

ANNUAL REPORT 2022 - 2023

THE POWER OF PARTNERSHIP
LE POUVOIR DU PARTENARIAT



CHAIR'S MESSAGE

LAMIA CHAMI | Chair of Board of Directors - MAGMA

MAGMA is making a difference. A difference that can be perceived in the tiniest of details of the lives of newcomers who had chosen our region as their new home. But MAGMA's impact goes beyond the settlement journey of newcomers; it is an impact on the community and thanks to our Community. For with every achievement that the organization was able to celebrate and every obstacle it was able to overcome, our community has always been there to lift us, mentor us, support us, challenge us to give our best, and push us to excel.

Board members, past and current, you have governed us. Community partners and stakeholders, you have partnered with us and supported us. Funders, you have challenged, directed and held us accountable. And today, thanks to all of you, MAGMA is getting stronger and more impactful. Today, thanks to a community that does not cease to give, we feel confident as a team and as an organization, now more than ever, in our ability to meet newcomers where they are at and to be with and for them on their journey – on our collective journey; a journey to a better, more inclusive and welcoming community for all.

And when I think of the past year and all the challenges that we were fortunate to overcome together, I can't help but think of one particular story where our community came together and rose to the occasion of supporting newcomers and welcoming them into the community in extraordinary circumstances and exceptional times. After the invasion of Ukraine in February 2022 and with the first influx of refugees arriving in the Greater Moncton Area, a few community leaders were swift in realizing the extent and urgency of the need for the community to come together and to unify efforts to help support the increasing number of Ukrainian refugees fleeing their home country to seek safety in our region. Inspired by a deep tradition of welcoming newcomers to our region, a small group of community members partnered to quickly respond to the new and urgent needs by initiating a community-led campaign to raise much-needed funding principally from the private sector.

Guided by a sense of duty and the desire to help others at a time of need a conversation led by John Wishart of the Chamber of Commerce for Greater Moncton along with David Hawkins, Gordon Lahany, Danika Carroll, Luigi Rocca, Tracy Clinch, and with the vital support of Debbie McInnis and the United Way of Greater Moncton and Southeastern New Brunswick, took place in the early the spring of 2022. The conversation addressed the urgency of needs and how to best meet them. Shortly after, a community-based fundraising campaign was ignited, and with the support of the Ukrainian Association of Moncton (Ukrainian Club of Moncton at the time), a total of over \$900,000 in funds and in-kind contributions was raised (over \$600,000 in cash & over \$250,000 of in-kind/housing and language training support) with the main aim of assisting Ukrainian and other newcomers to meet their settlement needs.



CHIEF STRATEGY OFFICER'S MESSAGE

RON GAUDET | Chief Strategy Officer - MAGMA

THE POWER OF PARTNERSHIP

LE POUVOIR DU PARTENARIAT

BOARD OF DIRECTORS

2022-2023

& **Jessica Legault**
Francophone South

Lamia Chami
Chair



David Campbell
Vice-Chair



Mehmed Hajrovic
Treasurer



Camelia Radu
Past-Chair



Jamie MacLellan
Secretary



Laurie Fisher
Member at Large



Alexandre Robicheaud
Member at Large



Caroline Gingles
Anglophone East



Ron Gaudet
Chief Strategy Officer



Dave Steeves
City of Moncton



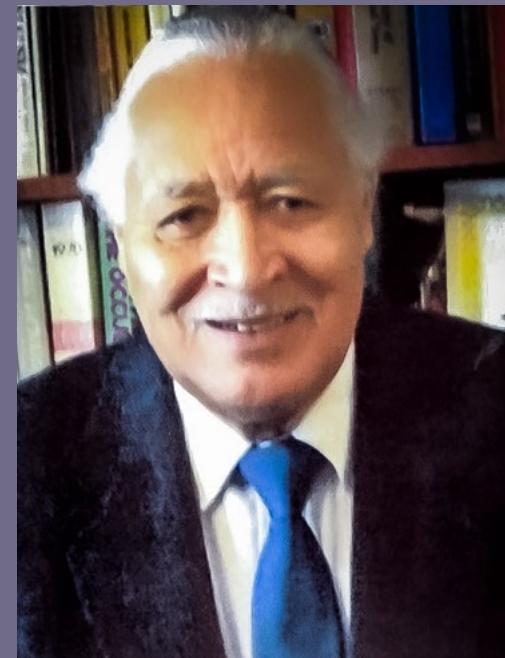
Ernest Thibodeau
Ville de Dieppe



Sarah Murphy
Town of Riverview

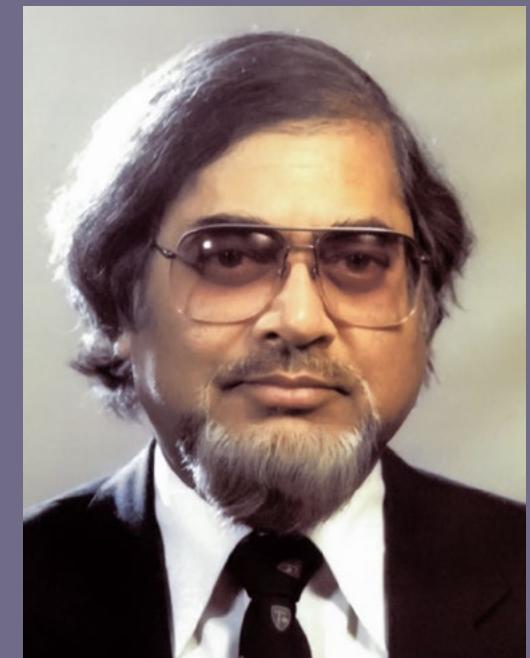


IN MEMORY OF GREAT COMMUNITY LEADERS



James Talbot

1932 – 2022



Dr. N. K. Srivastava

1937 -2023

PAST PRESIDENTS

(From left to right, starting top)

Sadiv Bajpai (1981 - 1982)



Tom Lam (1982 - 1983)



Dr Saik Eid (1983 - 1984)

Rose Lutes (1984 - 1985)

Donald Macleod (1985 - 1986)

Dr. A. Ben. Hassine (1986 - 1987)

Dr. N. Srivastava (1987 - 1988)

Guenter Debertin (1988 - 1990)

Bob Hyslop (1990 - 1991)



Millie LeBlanc (1991 - 1993)



Nagy Helmy (1993 - 1994)

Ajit Gautam (1994 - 1996)

Jeannie Despres (1996-1997)

Naguy Helmy (1998 - 1999)

John Corazza (2000 - 2001)

James Talbot (2001 - 2003)

Dr. N. K. Srivastava (2003 - 2006)



Dr. George Wybouw (2006 - 2008)



Jack Haller (2008 - 2010)

Mike Timani (2010 - 2014)

Paul Vautour (2014 - 2016)

Vinay Wadnikop (2016 - 2018)

Georges Nammour (2018 - 2020)

Camelia Radu (2020 - 2022)



MAGMA

Since its inception around a kitchen table by three community-devoted ladies over four decades ago, MAGMA has not ceased to grow in size, mission and vision spearheading the settlement sector in the Southeast Regional Area in providing holistic settlement services and setting the foundations to true integration of newcomers in the region.

Supporting newcomers and setting them up for success have always been at the very heart of the programs and services provided by MAGMA, and achieving real inclusion and a sense of belonging remains the guiding principle of MAGMA's services and operations.

THE YEAR AT A GLANCE

TOTAL CLIENTS
2905

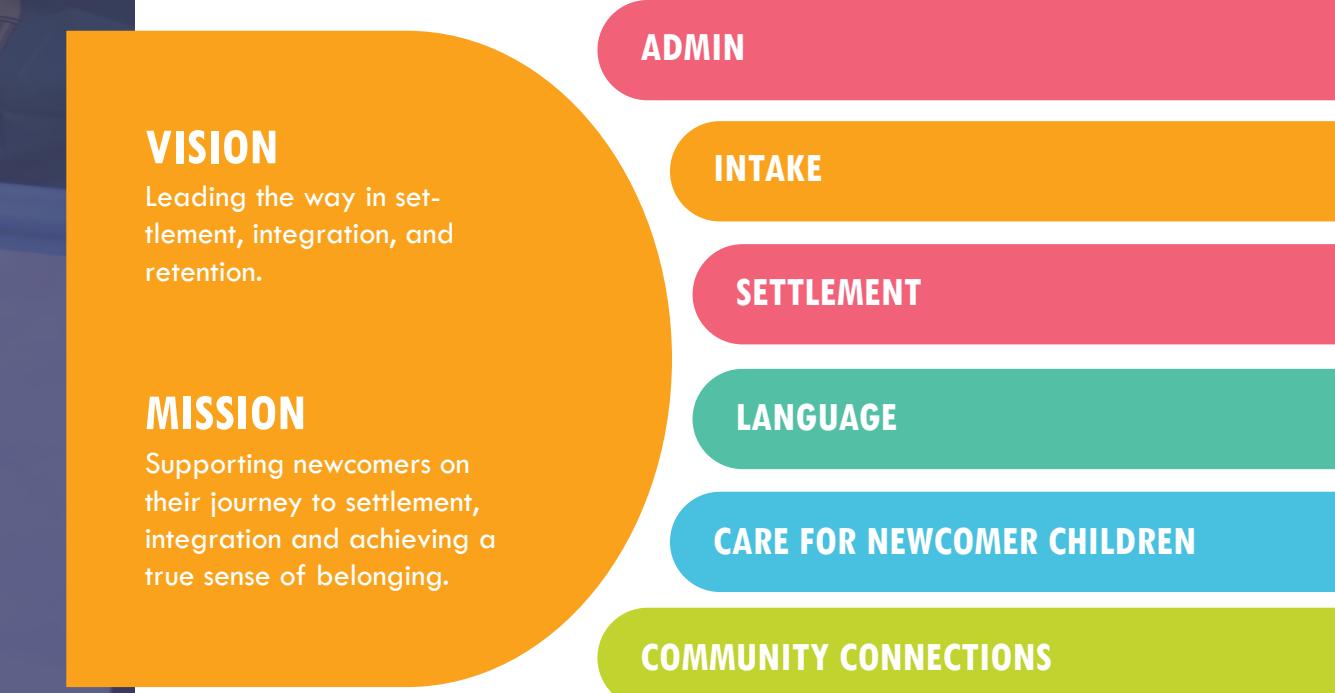
COUNTRIES
76

LANGUAGES
22

The Mandate

The objectives and the mandates of MAGMA are to:

- Assist newcomers on their settlement and integration journey in alignment with regional, provincial and federal immigration and retention strategies and objectives
- Create cultural awareness in both newcomer and host communities
- Celebrate and share our diverse cultural values
- Foster harmonious relations, nurturing respect, and understanding amongst people of all heritages
- Provide training and tools to help newcomers achieve their social & professional goals
- Promote and coordinate advocacy for newcomer-policy development on both provincial and federal levels



ADMINISTRATIVE DEPARTMENT



ADMIN TEAM

Chief Strategy Officer

Ron Gaudet

Executive Assistant

Krishanthika Dassanayake

**Director of Technology
& Innovation**

Trevor Tower

IT Support & Training Specialist

Meziane Ait Yahia

Finance Auditor

Don Gaudet

Book Keeper

Brahim Azdoud

Strategic Communications**Manager**

Maha Dweik

Marketing & Communications**Specialist**

Yulia Ageenko

Marketing & Communications**Coordinator**

Alaa Fayyad

Managing Director

Alison Frise

Human Resources Generalist

Mathew Cormier

Administrative Office Manager

Afef Tayech

Client Relations Coordinator

Cody Smith

INTAKE

Intake is the first point of contact for a diverse range of clients making it the gateway to MAGMA's vital settlement services. And with the creation of a welcoming and inclusive environment for all at the very heart of the department's mission, the Intake team offers tailored support and assistance to diverse categories of newcomers and clients:

THE YEAR AT A GLANCE

UKRAINIAN SUPPORT

1,255 INDIVIDUALS SUPPORTED

AIP

563 SETTLEMENT PLANS **721** INDIVIDUALS

AIP ICT

64 SESSIONS **122** ORGANIZATIONS ENGAGED **362** PARTICIPANTS

SETTLEMENT COUNSELORS

786 PR **139** INTERNATIONAL STUDENTS **100** TFW **90** VISITORS

Aspiring Permanent Residents through the Atlantic Immigration Program (AIP): extending support to skilled foreign workers and international graduates on their journey to permanent residence in the Atlantic region.

Business Partners as Designated Employers through the Atlantic Immigration Program (AIP): collaborating with businesses committed to hiring newcomers through the Atlantic Immigration Program which serves as a vital pathway to permanent residence for skilled workers and international graduates.

New Permanent Residents (PRs): guiding new PRs through their transition into Canadian life.

International Students: assisting students in adapting to their academic journey in Canada.

Temporary Foreign Workers (TFW): supporting TFWs in various aspects of their stay.

Visitors: offering insights and guidance to those exploring our region.

Canada-Ukraine Agreement for Economic Immigration (CUAET):

Clients: providing essential support to Ukrainian individuals and families seeking refuge in the Greater Moncton Area.

Providing practical tools and strategies, **AIP ICT** is specifically tailored to empower participants with the knowledge and skills required to excel in leadership roles while fostering an inclusive and culturally diverse work environment.

Settlement Counselors form a critical bridge between newcomers and the resources they need to thrive in their new home by providing personalized guidance, educational programs, and referrals to essential services and empowering individuals to overcome challenges and embrace the Canadian way of life and helping them build networks and find support systems.

Ukrainian Support benefited from a remarkable community fundraising initiative through steadfast collaboration of the Greater Moncton Chamber of Commerce, along with the invaluable support of Brain Works, the United Way, and several other compassionate community groups.

Despite a surge in the number of newcomers and individuals seeking support, particularly those escaping conflict in Ukraine and a substantial increase in demand for settlement services in the fiscal year 2022-2023 placing additional strains on the department's resources and capacity, the Intake team worked tirelessly to meet the rising needs of our community remaining steadfast in its dedication to MAGMA's mission of providing support and assistance to those in crisis and those embarking on a new life in our community.

INTAKE TEAM

AIP/Intake Coordinator

Mathew Allen

AIP Settlement Counselor

Mourad Seddiki

AIP/Intake Coordinator

Jacques Savoir

ICT Facilitators

Dennis Vautour
Levine Kpai

Non-GAR Settlement Counselor

Amanda Saunders

Settlement Counselor

Emilie Rousseau

Settlement Counselor

Lara Falana

Ukrainian Settlement Counselors

Nadiia Miakushko
Vasyl Buchko



SETTLEMENT

MAGMA Settlement Department works with newcomers to identify their settlement goals, and helps them use their strengths and resources. With a firm belief that no-one-size-fits-all, the settlement team works with newcomers to:

THE YEAR AT A GLANCE

WELCOMED

286 INDIVIDUALS

9 NATIONALITIES

3 CHARTER FLIGHTS

ACCOMMODATION

5 RECEPTION APARTMENTS

21 HOTEL ROOMS WITH KITCHENETTE

31 DAYS STAY AVERAGE

TEMP. ACCOM.

31 DAY STAY

RELOCATED

69 INDIVIDUALS

TAX CLINICS

12 CLINICS

401 INDIVIDUALS SERVED

WORKSHOPS

500+ HOURS

- **Create unique and tailored long and short-term settlement plans** that address newcomers immediate needs and challenges faced by them in order to empower them to build their future and new home in our region.

- **Provide them with crisis, family and well-being support** so to help newcomers whether experiencing crisis or wishing to learn more about mindfulness.

- **Guide newcomers navigating their new life in our region**

- **Offer workshops** covering various topics such as: government programs, community integration, and newcomers rights and responsibilities.



Settlement Department started offering bi-weekly SIN clinic in partnership with Service Canada providing newcomers with SIN's upon arrival in a timely manner.

Settlement department has worked closely with a CRA representative to provide support to newcomers applying for Canada Child Benefits and to help them overcome any related obstacles. MAGMA clients can apply and receive the needed financial resource as they settle into the country.

Tax clinics were volunteer-run and offered interpretation support, document collections and orientation.

SETTLEMENT TEAM

Manager

Ammar Younus

**Complex Case Worker/
RAP Service Coordinator**

Dana Alkilani

Refugee Service Coordinator

Allie Mullin

Housing Coordinator

Chadi Batal

Volunteer Coordinator

Maria de Fatima Lima

RAP Counselors

Mohamed Abdelrazek

Abdelhamid Elsobky

Chaima Jraide

Settlement Counselor

Donovan Moulaison

Emily Brush

Naima Elanouar

Asadullah Assad

Mahd Salem Noor Salam

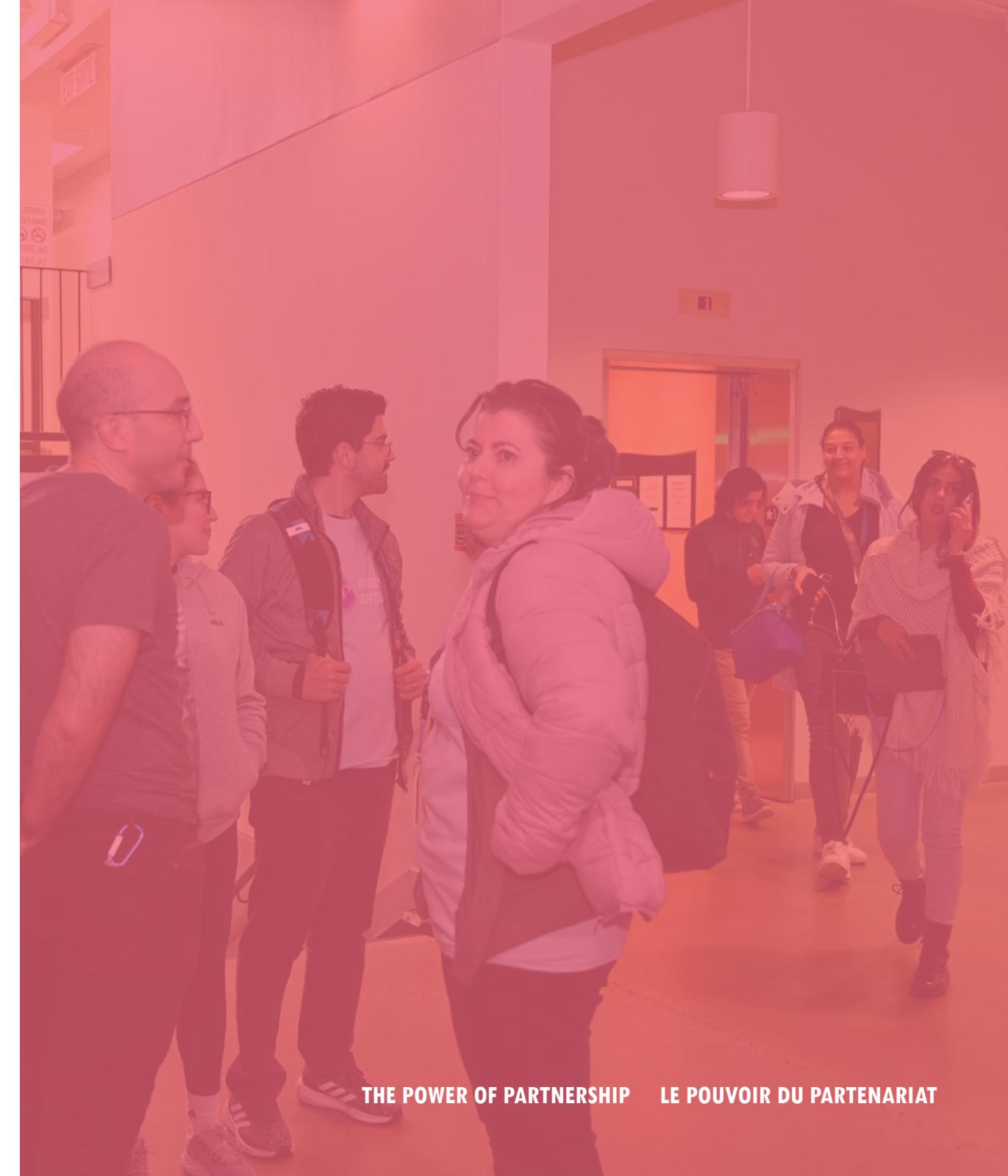
Crisis Counselor

Sara Ghallab

Interpreter

Chamkani, Imran Khan

Sima Rohani



LANGUAGE

MAMGA Language Department provides free English language instruction and settlement information to newcomers in the Greater Moncton Area. Funded by Immigration, Refugees and Citizenship Canada (IRCC) and Opportunities New Brunswick (ONB), the Language Department provides various language learning opportunities that best meet newcomers settlement and professional needs:

THE YEAR AT A GLANCE

LINC PROGRAM

529 STUDENTS

104 CERTIFICATES ISSUED

PELT

13 CERTIFICATES ISSUED

ECC

1815 INDIVIDUAL ENGAGEMENTS



English language instruction and settlement information (LINC Program) for newcomers in the Greater Moncton Area where students are placed at the appropriate level according to the Canadian Language Benchmark system (Literacy to CLB8).



Professional English Language Training (PELT) for internationally trained professionals preparing for the Canadian workplace.



English Language Training for Specific Sectors such as Hospitality, Customer Care Services and Childcare Learning Assistant training.

Language Instruction for the Francophone International Student Retention Program (FISRP/PREi)



Informal English Conversation Circles (ECC) for temporary residents, international students, and visitors.



Language Department introduced and started offering Sector Specific classes for hotel housekeeping staff in workplace in partnership with local hoteliers.

The **2022-2023** fiscal year witnessed an almost **53% increase** in number of students enrolled in the LINC program from 356 students enrolled in the previous fiscal year to 529 students in the reported year.

Language department started evening classes in response to increase in demand for language classes and to serve students working during daytime.

LANGUAGE TEAM

Manager

Angela MacMichael

Assistant Manager

Elenita Soares Branco

Student Services Coordinator

Oksana Krylova

Administrative Assistant

Polina Popovych

Learning Assistant

Lindsay Carter

LANGUAGE TEACHERS

Galyna Zakharova

Natalia Vinnik

Emily Jung

Khadija Bouqua

Shurooq Aldoori

Sherry Gautam

Alla Spero Jack

Sonia Yeung

Tori Steeves

Irina Serdiukova

Svitlana Onopko

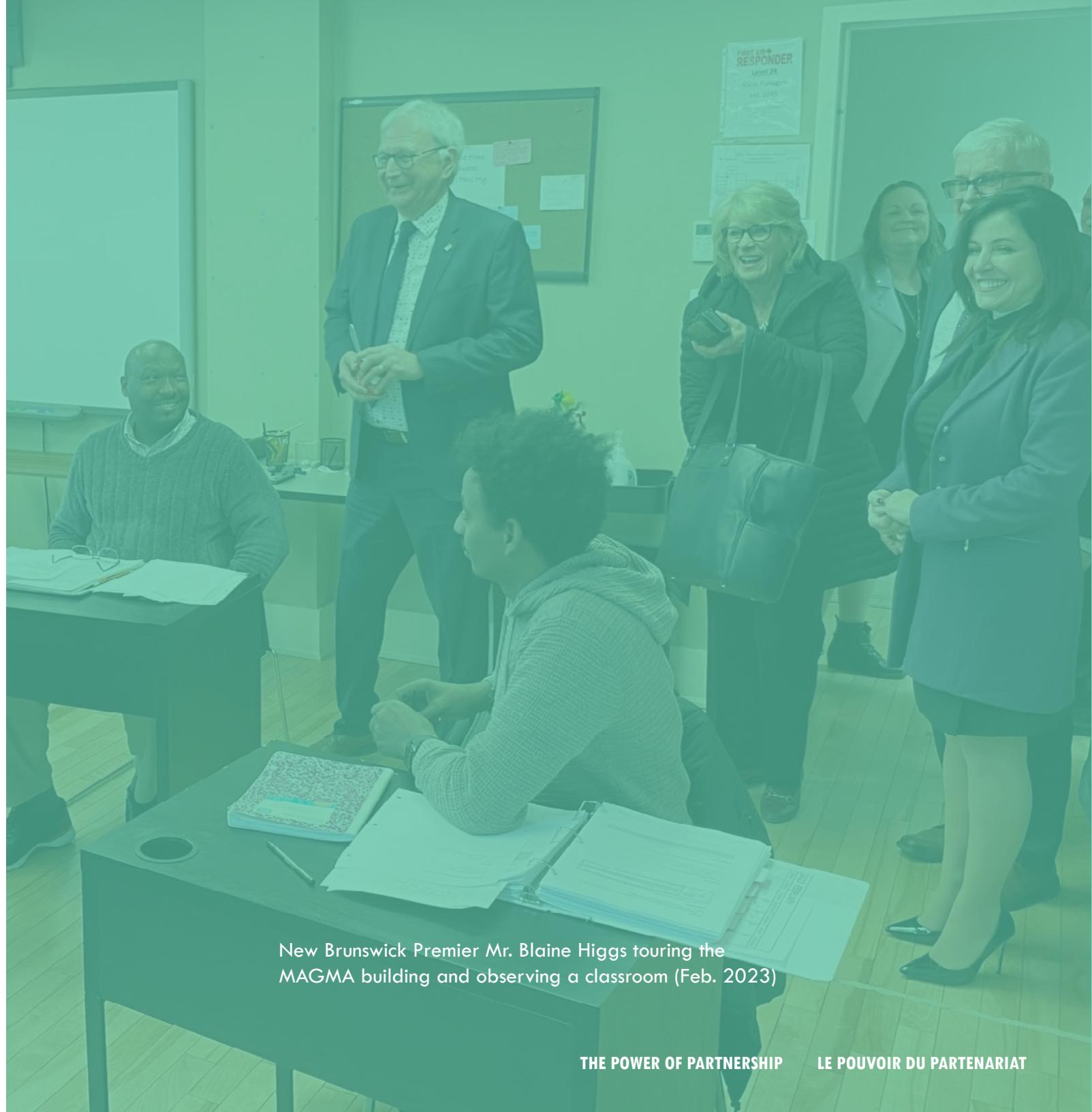
Kateryna Masliaieva

Svitlana Holovina

Niloufar Milani

Ben MacMichael

Hugo Magalhaes



New Brunswick Premier Mr. Blaine Higgs touring the MAGMA building and observing a classroom (Feb. 2023)

An Inspirational Newcomer Story

a Story of Dreams, Loss, a Community Coming Together and New Beginnings...

In 2019, Faith* who had two young children came to MAGMA and enrolled in English classes. She spoke English but had never been to school and needed help with learning to read and write. Faith was a dedicated student and attended classes regularly. Slowly, she gained new confidence and Moncton became her home. She settled in and made this community her own. Unfortunately, she experienced a sudden loss of her husband to cancer but she continued to receive support from her teachers and progressed in her literacy skills while caring for her two children. In February 2023, Faith passed her Canadian Citizenship test and officially became a Canadian citizenship. Unfortunately, as great as an achievement it was, it made Faith no longer eligible for language classes at MAGMA. Yet this didn't stop her, through a partnership between Moncton Regional Learning Council and a dedicated volunteer, Faith went on to earn a Personal Care Aid Certificate. And today, she continues to learn with the help of her volunteer from MRLC and is working in her chosen field. MAGMA's Language Department celebrates this student's success and thanks MRLC for the partnership and support they have provided to this student to help her reach her goals and write a beautiful success story of her own that inspires us all.

* Faith is not her real name.



CARE FOR NEWCOMER CHILDREN

MAGMA Care for Newcomer Children (CNC) Program is dedicated to the settlement and development of newcomer children and their families. The program provides a warm and nurturing environment that feels just like home, and the CNC team understands the unique challenges faced by newcomer parents who are striving to build a better future through education and skill development.

THE YEAR AT A GLANCE

SERVED

160 REFUGEE &
NON-REFUGEE CHILDREN **94%** CAPACITY USED

30 NATIONALITIES **74%** ATTENDANCE

22 CHILDREN PERMANENT
THE ENTIRE YEAR

CNC's mission is to offer support to newcomer parents, allowing them to focus on their studies and workshops while their children are in the capable hands of the CNC team through: continuously work on their professional development by attending various webinars and trainings; First Aid and CPR, Reflecting on Anti-Bias Education in Action, and CMAS Conference.

- **Long term care** for children whose parents attend language classes ensuring that they can immerse themselves in their studies with a peace of mind knowing their children are well cared for.

- **Short term care** is meant for children whose parents participate in workshops or meetings with their settlement counselors; it provides convenient short term care solutions through CNC's drop-off program allowing children to enjoy our child care services for the day.



While CNC educators set up daily activities based on children's current interests, they also plan special activities on or around holidays, for instance: Earth Week, Mother's Day, Easter, Multiculturalism Day, Father's Day, Eid Al-Adha, Canada Day, World Refugee Day, New Brunswick Day, Thanksgiving, Halloween, Remembrance Day, Winter Holidays, Chinese New Year, St. Patrick's Day, Nowruz and the First Day of Spring. In addition to providing child care services that are key in supporting newcomers on their settlement journey, the CNC educator team has been actively and



CNC TEAM

Manager

Jamee Densmore, ECE

Coordinator

Sierra Byram, ECE

Infant Educator

Cody Smith, ECE

Kamrun Ghani

School Aged Educator

Kaitlyn Wilson, ECE

Toddler Educator

Karyss Jack, EA

Preschool Educator

Manal Osman

Svitlana Podokolodna

Mayra Gomes

Skills Launch Student

Mariam Jebawi

Aya Aboueissa

MAGMA CNC was recognized in the 2023 CMAS National Conference.



COMMUNITY CONNECTIONS

Community Connections provides educational and community support to school aged youth, as well as support to newcomer youth and adults with pre-employment services:



Settlement Workers in Schools (SWIS) are committed to providing quality initial settlement services to newcomer families with school aged children through:

- Support with accessing school and community resources
- Linking newcomers with social and cultural services
- Supporting newcomers as they settle into their new school

Youth Inclusion Activities – Youth Inclusion Coordinator

provides support for newcomer youth in their settlement journey. Linking newcomers with community services, sports programs, and cultural events, the Youth Inclusion Coordinator ensures that youth are connected with the right program and service.

Pre-Employment and Job readiness Services connects newcomer jobseekers with local employers through a blend of experiential learning and workplace experience.

Skills Launch Youth (ages 18 to 30) and Skills Launch Adult (ages 30+) projects support and guide immigrants and refugees by

offering occupational orientations, workplace essential skills, language training, and supportive work placements.

Head Start to Employment

creates clear pathways to meaningful employment.

In partnership with ACOA, PETL and Working NB, we provide the following:

Pre-Arrival Employment Services
Navigation and awareness of provincial employment services
Support in pathways to International Qualification Recognition (IQR)
Engaging employers to ensure they can attract, hire and retain globally competitive talent

The Bridge (NEW): a pilot project is an up-skilling experiential learning program for newcomer youth (ages 16 to 20) in high school in New Brunswick and facilitates a successful transition into the labour force. Through this program, newcomer youth gets the opportunity to participate in specialized skill-based training and receive resources and tools that will support their integration into the labour force and their community.

THE YEAR AT A GLANCE
SWIS
200
STUDENTS

77 EVENTS

150 CLIENTS

20 SUMMER
DAYS CAMP

Popular Tuturoing nights and Youth Conversation Circles were held as part of the Youth Inclusion activities at the RBC-funded Youth Club.

Skills Launch program puts newcomer participants on the path to full-time work, and further education and training.

Workshops covered personal and professional development themes: Job Skills Development, Effective Communication, Stress Management, Time Management, and Relationship Building.

YOUTH INCLUSION
MARCH BREAK
50 CHILDREN

**HOMEWORK
HOTSPOT
GRADUATE**
10 IN PERSON **6** VIRTUAL

1.

1. In partnership with Elementary Literacy New Brunswick and volunteer teacher, Veronica Lee.

**SKILLS LAUNCH
ADULTS - YOUTH**
3 COHORTS
GRADUATED

23 GRADUATES
JOINING EMPLOYMENT

2 COHORTS
TRAININGS

18 TRAINEES
JOINING EMPLOYMENT

1 COHORT

12 PARTICIPANTS

HEAD START TO EMPLOYMENT
435 CLIENTS

PRE EMPLOYMENT SERVICES
77 WORKSHOPS

263 CLIENTS RESUME & JOB SEARCH
SUPPORT

THE BRIDGE
10 STUDENTS

2. In partnership with ACOA, PETL and Working NB.

COMMUNITY CONNECTIONS TEAM

Manager

Elizabeth Jonah

Skills Launch Learning Facilitator

Victoriia Volkova

Skills Launch Coordinator (Adult)

Jessica Dunphy

Skills Launch Teaching Assistant

Nojood Alakhrass

Skills Launch Coordinator**(Youth)**

Anna Mae Sy

Head Start to Employment**Navigator**

Khalil Mokraoui

Youth Inclusion Coordinators

Ian Lawrence

Sarah Arthur

Ashley McRae

**Settlement Workers in School
(SWIS)**

Jihen Chemli

Olivia Finnamore

Hannah Parker

Jessica Blakeney

Elaine Habana

Melissa Coggan

Pre-Employment Counselor

Meghan Toups

Bridge Learning Facilitator

Victoriia Bovt



Meet Yulia: a Newcomer & a Dreamer

Tell us a bit about yourself?

My name is Yulia Ageenko - I was born and raised in a small town in Siberia in a coal mining region called Kuzbass. I have a master's degree in public relations and over 15 years of experience in TV production and communications.

What were your first impressions moving to Canada? Moncton??

My family and I moved to Canada in 2021. It was during Covid time, and all our original plans changed. We initially moved to Saint John before settling in Moncton. I still remember that warm feeling getting off the plane at the airport; our new home.

What was the greatest challenge you faced as a newcomer and how were you able to overcome it?

One of the greatest challenges faced by most newcomers, I believe, is to find a job in the new country. But it is a challenge that one can overcome by planning properly; it might take some time but, in the end, good planning pays off.

How did you hear about MAGMA services? How would you describe your experience with the organization?

The first time I heard about MAGMA was via social media while we were still waiting for our visa back home. I remember feeling impressed by all the services the organization provides to help newcomers. And so, when we moved here, I reached out to MAGMA. Soon, I started attending English classes and a few months later, I joined the Skills Launch Program. This program not only helped me be better prepared to integrate into the Canadian workplace, but also apply my knowledge and skills to start my career here in New Brunswick. As well, I got to meet so many wonderful people here.

What are your aspirations for the future?

Each day, I get to be around wonderful people who constantly give me a chance to believe that this is only the beginning for me. Each day is a new lesson. And today, I am proud to be part of MAGMA team; an amazing community that helps newcomers, like me, everyday.

What advice would you give to newcomers moving to our region?

My advice would be, don't be scared. Make sure to communicate with people whenever you have the chance. And most importantly, believe in yourself; believe in your dreams.



MOSAÏQ 2022

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MOSAÏQ 2022

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