



Inter-Cultural
Association
of Greater Victoria

Starting over is hard.
Together we can help.

IMPACT REPORT 2023 / 24



36%
of clients
have a refugee
background

22%
of clients are
displaced Ukrainians

Helping Newcomers Get Started

Arriving in Canada is just the first step in a journey to having a sense of belonging in a new country and a new community. At ICA, we know that starting over can be hard, and we are here to help. Our staff and programs work to support the newcomer-journey from **finding housing** and **learning English** to nurturing **mental health** and building a **sense of safety**.

"It was really tough to find a house in Victoria, it was very expensive. The ICA RAP Housing Coordinator assisted us in finding one that is actually quite good, and the price is reasonable."

Resettlement Assistance
Program (RAP) Client

We acknowledge the Coast Salish Peoples on whose territories we do our work to support immigrants and refugees. We are grateful to work and live here, and we honour the Nations who have always cared for these lands, waters and air and continue to do so today.

Language

ICA's free English Language Instruction for Newcomers to Canada (LINC) is a vital bridge to opening the doors to employment, developing community connections, accessing services and deepening a sense of belonging. Daycare is provided for language students with young children.

"I had zero English when I came to Canada. Now, I learn to talk to a doctor, make appointments. I'm applying for citizenship. Thank you to ICA for helping me to learn listening and speaking. Thank you, teachers."

Hena, Language Student

Employment

Our specialized employment services build on the assets and experience that newcomers bring, helping them be workplace ready in the Canadian job market to help newcomers find meaningful employment and further their career goals.

"The support was amazing. All the knowledge that was shared and the information about the Canadian job market and how to tailor your resume, cover letter, how to prepare for an interview and many things, even mental health. Now I know how to present myself, how to be more prepared and what to expect in this job market."

Ellen, Employment Client

715
language
students
4% increase over
previous year

152
language
students
progressed to
the next level

47%
of clients are
unemployed at
intake

115
clients found
employment

FISCAL YEAR
2023/2024
EXPENSES

Settlement
\$ 3,273,000

Resettlement Assistance Program
\$1,027,000

Private Sponsorship of Refugees
\$120,000

Language Instruction for Newcomers to Canada
\$1,815,000

Learning & Connections

From providing youth and family services, supporting family transitions into a new school system, learning new skills and developing a sense of belonging in the community, ICA's programs make a real difference in what can otherwise be a challenging and isolating time for newcomers.

"I came to Canada from Syria a year and a half ago with my two children. Our SWIS worker helped me and my children when I needed support in my children's school. She was present at every step. My children and I are grateful for her."

Faten, Settlement Worker in Schools (SWIS) Client

Working Towards Success

Throughout our 53-year history, ICA has always been more than a settlement services agency. We have worked together with the community through arts programming, equity training and education, and community research for social change that develops safer, more inclusive and equitable workplaces, social policies and access to services. ICA helps ensure that **immigrants have a strong sense of belonging, worth, identity and are valued, contributing members of society.**

Together we helped **2765** clients reach their goals

1200 workshops

28% of clients are 24 years or under

Employment
\$961,000

Community Engagement
\$1,043,000

Fundraising
\$113,000

Administration
\$1,497,000

Total
\$9,849,000



WHAT SETS ICA APART

Let's delve into what makes ICA stand out and why your support is so vital. Over the past 53 years, we've proudly assisted refugees and immigrants as they embarked on starting new lives in Greater Victoria. But what truly sets us apart isn't just our longevity; it's **our unwavering commitment to providing holistic support**. We understand that resettlement is complex, which is why we provide innovative solutions to the challenges our clients face.

But we don't do this alone. Our extensive network of community partnerships with businesses, nonprofits, government agencies, volunteers, and donors plays a crucial role in our success. These connections, built over decades of collective work, enable us to offer a comprehensive range of support services, bringing people together to find solutions to the varied and complex needs of our clients. It's your support that helps us strengthen and expand these essential partnerships and programs, ensuring that we can continue making a difference in the lives of newcomers.

The journey newcomers take when they arrive in Canada is not easy and comes with many challenges. Learning a new language, finding housing, navigating a new healthcare system or finding work can all be hard. **This is why ICA's support is so important.** When we work together with our volunteers, donors and community partners, we can help smooth the journey to building rewarding new lives in Greater Victoria.

WHERE WE ARE GOING

Looking ahead, we see endless possibilities for growth and positive impact. As the needs of our clients evolve, so do our services. That's why we're expanding our reach with **a new location in the West Shore**, making our services more accessible to newcomers who are building new lives settling in that area. With your support we will fulfill our vision to meet the increasingly complex demands of our clients, adding clinical counselling services and ensuring that **no newcomer is left behind**.

But our commitment doesn't end there. We're also embracing **technology** to offer additional online and virtual options, reducing barriers for clients accessing our services. Investing in the latest technology ensures that our services remain innovative and effective.

In the coming year, ICA will:

- Open a West Shore office.
- Expand services to 700 more clients through the BC Newcomer Services Program.
- Offer in-house clinical counselling services.
- Enhance online learning opportunities for clients.



HOW YOU CAN HELP

Now, it's your turn to be part of the solution. Your donation to ICA doesn't just help individuals; it strengthens our entire community. From core services like housing and employment assistance to our broader efforts in diversity and inclusion, your support enables us to make a lasting impact.

With your generosity, we can expand our reach, deliver more services, and assist more communities than ever before. Together, we can create a community where everyone feels safe, supported, and welcomed. Here's how you can make a difference:

- Make your donation online or use the enclosed envelope.
- Donate appreciated stock.
- Make a gift through a donor-advised fund.
- Name ICA in your will to leave a legacy for future generations.

Thank you for believing in the work we do and for your continued support. Starting over is hard, but with your help, ICA will make the journey easier for newcomers in our community.

"I love how ICA creates a welcoming environment for newcomers and how they also connect them to the broader community. I want to support ICA in everything they do."

Nancy Singh, Donor



Donate
Here



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