

2021/22 Annual Report

# PATHWAYS TO CONNECTION



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We acknowledge we are on unceded, traditional Mi'kmaq territory, and we are grateful for the Peace and Friendship treaties. At ISANS, as we work to settle newcomers to Nova Scotia, we honour and respect the Indigenous people of this land.

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## Our Vision

A community where all can belong and grow.

## Our Mission

Help immigrants build a future in Nova Scotia.

# OUR VALUES

### **Collaboration**

We demonstrate collaboration by building relationships in which we can share responsibilities and ideas, and work together to enhance opportunities for all.

### **Respect**

We demonstrate respect by encouraging an environment of fairness, honesty, and integrity for all clients, partners, and colleagues.

### **Inclusion**

We demonstrate inclusion by welcoming and respecting the diversity in our community and fostering a sense of belonging in all.

### **Diversity**

We demonstrate diversity by valuing and respecting differences in experiences and perspectives, believing in everyone's ability to enrich Canadian society through their unique contributions.

### **Innovation**

We demonstrate innovation through service excellence by being creative and flexible, by being responsive to clients and partners, and by continually seeking new opportunities.

### **Accountability**

We demonstrate accountability by acknowledging responsibility for our services, tools, actions, and decisions by being transparent and principled in our approach to people and situations.

**Lilani Kumaranayake**  
Chair, Board of Directors  
ISANS



## Connection is our unifying ingredient

AS AN IMMIGRANT myself, it is a privilege for me to chair the ISANS Board and reflect on our past year in this annual report. Each person newly arriving to Nova Scotia has a unique story, but there are always commonalities among us.

Connections are ultimately what help everyone feel at home no matter where we find ourselves, and this reality is especially true for immigrants. We leave our home countries to live permanently in new ones, and the connections that exist for us – the ones we make, the ones we already have, and the ones that come into our lives – will invariably shape the way our (and our families') futures unfold.

The importance connection holds for immigrants is also why it is so important to our work at ISANS. Our vision is a community where all can belong and grow, and we want every immigrant we support to know they have an invaluable place here.

The work ISANS does to help immigrants settle successfully in Nova Scotia is always informed by our vision and values, but it is not a stretch to say that connection is our unifying ingredient. We are an interconnected organization: all of our services rely on and support each other to offer seamless, flexible, wrap-around support to immigrants. For many immigrants who choose to

settle in Nova Scotia, ISANS is the front door to the possibilities that await them here. We are a hub and connecting point for services, supports, and community integration.

Despite the challenges our global community currently faces and has faced these last years, I am proud that ISANS has remained focused on our mission to help immigrants build their futures here. As Board Chair, along with my fellow Directors, we have continued the legacy of strategic planning, responsible stewardship, risk mitigation, and expanding the partnerships that make ISANS' work possible. Our focus has been to maintain a strong organization where our excellent staff always feel engaged and valued.

I am also proud that the Board has committed to the 50/30 Challenge to support equity, diversity, and inclusion at our board level. This means we are working towards gender parity (50 %) on our boards and senior management, and significant representation (30 %) on our boards and senior management of equity groups.

Thank you to the many people who come through our doors, and who settle and stay in our province – Nova Scotia is enriched by your presence. Thank you as well to the incredible staff team at ISANS whose work and commitment make such a difference for people settling here and for our communities. The key for future progress is to continue to build connections and welcome new ones with open arms. Our work over the last year reflects this sentiment, and I am excited to share it with you.

## Committed to connection and enrichment



**Jennifer Watts**  
Chief Executive Officer  
ISANS

LAST YEAR, DISTANCE and separation were felt by all of us due to the continuing impact of the pandemic, but this year we've come back to offer more in-person services as well as successfully maintain and enhance service continuity. We have strengthened connections through digital literacy training and supports, blended service delivery, and educational resources – such as accessible vaccine information – that enables immigrants to develop confidence and skills to engage and integrate more fully in our community.

Unfolding humanitarian crises over the past year have reminded us of our connection to people around the globe. We are honoured to be part of Canada's humanitarian commitment to provide a safe home for increasing numbers of refugees. Our team provided key support for Canada's response to the Afghan crisis at both national and provincial levels, and we are actively engaged with the provincial response to the Ukrainian crisis. We also marked 10 years as a Settlement Agreement Holder (SAH). As a SAH, we have proudly sponsored and facilitated the sponsorship of hundreds of refugees from all over the world, working with community

groups to help them start fresh in their new homes, and building a more diverse and enriched province as a result.

Continuing our province's enrichment, ISANS has supported immigrants' full engagement in Canada's and Nova Scotia's economic future. International qualifications recognition, bridging programs, language classes tailored to labour-market needs, and specialized programs for racially visible immigrant women and youth are some of the many services we offered this year. We were also proud to celebrate the 10th anniversary of the Multi-Stakeholder Work Group initiative that has championed the reduction of barriers for health care professionals, engineers, trades workers, and many more.

New partnerships this year have deepened our connections as well. GEO Nova Scotia is a Collective Impact initiative that coordinates a network of partners, including ISANS, who work together to ensure immigrants in need and many people across the province have equipment and financial support to access the internet. Additionally, the Black Rock Curling Initiative and Mayflower Curling Club have helped us introduce newcomer youth to the sport of curling, as well as help curling clubs become even more welcoming and inclusive.

As we challenge and deepen our commitment to equity, diversity, and inclusion in our province, our connections with community partners are further strengthened. Our Artist in Residence program continues to lift first-voice perspectives on important social and cultural months of recognition; our Reconciliation Working Group challenges us to engage and be accountable to the Truth and Reconciliation Commission's Calls to Action; and our Equity, Diversity, and Inclusion team is actively building intercultural competence among ISANS colleagues, community members, and organizations. It is exciting and critical work that holds us accountable in our relationships with one another.

Thank you for your engagement with us – our connection to you is so important and deeply appreciated as we build a community where all can belong and grow.





OUR SETTLEMENT SERVICES are comprised of two dynamic teams – Refugee Resettlement and Family, Children, and Specialized Settlement. Through advocacy, partnership, and empowerment, our settlement teams help immigrant and refugee arrivals with their immediate and most pressing settlement needs, in addition to offering trauma-informed, sensitive care to improve wellness and deepen the connections between mothers, children, families, individuals, and their communities.

This year, our Settlement Services were instrumental in supporting Canada's efforts to provide safe haven for Afghans and their family members who had to flee conflict in their home country due to their relationships with the Government of Canada. Responding to crises of this kind invariably requires concerted,

coordinated, and collaborative efforts throughout ISANS and with many community partners, and this was no exception.

Before and upon the arrival of hundreds of Afghans in Halifax, our Refugee Resettlement team connected with federal and community services, such as Service Canada to help arrivals receive their social insurance numbers, the Refugee Health Clinic for health assessments and critical vaccinations, and the YMCA to help arrivals access educational support for children and youth. The team also connected with a local hotel to provide temporary accommodations for arrivals, and worked with the hotel continuously to ensure everyone's safety amid health risks posed by the pandemic.

Transitions of this nature are destabilizing and stressful for refugees and, indeed, all immigrants, which is often compounded by structural barriers that prevent them from accessing equitable, culturally appropriate mental health support. While immediate and direct efforts for Afghan arrivals were ongoing, our Family, Children, and Specialized Settlement team worked with IWK's Shared Care team to improve mental health access for all immigrant families, children, and youth. This collaboration aims to extend the best mental health and addictions support possible to this vulnerable population in familiar settings that are most conducive to their healing.

Whether a refugee, or an individual or family who has elected to begin anew, connection, engagement, and stability are critical for the wellness of immigrants as they adapt to new cultures and ways of living. We're incredibly gratified that through community collaboration, compassion, and hard work, our Settlement Services this year successfully supported Afghan arrivals and paved the way to ensure their and all immigrant families, children, and youth can more easily access mental health care now and into the future. The best practices we learned from the Afghan response will also continue to support our response to Ukrainian nationals fleeing war and who will settle in our province.

**256** Afghan refugees arrived in December who have received support from ISANS throughout the year

**24** Newcomer children and youth were supported by the IWK/ISANS Shared Care Clinic

GET SETTLED

# DO BUSINESS



ANYONE WHO OWNS their own business or is thinking of starting one knows that entrepreneurship comes with risks. Entrepreneurs must constantly overcome a fear of failure, get comfortable with unknowns and what-ifs, and invest significant time, resources, and energy. But, there's something special about being an entrepreneur, too.

Immigrants in Nova Scotia have moved here to start new lives, and their drive to succeed is incredibly strong – so, despite its risks, the rewards of entrepreneurship are immense. Entrepreneurship offers immigrants opportunities to shape their own futures, giving them autonomy, flexibility, and gratification, while also connecting them to communities of like-minded people.

ISANS Business Development Services help immigrant entrepreneurs succeed on their journey to entrepreneurship in Nova Scotia. We offer comprehensive support for every stage of a business's lifespan so that entrepreneurs can grow and make their mark on the Nova Scotian economy, and our Immigrant Women Entrepreneur Program (IWEP) is a wonderful example of the benefits our services offer. By connecting immigrant women entrepreneurs in Nova Scotia with a wide range of resources and the women-led business community, IWEP helps enhance their skills, gain hands-on knowledge of starting and running a business, access training and one-on-one counselling, and grow their business and professional relationships.

To flourish as entrepreneurs, immigrant women need safe and unbiased spaces to be creative and explore their ideas. This year, IWEP offered these spaces through sessions and networking events such as IWEP graduate reunions, Immigrant Women Entrepreneur Network events, as well as Entrepreneurship Cafés. These events enabled women entrepreneurs to connect with past IWEP graduates, successful immigrant entrepreneurs, and many community partners such as the Centre for Women in Business, Atlantic Canada Opportunities Agency, and BNI Nova Scotia, among others. Because of IWEP's support this year, immigrant women in many sectors – from the food and service industry, to crafting and jewelry, to professional services and coaching – have applied the knowledge they acquired in the program to adeptly adjust to the demands of the pandemic, redefining their strategies, building social media presence, and launching online stores.

All of our organizational values are reflected in our business development work, but the spirit of innovation – so akin to the entrepreneurial drive – is most present, inspiring creativity, flexibility, responsiveness, and a desire to continually seek new opportunities.

8

Immigrant Women  
Entrepreneur Network  
events hosted

60+

Immigrant Women  
Entrepreneur Network  
event attendees

30

New Immigrant Women  
Entrepreneur Program  
graduates

“Even if you don't have a business just yet or you're starting to think about one, you can bring your questions to the class and network with lots of impressive ladies who will help you during your journey.

*-Immigrant Women Entrepreneur Program graduate*



# LEARN ENGLISH

EVERY YEAR, OUR language services help hundreds of immigrants build the essential language skills they need to create fulfilling lives, as well as lasting connections, in Nova Scotia. For all immigrants, a meaningful connection to their new country, friends, workplaces, and communities is predicated on the ability to express themselves freely and accurately, and our language services offer support at all levels and in many specialized areas – from literacy to English for everyday living, work, and business – to ensure they can.

In our modern world, and with the ongoing pandemic, the link between learning and digital literacy is inextricable. Learners today must rely on technology to achieve their goals, but of course not everyone begins with the same levels of familiarity or experience. As part of our current Language Services, we now have Digital Navigators who connect our immigrant clients to the digital tools they need to fully participate in language classes and, by extension, other areas of their lives as well.

Digital Navigators offer comprehensive and hands-on support to facilitate language learning. Through individual and group orientations, they teach our students everything from navigating general hardware, to how to hold their device, take a picture, use their video, or engage with their online course. This support has empowered clients once intimidated by technology to both learn and embrace it. Our clients have become more confident and adept, which will ensure they remain engaged with and connected to their instructors, classes, learning materials, and the world around them.

Innovative approaches to our services and the collaboration of an incredible network of ISANS staff and community partners across Canada has made our digital navigation work possible, but our belief in

inclusion – that welcoming and respecting the diversity in our community and fostering a sense of belonging in all – is what's really at the heart.

Everyone deserves to feel connected to the people and things that matter to them, and we're here to show all immigrants that, with the right help, they already have the skills and abilities they need to leverage modern technologies to their advantage.

## 300<sup>+</sup>

Clients participated in 60+ digital orientation sessions

## 80<sup>+</sup>

Clients received one-on-one support

## 400<sup>+</sup>

Clients overall were supported through Digital Navigation



# DISTANCE AND ONLINE



ONE OF THE CORNERSTONES of inclusion is accessibility. At ISANS, we respect and find value in diverse experiences, perspectives, and abilities, and we know how critical it is to ensure our services are flexible, adaptable, and accommodating for everyone who can benefit from them. This knowledge motivates us to consistently advance the application of technology to all aspects of the settlement process so that we can enhance our existing supports and enable immigrants to access them more conveniently both before and after they arrive in Nova Scotia.

This year, our Digital Transformation and Technology (DTT) team has been hard at work designing and developing 11 new, interactive career-readiness courses for early childhood educators, long-term care aides, and accountants to help them achieve their occupational aims and settle successfully in Canada. Our DTT team connected with subject-matter experts to develop tailored learning experiences for immigrants in, and desiring to enter, these professions. As a result, these efforts have enabled our staff to enhance their program delivery through learning, training, and orientation.

These courses are hosted on our virtual learning platform, Settlement Online – an ISANS initiative that offers online courses for new immigrants to Canada or who are destined for Canada. This nation-wide platform helps immigrants develop Canadian job-search skills, improve communication skills for the Canadian workplace, and connect with local resources

in Canada before and after they arrive here. Courses range from facilitated, self-guided, and practice-oriented, and they cover a breadth of topics such as the Canadian labour market, Canadian workplace culture, and communicating in the workplace.

The development and delivery process for online courses requires a tremendous amount of innovation and collaboration. Our instructional designers diligently hone their skills, stay abreast of emerging trends and best practices, deliver courses through the most efficient channels, and leverage the knowledge of our expert staff to reach our immigrant clients wherever they are and in the ways that work best for them, such as through WhatsApp for our youth and refugee clientele.

Producing high-quality, interactive, online and cell phone-specific courses not only increases user engagement and satisfaction, but it also allows us to connect with and extend our support to immigrants whose circumstances may otherwise limit their participation. What's more, they're able to enter the labour market better prepared, increasing their chances of professional connection, success, and fulfillment.

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## Our career-readiness courses supported:

- 44 Internationally educated accountants
- 17 Long-term care aides
- 23 Early childhood educators

“The practices help me to understand things well, [the] plan helps me for better preparation, and participating in teamwork helps me to be confident.

-Settlement Online user

# FIND EMPLOYMENT

WE KNOW CONNECTION comes in many forms and that connections can be formed in many ways, but an invaluable way immigrants connect with their new home is through their work. Finding gainful employment provides a gateway to countless opportunities and experiences, while also offering a strong foundation of safety and security from which individuals and families can grow, branch, and explore.

ISANS' Employment and Bridging Services help immigrants become independent and effective in their job search through many supports such as job-search workshops, practice interviews, computer skills training, workplace language training, and employment counselling. Our services also help internationally educated immigrants gain the experience, knowledge, resources, and qualifications they need for regulated professions in Canada through profession-specific bridging programs as well as through funding opportunities such as the Atlantic Immigrant Career Loan Fund.

In Nova Scotia, there is currently a strong labour market demand for early childhood educators (ECEs) and long-term care aides (LTCAs). Yet, immigrant job-seekers – despite their international training and their desire and ability to contribute to these sectors – are not able to help address this demand because they lack Canadian qualifications. So this year, in addition to expanding access for profession-specific, gender-based, and youth-focused programs to include pre-arrival immigrants and those living outside HRM, our Employment and bridging team developed programs specifically for ECEs and LTCAs.

With inclusivity in mind, these programs are designed for immigrants who experience multiple barriers to employment such as limited language skills, childcare needs, as well as gaps in the



competencies, knowledge, and training they need to be successful in both fields. To ensure the programs' mutual success, our Employment and Bridging team worked closely with employers, ISANS' Language Services, funders, and multi-stakeholder work group members including regulatory bodies, professional associations, educational institutions, government agencies, and community organizations.

This strong network has enabled us to leverage our shared expertise to develop curriculum that accurately prepares participants for the competencies, industry standards, and licensure processes of early childhood education and long-term care. These connections have also helped us bolster employer involvement to host candidates for work placements, which has enabled LTCAs and ECEs to gain relevant, practical experience in their fields, exponentially increasing their chances of employment.

We're pleased to say these programs have been a great success, leading to employment for many participants – directly addressing Nova Scotia's demand in these fields – as well as opportunities for further training and development.

**19** Internationally educated ECEs and 4 LTCAs found employment in their fields

**591** Clients overall (73% of all who became employed) found employment in their field or a related one



# CONNECT WITH COMMUNITY



COMMUNITIES ARE FOUNDATIONAL to belonging. Not only are they important sources of social connection, but they also make us feel safe and supported, and they give us a strong sense of purpose – connecting us to causes and networks greater than ourselves. For immigrants who are starting new lives here, community integration is essential to their settlement and well-being.

ISANS' Community Integration Services are specifically designed to connect immigrants to their local communities to meet others, gain or build skills, or increase their local knowledge. We connect them to information, activities, volunteering opportunities, and other ISANS and community services to empower them to participate, contribute, and grow in meaningful ways.

While our Community Integration Services support immigrants of all ages as individuals, families, or both, supporting immigrant youth has been a great source of pride for us this year. After identifying the need for a youth program with flexible eligibility criteria, we partnered with Emera to launch Youth Explore! – a program that aims to help newcomer youth aged 16-25 settle into their community and work on their employment goals.



In Youth Explore!, we offer participants orientation workshops on life in Canada, as well as pre-employment workshops, and we help them build on their own assets and skills through self-reflection and goal-setting. Then, we connect them to further integration supports such as volunteering opportunities, employment counselling, and even professional mentorship matches with our funding partner Emera. And, to give youth a chance to connect with each other and simply have fun – the best part of being young – the program also facilitates group activities such as popular bowling, games, and pizza nights.

As one participant reported, “my experience with Youth Explore! was amazing,” explaining that the connections they made “will continue to benefit me far into the future.” Youth – especially immigrant youth – often fall through the cracks of existing programs, but they are and have always been strong and effective contributors to their communities. To ensure they receive equitable support, we understand that we must adapt and remain innovative in our service delivery, and we’re looking forward to continuing that work.

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61

Youth participants  
enrolled to date

3

Community events held this year,  
including a trip to McNab’s Island,  
a pizza and video game night, and  
a bowling event

74

Orientation and  
employment  
workshops facilitated

46

Assessments conducted  
to help identify the  
specific needs of individual  
immigrant youth

“

Youth explore is an awesome,  
helpful and enjoyable program  
for me . . . I so appreciate  
them for all their support and  
guidance, and I also appreciate  
ISANS for making these  
programs for youth.

- Youth Explore! participant

# DIVERSIFY YOUR WORKFORCE

WE KNOW THAT diverse perspectives and experiences are significant assets to our economy. When we welcome immigrants into our workforces, we actively make space for innovation, creativity, and unique contributions that promote business growth and success, in addition to enriching and strengthening the social and cultural fabric of Nova Scotia.

Through our Employer Support Services, we engage with employers across Nova Scotia to help them understand the value of diversity in their workplaces, and we support them in adopting best practices for onboarding immigrant employees. We also help employers meet their hiring needs by supporting them through the Atlantic Immigration Program and by connecting them with skilled, job-ready candidates through offerings such as our Professional Practice work placements and Online and On-site Recruitment and Information Sessions. Additionally, we offer specialized training like the Workplace Culture Program to help employers identify and resolve barriers to recruiting and retaining immigrant talent.

A success story we're particularly proud of this year is indicative of the meaningful and lasting connections our Employer Support Services offer for both employers and immigrant job-seekers alike. Through our online recruitment tool SkillsMatch, an employer looking for a human resources professional found – and then hired – an experienced and trained candidate. Now in a position to hire qualified talent for their employer, this former ISANS client is using SkillsMatch and our other Employer Support Services to find even more skilled and internationally trained immigrants to contribute to their company's success.

By extending their reach to our pool of qualified, eager, and passionate immigrant professionals,



this company has gained a valuable team member who is using their positive experience and knowledge to make new connections in their work. This employer's and client's individual and combined experiences ultimately came full circle, and what's encouraging and even thrilling about this example is the degree to which positive effects can progress and interconnect, weaving a tangible, lasting legacy of opportunity and inclusion.

While our Employer Support Services undoubtedly help businesses across the province fill their labour gaps, access talent, and find the tools they need to help their workforces thrive, our employer supports are really here for all people who call this province home. Internationally trained immigrants enrich the workplaces and communities that make Nova Scotia a wonderful place to live, work, and grow.

268

New employers registered with SkillsMatch this year, bringing our total number of registered employers to 756

1,347

Job-ready immigrants engaged with SkillsMatch throughout the year

# EQUITY, DIVERSITY, AND INCLUSION



EQUITY, DIVERSITY, AND INCLUSION have always been crucial to our work helping immigrants build a future in Nova Scotia, but over the last two years we've taken steps to ensure these values are even more present and integrated in our organization. Our Innovation and Strategic Partnerships team offers training and workshops within ISANS and for organizations, groups, and employers across the province to promote welcoming and safe environments for immigrants, and all Nova Scotians, by exploring our existing connections and networks, and by listening to the lived realities of equity-seeking groups.

This work is informed by our experience in the settlement sector for over 40 years, but it could not exist without connections and relationship-building. We leverage community input to ensure we are reflecting the immediate needs of often vulnerable and underprivileged communities. This year, to build bridges between the African Nova Scotian community and immigrants of African descent, our Welcoming Communities program collaborated with the NS Human Rights Commission and the Delmore 'Buddy' Daye Learning Institute to design and pilot a workshop titled "Celebrating our Black Heritage: Uniting People of African Descent."

This workshop establishes and deepens a connection between Black immigrant and African Nova Scotian communities in our province. By enabling and supporting a dialogue between these communities, we situate the newcomer experience in the lived

“As someone who is new to Nova Scotia, I found this workshop [“Celebrating our Black Heritage: Uniting People of African Descent”] to be incredibly valuable. It helped me understand the history and context in which our African Nova Scotian friends have lived and the impact that history has to this day . . . I would absolutely recommend this workshop to anyone looking to know more about African Nova Scotian roots, the experiences of Black immigrants, and celebrating that heritage.

*-Workshop participant, Amanda Ball*

**104** Workshops delivered on the topic of equity, diversity, and inclusion

history of those who have settled here in the past, and whose families and communities have paved the way for new pioneers of African descent. While this dialogue increases the empathy and compassion for and between these groups, it is also beneficial for all Nova Scotians. Ultimately, it illuminates how, outside Mi'kmaq, we are all newcomers to this land, Mi'kma'ki, and each of us brings a cultural richness and complexity that, together, can help us create a new and better future for Nova Scotians.

All immigrants to Nova Scotia face cultural transitions in their communities and workplaces. Unless we consider and engage in equity, diversity, and inclusion in both contexts, we risk losing the richness, productivity, and diversity that immigrants bring with them. To achieve our vision of an inclusive and equitable community where all can belong and grow, we must all be open to new connections, strengthen existing ones, and continue to reflect, learn, and grow with humility and gratitude.

**1,400+** Community members and individuals from service provider organizations received or took part in EDI workshops and/or capacity building activities this year

**84** Capacity building activities facilitated for service providers and the community

## SUPPORT SERVICES

3,288+

Visits to our offices

4,885

Phone calls to reception

11,500

Interpretations facilitated

## DISTANCE AND ONLINE SERVICES

1,266

Pre-arrival immigrants from 93 countries were supported through Settlement Online Pre-Arrival (SOPA)

1,631

Counselling sessions were held through SOPA

652

Pre-arrival immigrants attended 22 networking events organized by SOPA

## COMMUNITY INTEGRATION SERVICES

120

Families served by community gardens

925

Immigrants took part in 74 Community Connections activities

46

Community partners and organizations

966

Immigrants attended 254 sessions offered by our Orientation program

## EMPLOYMENT AND BRIDGING SERVICES

2,938

Employment counselling services were provided to 1,777 immigrant clients

807

Immigrant clients secured employment this year, 73% of which became employed in their field or a related one

355

Refugees received employment services, 102 of whom secured employment

2021  
-  
2022

11,484

Immigrants received ISANS services

## LANGUAGE SERVICES

3,700+

Language learners in over 100 active classes

20

Specialized language programs offered

900+

Immigrants were supported through language advising

## REFUGEE RESETTLEMENT SERVICES

1,102

Immigrants received resettlement services

76

Applications were submitted to sponsor 101 privately sponsored refugees

674

GARs\* and 51 PSRs\* were supported in their first year of settlement

## BUSINESS SERVICES

1,747

Immigrants received business services

880

Immigrants participated in business training

32

Immigrants started a new business this year

223

Businesses were listed in ISANS' Immigrant Business Marketplace App

## EMPLOYER SUPPORT SERVICES

583

New employers connected with our employer support services

1,605

Nova Scotian employers overall were engaged in employer supports

\*GARs stands for government-assisted refugees

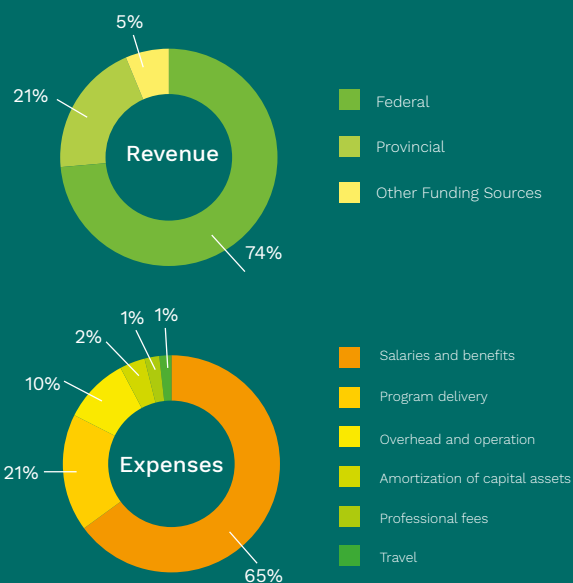
\*PSRs stands for privately sponsored refugees



## Highlights from the 2021-2022 Financial Report

Revenue	2021 - 2022	2020 - 2021	% CHANGE
Federal	\$19,988,804	\$15,551,990	28.5%
Provincial - Nova Scotia	\$5,624,039	\$4,740,138	18.6%
Other funding sources	\$1,369,466	\$856,848	59.8%
<b>TOTAL</b>	<b>\$26,982,309</b>	<b>\$21,148,976</b>	<b>27.6%</b>

Expenses	2021 - 2022	2020 - 2021	% CHANGE
Amortization of capital assets	\$420,457	\$328,613	27.9%
Overhead and operation	\$2,639,693	\$2,584,159	2.1%
Professional fees	\$311,556	\$291,104	7.0%
Program delivery	\$5,473,710	\$3,031,102	80.6%
Salaries and benefits	\$16,748,429	\$14,397,667	16.3%
Travel	\$145,157	\$7,152	1929.6%
<b>TOTAL</b>	<b>\$25,739,002</b>	<b>\$20,639,797</b>	<b>24.7%</b>



## 2021/22 ISANS FUNDERS

Accessible Community Counselling and Employment Services  
 Atlantic Canada Opportunities Agency  
 Colleges and Institutes Canada  
 Emera  
 Employment and Social Development Canada  
 Halifax International Airport Authority  
 Immigrant Employment Council of British Columbia  
 Immigration, Refugees and Citizenship Canada (IRCC)  
 J and W Murphy Foundation  
 MOSAIC  
 Nourish Nova Scotia  
 Mothers Matter Center  
 Nova Scotia Advisory Council on the Status of Women  
 Nova Scotia Apprenticeship Agency  
 Nova Scotia Department of Community Services  
 Nova Scotia Department of Education and Early Childhood Development  
 Nova Scotia Department of Health and Wellness  
 Nova Scotia Department of Labour and Advanced Education / Nova Scotia  
 Department of Labour, Skills, and Immigration  
 Nova Scotia Office of Immigration and Population Growth / Nova Scotia  
 Department of Labour, Skills, and Immigration  
 Nova Scotia Tourism Human Resource Council  
 Ottawa Community Immigrant Service Organization  
 Pier Labs  
 Public Health Agency of Canada  
 Royal Bank of Canada (RBC)  
 Social Research and Demonstration Corporation  
 S.U.C.C.E.S.S. AEIP  
 Trucking Human Resource Sector Council Atlantic  
 United Way Halifax  
 WES Mariam Assefa Fund  
 World Skills Employment Center

