



Immigration Matters



ANNUAL REPORT **2024-2025**

OCTOBER 23, 2025
LE 23 OCTOBRE, 2025

www.magma-amgm.org



DAVID CAMPBELL
CHAIR

Immigration has been a key driver of Greater Moncton's economic growth and prosperity in recent years. From a couple of hundred permanent resident admissions per year in the early 2000s to over 7,000 in 2024, newcomers are helping shape our story and our future destiny.

As the number of newcomers has grown, MAGMA has expanded to meet the increase in demand. We have not only expanded our services, we have strengthened our leadership team, board governance, strategic direction and operational capacity. We are evolving from a discrete service provider to an agency that supports newcomers along their journey from when they land in our community until they have put down deep roots here.

As we look to the future, immigrants will continue to be important to our region's growth and prosperity. Across southeastern New Brunswick, over 30,000 people are closing in on retirement and we do not have enough young people locally to replace them – let alone the thousands more needed to grow the size of the workforce. This story is the same throughout Canada. As a country if we want to grow the tax base needed to sustain high quality public services, we will need to grow the workforce and much of that growth will come from international migration.

I have been honoured to chair the MAGMA board of directors in 2024-2025. I believe in the vision and role of this organization and I can affirm we have made important steps forward this year.

I would like to thank our CEO, Ron Gaudet for his vision and leadership over what I believe is one of the most, if not the most, important social organizations in southeastern New Brunswick. Since his inception as CEO, MAGMA has become more mission-oriented and client-centred even as its budget and staff have more than tripled in size.

I would like to also thank MAGMA's dedicated staff for their hard work in 2024-2025. During the year we worked with over **4,102** clients from **102** different countries.

I would like to also thank MAGMA's board of directors for investing their time during the year into this important community organization. And, of course, I want to thank our partners in all three levels of government: federal, provincial and municipal for financial support and engagement as we work to transform MAGMA into a best-in-class immigrant settlement agency.

I look forward to working with the board, staff and our community partners in the year ahead.

David Campbell
Chair, MAGMA Board of Directors





Ron Gaudet
CEO

Immigration Matters:

Friends, there is a lot going on in our world today. Arguably, things seem to be more complex than ever. Things and relationships that we took for granted are suddenly not what they seemed. News seems to come at us in waves and the information is hard to fully grasp or understand.

At the same time, the values that Canada as a nation holds, may be more important than ever. We are a country that embraces change, cultures, freedom of choice, and the desire for a better quality of life for all.

Canada, may well be in one of our finest and most important hours, as we seek to build new alliances, stand for democracy and peace, and demonstrate a resoluteness towards our national values.

Atlantic Canada can stand out as a microcosm of our Country holding true to these same values and acting in accordance with our principals. Over the last decade we have seen tremendous regional population and economic growth. This will need to continue if Atlantic Canada is to grow economically and meet the labour force needs of our companies and not for profits.

Greater Moncton has long been a great Canadian example of resiliency, adapting to the challenges of change, demographic shifts and being somewhat remote from major markets. We have also led by example as a bilingual region and province. This has equipped us well to demonstrate to Canada and the world that we can be an example of continued inclusion, diversity and integration. As one of the fastest growing urban centers in Canada it is imperative that we can meet the needs of our new citizens as we enhance the economic and social well-being for all.

Immigration Matters:

To do so, our region needs to be in tune and responsive to the needs of newcomers. We need to meet them where they are on their journey and provide for the possibility of a better future for them. Working together to build community we can become better - one individual at a time.

Immigration is important to build our population base, our workforce and our cultural experiences.

Great Moncton can be intentional about building the infrastructure, the housing, the experiences and the workforce to be in lockstep with a Nation Building mandate. We can continue to lead by example as we have done for decades. In so doing we lift the individual as we lift the community.

MAGMA remains steadfastly committed to our vision of "leading the way in positioning the Southeast regional area as a model for best practices in immigration, inclusion and retention." We do this by partnering with our community for better outcomes.

Deep appreciation to our staff, our Board of Directors, the Federal, Provincial and municipalities and our growing partners and stakeholders in this mission.

Most sincerely,
Ron Gaudet – MAGMA CEO

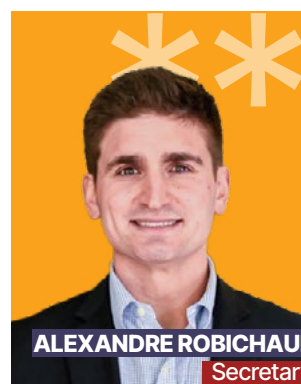
BOARD OF DIRECTORS



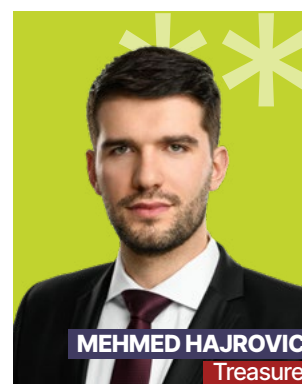
DAVID CAMPBELL
Chair



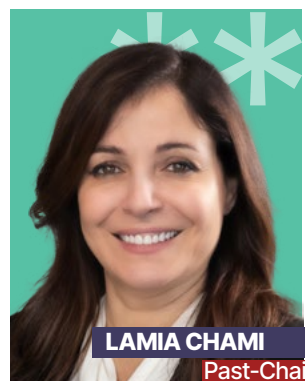
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Vice-Chair



ALEXANDRE ROBICHAUD
Secretary



MEHMED HAJROVIC
Treasurer



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AMY LYNN PETTERSON
Board Member



KEITH PARLEE
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RON GAUDET
CEO



DAVE STEEVES
City of Moncton



ERNEST THIBODEAU
City of Dieppe



SARAH MURPHY
Town of Riverview

2024-2025

* Completed the term during fiscal year.

** Executive Committee Member



Community Iftar, March 5th, 2025

MAGMA

For over 40 years, the Multicultural Association of the Greater Moncton Area (MAGMA) has been a cornerstone of newcomer settlement in our region. As one of the largest settlement organizations in the province, MAGMA has grown from humble beginnings—founded around a kitchen table by three dedicated community members—into a dynamic and inclusive organization leading the way in settlement and community building.

Today, MAGMA continues to offer a holistic approach to newcomer support, providing essential services that lay the foundation for successful integration and long-term retention. At the heart of every program and initiative is a commitment to helping newcomers thrive—socially, professionally, and personally.

MAGMA's work is guided by the principles of diversity, inclusion, and belonging. Each year, we help thousands of newcomers build their new lives in the region through programs that connect them with vital services, introduce them to Canadian life and culture, support English language learning, and foster the development of social and professional skills.

With a team of over 100 staff members representing more than 20 countries and speaking over 22 languages, MAGMA reflects the rich diversity of the community it serves. Our multicultural team is uniquely positioned to support newcomers at every stage of their journey, helping them feel welcomed, empowered, and truly at home.



The Mandate

- **Settlement & Integration Support:** Delivering programs and services that help newcomers navigate their new environment and build strong foundations for long-term success.
- **Cultural Awareness & Education:** Promoting mutual understanding between newcomer and host communities through initiatives that foster cultural exchange and learning.
- **Celebrating Diversity:** Showcasing and sharing the rich cultural values of our community through events, storytelling, and public engagement.
- **Fostering Inclusion & Respect:** Encouraging harmonious relationships and nurturing respect among individuals of all backgrounds and heritages.
- **Empowerment Through Training:** Providing newcomers with the tools, resources, and training needed to achieve their social and professional goals.
- **Advocacy & Policy Engagement:** Promoting and coordinating advocacy efforts to influence newcomer-related policy development at both the provincial and federal levels.

Vision

Leading the way in settlement, integration and retention.

Mission

Supporting newcomers on their journey to settlement, integration and achieving a true sense of belonging.

Admin Team

Ron Gaudet – Chief Executive Officer

Alison Frise – Managing Director

Krishanthika Dassanayake – Executive Support Manager

Don Gaudet – Director of Finance

Brahim Azdoud – Accounting Manager

Lara Falana – Human Resources Manager

Matsui Takehiro – Human Resources Assistant

Trevor Tower – Director of Technology & Innovation

Shobha Chouhan – IT Support & Training Specialist

Abhishek Desai – IT Support & Training Analyst

Maha Dweik – Director of Marketing & Communications

Yuliia Ageenko – Marketing & Communications Specialist

Alaa Fayyad – Marketing & Communications Coordinator

Mario Antunes – Special Events & Projects Manager

INTAKE

The Intake Department serves as the initial point of contact for newcomers accessing services at MAGMA. Our team provides comprehensive needs assessments, facilitates information and orientation sessions, and offers personalized referrals to both internal MAGMA programs and external community services. Our objective is to ensure that every client is warmly welcomed, well-informed, and connected to the necessary support they require.

We assist clients from various immigration backgrounds, including permanent residents, work and study permit holders, protected persons, and visitors. The Intake team supports individuals and families in accessing essential services such as housing, education, healthcare, childcare, language training, community programs and more. Through this guidance, we assist clients in developing personalized settlement plans and establishing a strong foundation in their new home.

2024 - 2025 in a Glance

IMMIGRATION STATUS	Principal Applicant & Spouse	Children
Permanent Resident	1,314	699
Work Permit	307	123
Study Permit	118	42
Work Permit	307	123
CUAET	144	63
Visitor Visa	164	-
Protected Person	4	-
TOTAL	2051	927

Reception Numbers
3985

Services and Programs

Information and Orientation: Provides newcomers with essential information about living in Canada, including housing, healthcare, education, legal rights, responsibilities, and access to local services. Clients also receive an overview of MAGMA programs and community resources.

Needs Assessment: A comprehensive one-on-one assessment is conducted to identify each client's unique settlement needs and goals. Areas covered include housing, employment, education, language training, health services, childcare, and more. The outcome is a tailored settlement plan and referrals to appropriate internal and external services.

Service Navigation and Referrals: The Intake team assists clients in navigating available services and supports by providing direct referrals to internal departments - such as language training, employment programs, SWIS services (including school registration and school-related support), youth services, and volunteering - as well as to external organizations such as Working NB, YMCA, Public Health, and others.

Interpreting and Language Support: When necessary, the Intake team arranges interpretation services to assist clients during their appointments, making services more accessible for individuals with limited English or French proficiency.

Community Connections: Clients are directed to recreational programs, volunteering opportunities, cultural events, youth activities and professional networking groups to help foster social integration and community involvement.

Pre-Employment Referrals: The Intake team identifies clients interested in employment support and refer them to appropriate pre-employment services or training programs, helping newcomers take their first steps toward meaningful employment in Canada.

Assess Business Opportunities: Provide Referrals and Resources for Business Support.

Exploratory Visits: These services are for clients on visitor visas or applying for programs that will allow them to start a business in New Brunswick. Retention is important, and this is a great opportunity to showcase what New Brunswick, particularly the Greater Moncton Area, has to offer.

Some of the key information shared in these meetings include:

- New Brunswick's Statistics: Employment, Population etc.
- Things to do in Moncton: Dinning, Shopping, Recreation etc.
- Regulatory compliance – For Entrepreneurs
- Networking
- Schools and Colleges

Accomplishments & Milestones

- Improved triage and response time for initial client inquiries, leading to faster access to services and improved client satisfaction.

- Successful integration of new staff into the Intake team, enhancing service capacity and ensuring smooth onboarding and role clarity.
- Launch of a client feedback system, allowing clients to share their service experiences and providing valuable insights to improve program delivery.
- Transition to digital intake forms and tools, streamlining data collection and improving efficiency in client service and internal reporting.
- Expansion of interpretation services, making it possible to support clients in more than 10 languages and ensuring inclusive service delivery.
- Established regular participation in community outreach events, increasing MAGMA's visibility and strengthening relationships with external partners.
- Strengthened partnerships with community organizations, expanding the external referral network and improving wraparound support for clients.



Challenges

Language Barriers

Limited English or French proficiency remains a major obstacle to providing service for many clients.

English classes Wait-list

Most of the requests we receive are for English courses. Unfortunately, waiting lists are getting longer and longer, and this has an impact on the daily lives of our clients in many ways, especially when it comes to finding a job.

Mental Health & Trauma Support

Many newcomers arrive with trauma or mental health needs yet face long wait times for professional support. This lack of timely access places additional strain on their emotional well-being and adjustment process.

Intake Team

Afef Tayech – Intake & Operational Efficiency Manager

Nataliia Mospak – Intake/Settlement Counsellor

Emilie Rousseau – Intake/Client Relations Coordinator

Jennifer Manlabao – Intake/Client Relations Coordinator

Karima Dahmani – Intake/Settlement Counsellor

Amina Lkasm – Intake/Settlement Counsellor
Kenza Trabelsi – Intake/Settlement Counsellor

Interesting Facts

- Services offered in over 10 languages with interpreter support.
- Regular collaboration with 20+ community organizations.
- Many Intake staff were once newcomers themselves, allowing them to connect with clients through shared experiences and deep empathy for the settlement journey.
- Our team has supported clients from over 56 countries, bringing a wealth of cultural diversity and international perspectives to our work.

Success Stories

Overcoming Social Isolation:

A newcomer experiencing social isolation was referred to local social groups and professional networking events, helping them build meaningful community ties and regain confidence.

Support for Gender-Based Violence Survivors:

A client facing gender-based violence was referred to the IMvisible program and received critical financial assistance, offering stability and support during an extremely difficult time.



AIP Atlantic Immigration Pilot Program

The Atlantic Immigration Program, funded by both the federal and provincial government, is an employer driven program that allows designated employers to help their employees obtain permanent residency. AIP employers can also recruit employees from overseas and get work permits issued at an accelerated pace, so that the applicants can arrive here and start working while their PR applications are being processed. Spouses and children can also receive permits to enter Canada while waiting for the PR to be processed.

2024 - 2025 in a Glance

Settlemnt Plans/ Principal Applicant	Spouses	Adult Dependents (ages 18-22)	Minor Children
1170	540	56	545
New AIP Employers	ICT Sessions		
220	151		

Services and Programs:

The objective of the AIP Team withing MAGMA is to provide settlement plans to all eligible AIP applicants in South-eastern New Brunswick. These plans are a mandatory part of the AIP process. This means that the team must schedule individual settlement plan meetings with each AIP principal applicant. The meetings are in person for applicants who are here and by video call for overseas applicants.

The team also respond to a large volume of emails from employers or potential applicants who are looking for guidance and information about the AIP and its eligibility criteria.

Accomplishments & Milestones

This year, yet again, has been the busiest year to date for us. Every year since the program was launched as a pilot in 2017 has seen an increase, from the previous year, in the number of employers who become designated to use the AIP, as well as an increase in the number of settlement plans provided to AIP applicants. Thousands of people have been able to receive PR, settle permanently, go back to school and start or grow their families because of the work done by the AIP Team at MAGMA.

Challenges

The challenge this fiscal year has nothing to do with a lack of resources or manpower allocated to the AIP; it is rather that we have been so successful that the yearly allotment limits were reached 4 months into the new year. This also has a great deal to do with the ever-changing immigration landscape in Canada. Due to events outside of our control, the number of yearly allotments for AIP applicants was cut in half. We hope that they will be restored soon so that we can get back to helping people attain their dreams of getting Canadian PR.

AIP Team

Jacques Savoie – AIP Program Coordinator

Amanda Saunders – AIP Settlement Counsellor

Chaima Jraid – AIP Settlement Counsellor

Audra Colebrooke – AIP Settlement Counsellor



SETTLEMENT

MAGMA Settlement Department works with newcomers to identify their settlement needs and goals. With a firm belief that no-one-size-fits-all approach, services provided are intentionally tailored to newcomers needs and to build on their strengths and resources available to them.

2024 - 2025 in a Glance

Category	Metric	
Government-Assisted Refugees (GARS)	142 Clients	5 Countries
Asylum Seekers Supported	132 Clients	16 Countries
Permanent Housing Units Secured	36	
Children Registered in Schools	61	
CMS Case Management	429 services	230 clients
CMS Information & Orientation	2392 services	361 clients
CMS Group Workshops	53	58 participants

1. Resettlement Assistance Program (RAP)

Purpose:

RAP is a federally funded program by Immigration, Refugees and Citizenship Canada (IRCC) that provides immediate and essential support to Government-Assisted Refugees (GARs) upon arrival in Canada.

Key Features:

- **Short-Term, High-Intensity Support:** Delivered within the first 4–6 weeks of arrival.

Focus Areas:

- Airport reception and temporary housing
- Monthly financial assistance
- Orientation to Canadian systems
- Help securing permanent housing
- Referrals to health, education, and language services
- **Goal:** To stabilize clients quickly and prepare them for transition to long-term settlement services.

Client Profile:

GARs arriving through federal resettlement programs, often with high needs due to trauma, language barriers, and unfamiliarity with Canadian systems.

2. Case Management Services (CMS)

Purpose:

CMS provides structured, personalized support for vulnerable newcomers who require more than general settlement services. This includes refugees, immigrants, and GARs transitioning from RAP.

Key Features:

- **Medium- to Long-Term Support:** Services may extend for several months depending on client needs.

Focus Areas:

- Individualized case plans with short- and long-term goals
- Ongoing monitoring and follow-up
- Referrals to specialized services (mental health, employment, legal aid)
- Advocacy and system navigation
- Emotional and social support
- **Goal:** To empower clients to achieve independence and integration into Canadian society.

Client Profile:

Newcomers with complex needs—such as trauma, health issues, low literacy, or limited language skills—who benefit from sustained support and advocacy.

3. Asylum Seekers Support

Purpose:

This stream was developed in response to growing numbers of refugee claimants. It is provincially funded and designed to provide basic settlement support to asylum seekers awaiting decisions on their claims.

Key Features:

- **Flexible, Community-Based Support:** Delivered with limited resources and high collaboration.

Focus Areas:

- Needs assessments and referrals to MAGMA and community services
- Temporary housing and shelter referrals
- Access to food banks, donations, and essential items
- Orientation on Canadian systems and financial literacy
- Support with legal documentation and health coverage
- **Goal:** To ensure asylum seekers are safe, informed, and connected while navigating the legal process.

Client Profile:

Refugee claimants with uncertain legal status, limited income, and high vulnerability. Many face barriers such as trauma, discrimination, and lack of access to legal representation.

Core Services

1. Initial Reception & Needs Assessment

- Airport reception and welcome
- Temporary accommodation arrangements
- Comprehensive needs assessments (housing, health, income, schooling)
- Personalized service plans for vulnerable clients

2. Financial Support & Budgeting

- Monthly income support for GARs
- Assistance with banking setup and financial literacy
- Translated budget templates and digital tools
- Support with provincial and federal benefits (e.g., NB Medicare, CHB, Social Assistance)

3. Orientation & Information Sessions

- Group and individual sessions in multiple languages
- Topics include:
 - Canadian laws and culture
 - Housing and tenancy rights
 - Public transportation
 - Health care system navigation
 - School enrollment and education system

- Employment and community services
- Personal finance and banking

4. Housing Support

- Securing permanent housing within 4–6 weeks
- Education on tenant rights and responsibilities
- Lease signing and utility setup
- Partnerships with landlords and housing agencies

5. Referrals & Navigation Assistance

- Language assessment and class enrollment
- Health services (including mental health and trauma support)
- School registration and settlement worker coordination
- Employment services and community integration

6. Emotional, Social & Crisis Support

- Trauma-informed care and mental health referrals
- Supportive relationships with counsellors
- Crisis intervention and stabilization
- Community belonging and social connection

7. Advocacy & System Navigation

- Support with IRCC, CRA, provincial health, and social assistance systems
- Help with applications: PR card, SIN, housing, taxes
- Bridging gaps between services and stakeholders

8. Follow-Up & Case Closure

- Regular check-ins and progress tracking
- Adjustments to service plans as needed
- Transition to independence or long-term services

Accomplishments & Milestones

- Customized orientation modules for youth, seniors, and special needs



- Financial literacy tools translated into multiple languages
- Health screenings coordinated with local health authorities
- Mental health referrals and trauma-informed support
- Successful family reunification for an asylum seeker
- Internal referral protocol developed for smooth CMS transitions
- Staff trained in cultural competency and IRCC updates
- Active participation in national and regional working groups

Challenges Across All Streams

Systemic & Operational Challenges

- **Short RAP timelines** (4–6 weeks) limit service delivery
- **Affordable housing shortages**, especially for large families or mobility needs
- **High client needs** (trauma, health, literacy, language) vs. limited resources
- **Language barriers** and lack of interpreters for rare languages
- **Complex system navigation** across federal and provincial services
- **Inconsistent stakeholder coordination** (landlords, schools, health providers)
- **Technology access and digital literacy gaps**
- **Delays in financial supports** from IRCC or provincial programs
- **Staff burnout and turnover** due to high caseloads and emotional demands
- **Gaps after RAP ends**, especially for clients needing long-term support

Settlement Team

Ammar Younus - Department Manager

Dana Alkilani - RAP Coordinator

Chadi Batal - Housing Coordinator

Abdelhamid El Sobky - RAP Counsellor

Asadullah Asad - RAP Counsellor

Jacob Hills - RAP Counsellor

Allie Mullin - CMS Coordinator

Donovan Moulaison - CMS Counsellor

Emily Jazouli - CMS Counsellor

Naima Abou El Anouar - CMS Counsellor

Madjid Filali - CMS Counsellor

Maria De Fatima Lima - Volunteer Coordinator

Sara Ghallab - Crisis Counsellor

Margarita Sima - Settlement Counsellor

Hasmatullah Zafar - Interpreter

Sima Roohani - Interpreter



LANGUAGE SCHOOL

MAGMA Language School provides various English language training programs that are designed to support adult newcomers to Canada improve their English language and communication skills. Federally and provincially funded, MAGMA language courses offer various options to learn and improve newcomers speaking, listening, and writing skills and cover important settlement- and employment-related themes.

Newcomers attending MAGMA language programs improve their English, communication skills, and acquire knowledge about living, working and culture in Canada. This not only helps newcomers make informed decisions about their life but also provides them with the confidence needed to build friendships and connections within the community and acquire knowledge and new skills in a meaningful and pertinent way.

2024-2025 was another year of continuous growth for the school in terms of program offering and a growing team that continues to work hard and be committed to helping newcomers learn English and improve their communication and settlement skills while supporting them on their settlement and integration journey.

2024 - 2025 in a Glance

Program	Total Number of Student
Total number of Students	1,342
LINC	790 (+12 %*) compared to 2023 2024
ECC	331
FISRP	93
CELPPI Preparation Program (NEW)	23

Programs Offered:

LINC Language Instruction for Newcomers to Canada program provides language instruction to newcomers helping them integrate into Canada socially, culturally, and economically. The program curriculum guidelines are designed in alignment with the Canadian Language Benchmarks (CLB) and provide language training to various levels including adult EAL (English as an Additional Language) literacy learners. LINC programs, which are federally funded by Immigration, Refugees and Citizenship Canada, include:

- Literacy-CLB7: 3-hour language classes offered in the morning, afternoon and evening, Monday to Friday.
- Sector Specific Training (i.e. Childcare Assistant Training Program): an employment-focused program offering 12-week cohorts training for the Canadian workplace targeted on the local job market needs.

ECC English Conversation Circles provide informal conversational practice for newcomers. MAGMA offers conversation circles for both beginner and intermediate language levels. The program is funded by the Government of New Brunswick.

FISRP/ PREi Francophone International Student Retention Program offers language and essential workplace and networking skills for French speaking international students and help them be prepared for the Canadian context. The program offers career guidance and planning, hence providing international students with key language and communication tools needed for the job market or to improve their overall professional skills. The program also supports local employers in their recruitment of international employees and talents. FISRP is delivered in collaboration with CAFi and is funded by the Government of New Brunswick.

START-UP (NEW) The Start-Up program offers a 10-week in-person English language training to non-PR including: work permit holders, asylum seekers and international students. The program provides the students with structured English language training and helps them improve their communication skills and build confidence and meaningful connections. Start-Up is funded by the Government of New Brunswick.

CELPPI Preparation Program (NEW) the CELPIP Preparation program is 6-week in-person course designed to help CELPIP test takers improve their preparation time and achieve target scores in the Canadian English Language Proficiency Index Program which is a general test designed for immigration and professional designation purposes in Canada.

“The limits of my language mean the limits of my world.”
- Ludwig Wittgenstein



Accomplishments:

Childcare Assistant Training program:

- Some of the students who participated in the program during the reported fiscal year were able to successfully land jobs in daycares in and outside of MAGMA and one student joined the Francophone district as an English language sub teacher.
- One former student from the program started her ECE education at NBCC this year, and another student will be starting her ECE education in September 2025.
- Start-Up Program
- Participants in the program showed a remarkable improvement in their speaking and listening skills.
- The program has been successful in boosting participants’ confidence and helping them better integrate into the community as many find jobs because of their language and communication skills.

FISRP:

- The program has been successful in helping many students build the confidence and skills to find meaningful jobs.

ECC:

- Many students have successfully participated in jobs interviews thanks to the support and assistance they have had through the ECC sessions.

Language Team:

- Angela MacMichael - Language Department Manager
Elenita Soares-Branco - Assistant Manager
Oksana Krylova - Students Services Coordinator
Isabelle Boulay - Students Services Coordinator
Polina Popovych - Language Department Administrator
Fatima Zahra Ounassar - Administrative Assistant
Esther Ikubaje - Language Training Facilitator
Kara McCarthy - Crisis Counsellor
Lindsay Carter - Learning Assistant
LeeAnn Siddons - Learning Assistant
Alla Spero-Jack - Language Teacher
Andrés Cardenas - Language Teacher
Chloe Brubacher - Language Teacher
Emily Jung - Language Teacher
Fredy Roa Huertas - Language Teacher
Galyna Zakharova - Language Teacher
Irina Serdiukova - Language Teacher
Joao Bevilacqua - Language Teacher
Kateryna Masliaieva - Language Teacher



- Khadija Bougua - Language Teacher
Natalia Vinnik - Language Teacher
Nojood Alakhrass - Language Teacher
Palwashan Burhani - Language Teacher
Polina Kozak - Language Teacher
Ruben Munoz - Language Teacher
Sherry Gautam - Language Teacher
Shurooq Aldoori - Language Teacher
Sonia Yeung - Language Teacher
Svitlana Holovina - Language Teacher
Svitlana Onopko - Language Teacher
Tori Steeves - Language Teacher
Viktoriia Bovt - Language Teacher
Ben MacMichael - ECC Instructor
Hugo Magalhaes - ECC Instructor
Niloufar Milani - FISRP Instructor
Luccas Dentzien - Start-Up Instructor
Yanneik Smith - CELPIP Preparation Instructor



Interesting Facts

The Language School teams comes from over 14 different countries from around the world.

Success Stories

A Start-Up Success Story

Newcomers bring a world of knowledge and stories that we as a team feel honoured to learn about and sometimes be part of; for the newcomer story is one of resilience, endless hope and building anew.

One of our favourite stories from the year 2024-2025 is of Tiemele Bruno Brou whose wonderful journey moving to Moncton and building his new life continues to inspire us today.

“Step by step, I made the effort to learn.”

Originally from Ivory Coast, Tiemele made the decision to embrace his new life with an exceptional commitment to learning, community, and celebrating opportunities. A passionate soccer player and avid reader, Bruno joined MAGMA’s Start-Up Program to improve his English and integrate into Canadian society. Through dedication and support from MAGMA, he not only gained confidence in his language skills but also was able to secure a job as a Parts and Service Advisor at Canadian Tire. His story is a testament to the newcomer’s resilience, the power of community, and the importance of hard work and perseverance.



COMMUNITY CONNECTIONS

Community Connections is dedicated to helping newcomers feel welcomed, supported, and empowered in their new environment. We believe that strong community ties are essential for reducing isolation, bridging cultural gaps, and fostering a sense of belonging. Our team delivers a range of programming—including support for newcomer youth (in schools and in the community), family events, pre-employment services, and cross-cultural training for businesses and organizations.

2024 - 2025 in a Glance

Criteria	Metric	
Youth Events	51	
Pre-Employment Workshops	83	
Student Literacy Workshops	33	
Cross-cultural Training	201	Businesses/ Organizations
Newcomers Supported	+1500	
Partnerships	+40	Community Organizations

Services and Programs

Pre-Employment: Pre-Employment services are offered to all eligible clients and range from one-on-one job readiness support and group workshops to networking events.

Intercultural Competency Training (ICT): These workshops are designed to support employers seeking Atlantic Immigration Program (AIP) designation, organizations navigating an increasingly diverse workforce, and MAGMA staff as part of mandatory onboarding. ICT helps build awareness, foster inclusive practices, and strengthen intercultural understanding across all workplaces.

Settlement Workers in Schools (SWIS): The SWIS team supports newcomer families as they navigate the Anglophone East School District. Many students arrive with limited or interrupted schooling, and the SWIS team helps with school registrations, language assessments, and ongoing check-ins. They also help families understand practical aspects like bus systems and healthy lunch options, and act as a vital liaison between schools and families when additional support or communication is needed.

Youth Inclusion: The Youth Inclusion team supports newcomer youth—from school age up to 30 years old—through engaging events, inclusive programming, and strong partnerships with local organizations. The team helps families access sports, cultural, and creative opportunities, while also assisting in overcoming financial barriers to participation.

Accomplishments & Milestones -5 Years of RBC Support

The 2024–2025 year marks five years of outstanding support from RBC. Their generous annual contributions have helped us turn the Youth Clubhouse into a welcoming space for newcomer youth to connect, build confidence, and grow.

Originally planned as a drop-in center, the Clubhouse evolved during the pandemic into a hub for structured workshops and activities supporting newcomer families holistically.

Since its launch, this MAGMA + RBC collaboration has delivered over 300 youth events, 225 job readiness workshops, and 150 youth literacy sessions, impacting more than 3,500 newcomers.

We’re proud of what we’ve achieved together, and grateful for RBC’s continued commitment to newcomer success.

Challenges

This past year also brought significant challenges. Changes in policy and funding led to the loss of key programs, creating gaps in service for newcomers in especially vulnerable situations. Despite these obstacles, MAGMA remained committed to supporting our community. By working closely with key funders, we were able to demonstrate the urgent need and successfully restore several critical services.

Team:

- Elizabeth Jonah - Department Manager
- Sarah Arthur - Youth Team Lead
- Julie-Pier Montreuil - Youth Inclusion Coordinator
- Melissa Coggan - Settlement Worker in School (SWIS)
- Elaine Daigle - Settlement Worker in School (SWIS)
- Williams Okpalo - Settlement Worker in School (SWIS)
- Jihen Chemli - Settlement Worker in School (SWIS)
- Meaghan Touns - Pre-Employment Counselor
- Salim Gharroudi - Pre-Employment Counselor
- Hila Sibailly - Pre-Employment Counselor
- Nubia Esteban - Pre-Employment Counselor
- Levine Kpai - ICT Facilitator
- Dennis Vautour - ICT Facilitator
- Amaka Ogunsola - Skills Launch Adult Facilitator

Interesting Fact: Supporting Growth from Within

Community Connections doesn't just focus on newcomers and community partners; we also invest in our own team. One of the most meaningful parts of our work is leading our organization's Diversity, Equity, and Inclusion Committee, where we help shape a culture of learning, reflection, and accountability.

Our team also delivers mandatory Cultural Sensitivity Training to all new hires, ensuring that everyone who joins our organization begins their journey with a shared foundation of awareness and respect. We believe that to truly support newcomers, we must also commit to supporting one another, learning together, and unlearning where needed, so we can grow as a stronger, more inclusive team.



Success Stories - Community Compass: Guiding Newcomers to Connection

At the heart of Community Connections is our mission to help newcomers feel connected, supported, and informed in their new home. While the Greater Moncton Area is rich in services and skilled professionals, it can be overwhelming for newcomers to know where to go or how to access what they need.

In response to this challenge, we proudly launched Community Compass in June 2024, a new-comer resource expo designed to bridge the gap between families and the programs available to support them. The pilot event brought together over 20 community partners under one roof, creating a welcoming space where newcomers could interact directly with service providers, ask questions, and explore resources.

What made the event truly impactful was the involvement of our volunteer interpreters, who ensured that language was not a barrier to engagement. This support allowed families to ask questions in their own language, empowering them to participate fully and confidently in conversations about their settlement journey.

Following the success of the pilot, Community Compass is now a semi-annual event, with additional expos held in October to meet growing demand. We are deeply thankful to the community organizations and volunteers who continue to show up for newcomer families, helping them feel seen, supported, and informed.



Care of Newcomer Children

MAGMA Care for Newcomer Children (CNC) offers a nurturing, home-like environment for newcomer families. Our program celebrates each child's cultural background while gently introducing elements of Canadian life through play and multicultural learning. Educators guide age-appropriate activities that foster physical, cognitive, social, emotional, and language development within a supportive setting.

We understand that settlement can be challenging. By providing reliable care during settlement workshops or language classes, CNC gives parents peace of mind knowing their children are flourishing in a warm and familiar environment. Our commitment is to help children settle confidently into their new community- supported by caring professionals and enriched by meaningful, culturally responsive experiences.

2024 - 2025 in a Glance

Registration Month	Morning	Afternoon	Evening
April 2024	32	16	10
May 2024	38	28	8
June 2024	36	27	9
July 2024	49	41	8
August 2024	47	38	9
September 2024	30	21	9
October 2024	32	22	10
November 2024	24	17	7
December 2024	26	19	7
January 2025	32	25	7
February 2025	31	26	5
March 2025	32	26	6
Short Term 2024-2025	167		

Services and Programs

Long Term Care: Long term care is designed to support children whose parents or guardians are attending language classes. This care model provides a safe, nurturing, and developmentally appropriate environment for newcomer children, many of whom may be experience a new culture, language or routine for the first time.

Short Term Care: Short term care is designed to provide temporary, flexible and responsive child care for newcomer families participating in language learning programs, employment programs and settlement services. This care model supports children during brief periods ensuring they are safe, engaged and nurtured while their parents or guardians are benefiting from other programming.

Preschool Readiness: Preschool readiness focuses on helping 4 year olds build foundational skills for school success. This includes fostering independence, following routines, communicating needs, engaging in cooperative play, recognizing letters and numbers and developing fine motor skills. Through playful learning and supportive guidance, children gain confidence and enthusiasm for the school experience ahead.

Parenting/Prenatal Workshop:This workshop is designed to support newcomer families during pregnancy by providing culturally sensitive, accessible and practical information about prenatal care and early parenting in Canada. It offers a welcoming space where expectant parents can learn about:

- Healthy pregnancy and nutrition
- Preparing for childbirth
- Newborn care and safety
- Navigating the Canadian healthcare system
- Parenting in a new cultural context
- Building support networks in the community

Workshops are delivered in English, with interpretation available, and include opportunities for questions, discussion, and connection with other families.

Accomplishments & Milestones

Developmental Milestones Tracked: 85% of children showed improved social-emotional skills within 6 months (based on Nipissing Screening)

Language Acquisition Support: Introduced dual-language storytime in Arabic/English and Ukrainian/English improving engagement for 70% of children.

Annual Program Review Completed: 2024 evaluation showed 99% parent satisfaction with CNC services.

Staff Professional Development: All educators completed 10+ hours of PD in intercultural competency and early childhood trauma.

Challenges

- Language Barriers:** Difficulty communicating with children and families who speak little or no English.
- Cultural Differences:** Navigating diverse parenting styles, expectations, and child-rearing practices.
- Emotional Adjustment:** Supporting children coping with trauma, separation, or the stress of re-settlement.
- Staff Training:** Ensuring staff are equipped to provide culturally responsive and trauma-informed care.
- Limited Resources:** Access to funding, materials, or space tailored to the unique needs of newcomer families.
- Inconsistent Attendance:** Irregular schedules due to parents’ class times or settlement appointments.
- Building Trust:** Establishing relationships with families who may be unfamiliar with or hesitant about child care systems.



Care for Newcomer Children Team

- Jamee Densmore** - Early Learning Services Manager
- Cody Smith** - CNC Team Lead
- Svitlana Podokoldna** - CNC Educator- Infant
- Manal Osman** - CNC Educator- Infant
- Hairapreet Kaur** - CNC Educator- Toddler
- Lamiaa Khalil** - CNC Educator- Toddler
- Aya Aboueissa** - CNC Educator- Toddler
- Sahar Walizada** - CNC Educator- Pre-school
- Karyss Jack** - CNC Educator- Preschool
- Alevtyna Kolvochuk** - CNC Educator- Evening
- Jadesola Afaha** - CNC Educator- Evening
- Sierra Byram** - CNC Coordinator
- Anna Polos** - CNC Educator- Evening
- Mohadaseh Riahi** - CNC Educator- Evening
- Kaitlyn Wilson** - CNC Educator- Infant

Interesting Facts

- We are a team of 13, from **8 different countries** and **speak 13 different languages!**
- We successfully helped settle **children from 40 different countries!**

Success Stories

Preschool Program- Karyss Jack

One success I’m especially proud of is creating a classroom that truly feels inclusive. When I first started in the preschool room, the children mostly stuck to playing with those they already knew or who spoke the same language. I began introducing group games and activities designed to help them get to know one another and build friendships outside their usual circles. Now, it’s amazing to see how far they’ve come. The kids actively include one another, and no one gets left out the way they used to. There’s always at least one child who notices when someone is on their own and makes the effort to bring them into the group. One moment that really stood out was when a quieter child, who usually keeps to himself, was sitting alone—and another child went right over and brought him into the game without hesitation. Watching the children come together like that, showing kindness and care for one another, feels like such a huge win. It means we’re hitting the mark when it comes to creating a space where everyone feels like they belong. Seeing that growth every day makes me feel incredibly lucky to do this work.

Toddler Program- Hairatpreet Kaur

One of our toddlers began potty training a few weeks ago, and at first, it was a big challenge. she was hesitant to sit on the toilet but with gentle encouragement, a consistent routine, and lots of praise, we slowly built her confidence.

Each day, she started recognizing the signs and asking to use the toilet. We celebrated every small step—from sitting on the potty to staying dry for longer periods. Now, she proudly walks to the bathroom, uses the toilet with minimal help, and beams with pride afterward. Watching her growth and independence has been a joy, and we’re so proud of how far she comes. Before long, she proudly said goodbye to diapers altogether — a huge milestone for her and a joyful moment for all of us! What’s even more inspiring is what happened next: with her newfound independence, she began using her extra energy in the most beautiful way — helping others. Whether it was assisting her classmates with clean-up, showing a new friend where the toys go, or just offering a smile and support during transitions, she truly became a little leader in our room. Her journey shows how growth in one area can spark growth in so many others. We’re incredibly proud of her and honored to have been part of her story.

Infant Program- Manal Osman

We have welcomed a lot of new little faces into our infant class. In the beginning, there were lots of tears as the children adjusted to a new environment, new people, and new routines. It was a big change for them—and for us! With love, patience, and consistency, we’ve watched an incredible transformation. The children who once cried throughout the day now arrive with smiles and feel safe in their space. One of our little ones has even started walking, and others have begun to smile, babble, and make sweet sounds like Mam and Baba. It’s been a joy to see their confidence and curiosity grow every day. We’re so proud of each child and excited for all the milestones still to come.

MOSAĪQ Festival 2024

MOSAĪQ Festival 2024

A Platform for Cultural Exchange

The festival invited a wide array of ethno-cultural associations to participate, offering attendees a unique opportunity to engage with and learn about the diverse cultures that shape our community. Through music, dance, storytelling, and cuisine, MOSAĪQ fostered a deeper understanding of the importance of social and cultural diversity, equity, and inclusion.

Highlights and Community Impact

One of the standout moments of the festival was the **Parade of Nations**, which took place despite the rain. Participants proudly represented their heritage, showcasing the strength and unity of our multicultural community. This event served as a powerful reminder of the festival's core values; celebrating identity, fostering inclusion, and building bridges across cultures.

Another notable success was the **Human Library**, hosted in collaboration with the Moncton Public Library. This initiative allowed attendees to engage in intimate conversations with “Human Books”, individuals who shared personal stories of migration, adaptation, and cultural identity. The Human Library was instrumental in promoting empathy and dialogue, reinforcing the festival's mission to create a more inclusive society.

The second day of the festival benefited from improved weather, allowing all scheduled activities to proceed smoothly. Cultural performances by local ethno-cultural associations added vibrancy to the event, offering residents and newcomers alike a rich and immersive experience. The festival also served as a valuable networking platform, encouraging collaboration among cultural organizations and strengthening community ties.

Looking Ahead

While the 2024 edition of MOSAĪQ was a resounding success, there is room for growth. One key area identified for improvement is maintaining year-round engagement. Plans are underway to expand MOSAĪQ's presence beyond the annual festival by introducing multicultural entertainment events under a “Presented by MOSAĪQ” banner. Collaborations with community partners including Sistema, Public libraries, Youth Choir, etc are being explored to bring this vision to life in 2025.

Celebrating Diversity: MOSAĪQ Festival 2024

The MOSAĪQ Festival 2024, held on September 7th and 8th in Downtown Moncton, once again proved to be a vibrant and meaningful celebration of cultural diversity, inclusion, and community resilience. Despite facing heavy rainfall on the first day, the festival successfully brought together residents and newcomers through a rich tapestry of performances, educational experiences, and interactive events.













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