me through all the process by coming in zoom meeting, you are like my father and mentor, more than that your such a humanitarian. Me and my family never forget you, Please help me and suggest me and guide me . Sofar I have approached somany people your the one who helped me..till this..
I don't have words to explain ur help.
Thanking you

I hope this email finds you well. I wanted to take a moment to express my heartfelt gratitude for your incredible kindness and assistance in helping me find an English class and introducing me to the facilitator. Your willingness to help and your generosity have made a significant impact on my life. When I shared my desire to improve my English language skills, you immediately stepped forward with guidance and support. Your recommendation and assistance in finding a suitable English class have been invaluable. The class has not only provided me with an opportunity to enhance my language abilities but has also opened doors to new experiences and opportunities.

Furthermore, I am incredibly grateful for the introduction you made to the facilitator. The connection we have established through your introduction has been enriching and has allowed me to expand my network and learn from the facilitator's experiences and insights. I want to express my sincerest appreciation for your selflessness and willingness to assist me. Your support has had a profound impact on my personal and professional growth, and I am incredibly grateful for your involvement in this journey. Please know that your kindness has not gone unnoticed, and I will cherish the opportunities and connections that have come about because of your assistance. If there is ever anything I can do to repay your kindness or offer support in any way, please do not hesitate to let me know. I am more than willing to reciprocate your generosity. Once again, thank you from the bottom of my heart for your incredible help in finding an English class and introducing me to a facilitator. Your kindness and support have made a significant difference in my life, and I am truly grateful to have crossed paths with someone as compassionate and remarkable as you. Wishing you continued happiness and fulfillment in all that you do. With deepest gratitude,

As a staff member who has been a part of the program since September in different roles (student and now REAL staff), I have seen the progression of this program and the impact it can have on families. A family who has been in service for over 10 years has even had relational development in the past 10 months as a result as their time within their program. A few other families who have been able to transition to outside access throughout the course of my time here are a different representation of the positive impact a program can have in terms of child welfare and fostering family relationships. When I was a student, it was an excellent introduction to the positive impact that even a neutral program can have and a demonstration of the need.

Another significant piece of the success of the program is the staff relationships and community- I have found that with a strong team comes a more successful day on site, and the visiting families pick up on the vibes and are, for the most part, more relaxed when the environment is nurtured by positive staff relationships. The team energy and relationships are strong, in thanks to positivity and encouragement from the coordinator and other management staff. Overall, the environment contributed to by staff and reflected in interactions with clients contributes to the positive impact, growth, and success of the program and it is a pleasure to be a part of the team.



Feedback

Thank you, I really appreciate your help and sharing your useful information with me.
I can't thank you enough for helping me.
I just want to say how grateful I am that I met you dear friend.
Have a great day,
Best regards.

I couldn't imagine how it is going to be useful and effective for me. After the meeting, I am sure about my decision. She gave me fulfillment and strength to start (considering how I felt down and tired of doing anything) I would like to recommend her to anyone like me who is struggling with the new situation and I was full of doubt.

Happy New Year, I hope you are doing well. Last year I had a meeting with you and now I want to tell you that I joined the EFS program and now for 10 months I have been with BMO Bank.
Thank you so much, and have a good day.

Many thanks to the New Immigration Center for their support and help over the years. The Red Maple Sunset Multiculturalism Association, a non-profit organization for the elderly, has struggled with a lack of free space for activities. Upon learning of our situation, the WC generously provided us with a weekly venue. We have used this space to organize a variety of activities, including regular classes, singing, dancing, painting, calligraphy, and handcrafts. Each class has about 40 participants and is highly popular among the elderly, with enthusiastic registrations for each session. Thousands of people participate in the last fiscal year. We are deeply grateful to the WC for the commitment to elderly care and look forward to continuing our long-term cooperation. Thank you.

The partnership within the WCs offers numerous benefits, particularly through its "all services under one roof" model, which attracts more newcomer clients by providing comprehensive support in a single location. This setup facilitates cross-referrals between programs, creating a win-win situation for mutual referrals and enhancing the overall client experience.

As one of the five core programs operated by SEC, AQIS supports newcomers in getting their international education, skills, and professional experiences recognized by Canadian regulatory bodies and employers.

The AQIS services have notably benefited from this collaboration, even during the pandemic when client numbers decreased dramatically. By maintaining both internal and external partnerships, AQIS services are now delivered at all seven Welcome Centres across York Region and Durham Regions. Last fiscal year alone, we collaborated with over 50 external agencies and delivered 10 general and sector-specific forums, showcasing the strength and reach of our collective efforts.

CREATING SHARED VALUES



Community Building: Truth and Reconciliation

Our team engaged in a profound experience of listening, learning, and contemplation under the guidance of Dr. Hopi Martin (Waabizheshi Oshkaabewis - Marten Clan Sacred Helper, Messenger, Fire Keeper, Lodge Caretaker) on the outskirts of the wilderness.

Of particular significance was Dr. Hopi's profound emphasis on kindness as the fundamental principle underlying truth and reconciliation. His insights underscored the crucial role of fostering respectful connections in establishing a bedrock of comprehension and restoration.



Lunar New Year

In partnership with CICS Immigration and Social Enterprise for Canada, the Lunar New Year celebration at the Newmarket Welcome Centre was a triumphant event thanks to the contributions of employees, volunteers, and their families.



Health and Wellness Fair

Natalia represented the SEC and WCN at the Health and Wellness Fair hosted by York Region.



Winter Holiday's Celebration

The WCN team celebrated the holidays in a stylish manner along with other festivities.



Fall festivities

Students of language appreciated the autumn colors through creating floral arrangements.



Canada Day

One of the most epic events in the organization's calendar is the Canada Day Bash, a mega meetup where the team and students join forces to throw an unforgettable tribute to Canada!

Newmarket Welcome Centre Job Fair



We are thrilled to share the success of the Job Fairs held on September 2023 and March 2024, at the Newmarket Welcome Centre! In collaboration with Social Enterprise for Canada and the Job Skills team, we welcomed over 500 eager job seekers who connected with 26 esteemed employers.

A heartfelt thank you to both organizations for orchestrating such an impactful event, as well as our volunteers. To all who participated and applied for opportunities, we wish you the very best of luck on your journey ahead!



Meet and Greet with an Artist



In collaboration with the Royal Rose Art Galley, we hosted numerous exhibitions among which we had the honor to sit and talk with the artist himself Adubi "Dubi" Akinola.

The event was visited by Michael Parsa, MPP



Employee Appreciation Event

In 2023, the SEC team convened under new leadership to commemorate the achievements and set the stage for the year ahead. The adage "the organization that works together stays together" resonated during this gathering, underscoring the team's unity and collaboration.



TEAM

Recognizing Social Enterprise for Canada's Dedication to Community Service.



Representing our dedicated team, our CEO, Darcy MacCallum, and our Manager of Strategic HR, Leisa Nunes, CHRP, were recently acknowledged at the Building Our Community Together event. This prestigious award was presented by Dawn Gallagher Murphy, MPP for Newmarket-Aurora.



Thank You! Sponsors and Funders

We extend our heartfelt gratitude and sincere appreciation for your unwavering support throughout our journey. Your commitment and trust have been pivotal in enabling us to serve our communities effectively and make a positive impact.

As we continue this shared journey, we look forward to the future with great enthusiasm, strengthened by your steadfast support. Together, we will forge ahead with confidence, ready to overcome challenges and seize opportunities, all while remaining true to our mission and values.

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