

2025-2026

Annual Report

Together We Grow

isans | Immigrant Services
Association of Nova Scotia



Land acknowledgement

ISANS acknowledges that we are in Mi'kma'ki, the ancestral and unceded past and present territory of the Mi'kmaq people. We are all treaty people.

At ISANS, as we help settle newcomers to Nova Scotia, we also teach them about the history and rights of Indigenous Peoples in Mi'kma'ki. We honour the enduring presence and contributions of the Mi'kmaq people, and we are dedicated to fostering meaningful relationships between Indigenous and non-Indigenous communities.

African Nova Scotian Affirmation

We also acknowledge that people of African descent have been in Nova Scotia for over 400 years, and we honour and offer gratitude to those ancestors of African descent who came before us to this land.

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Our Mission

Empowering immigrants
to build a future in
Nova Scotia



Our Vision

A community where all can
belong and grow

Core Values

Wellness Culture Values

Care: Caring about people and their well-being is at the heart of our work, and we lead with compassion and empathy.

Diversity: Recognizing and valuing the diversity of perspectives, backgrounds, and experiences is how we create a welcoming and respectful environment for all.

Empowerment: Empowering people to thrive is how we work by providing the resources, opportunities, and support they need to learn and grow.

Inclusion: Inclusivity inspires us to be connected by our differences and to celebrate each other as equals and as representatives of those we support.

Respect: Treating others the way we want to be treated, leading with integrity, trust and kindness is how we show up.

Performance Culture Values

Accountability: Holding ourselves and each other accountable for meeting our commitments, delivering high-quality results and driving continuous improvement.

Collaboration: Sharing knowledge, communicating openly and respecting each other's contributions make us stronger.

Innovation: Fostering an environment where new ideas and creativity can flourish, where we embrace change and create a better future.

Service: Understanding client and community needs and experiences, building relationships that deliver exceptional service, exceed expectations and drive successful outcomes.



Message from Board Chair and CEO

"Changes in global dynamics, shifting immigration patterns, labour market pressures, and increased demand for settlement services presented both challenges and opportunities. ISANS met these realities with clarity and purpose... adapting programs, strengthening partnerships, and remaining focused on delivering high quality, client centered services that respond to real needs, in real time."

Rick Power

Chair, Board of Directors

"Growth does not happen in isolation. It is built through collaboration, shared responsibility, and meaningful connection. When newcomers, communities, partners, and systems come together, we create the conditions for individuals and families to succeed and for Nova Scotia to grow stronger economically, socially, and culturally."

Paula Knight

Chief Executive Officer



Message from our Board Chair



As Chair of the Board of Directors, I am pleased to reflect on the 2025–2026 year and the collective efforts that continue to advance ISANS’ mission across Nova Scotia. Over the past year, the organization has demonstrated strength, adaptability, and accountability in a complex and evolving environment. The theme of this year’s Annual Report, Together We Grow, speaks to the shared leadership and collaboration that underpins ISANS’ work and long-term success.

Throughout the year, ISANS supported more than 14,500 newcomers -- individuals and families who are contributing to Nova Scotia’s economic resilience, cultural richness, and social vitality. Their success is shaped not only by personal determination, but by the systems, the services, and the relationships that surround them. Together We Grow reflects this shared effort and how newcomers, staff, volunteers, community partners, employers, and funders all work in alignment to create opportunity and to foster belonging across the province.

Changes in global dynamics, shifting immigration patterns, labour market pressures, and increased demand for settlement services presented both challenges and opportunities. ISANS met these realities with clarity and purpose... adapting programs, strengthening partnerships, and remaining focused on delivering high quality, client centered services that respond to real needs, in real time.

Across language education, employment and entrepreneurship, health and wellness, and support for families, children, and youth, ISANS continued to invest in pathways that support long term success. This work extends beyond initial settlement. It is about enabling newcomers to build confidence, apply their skills, participate fully in community life, and contribute meaningfully to Nova Scotia’s future.

Collaboration remains central to this effort. By collaborating closely with employers, governments, and community partners, ISANS helped to address workforce needs, while advancing more inclusive and responsive systems. These partnerships recognize that successful integration benefits everyone by strengthening communities, supporting economic growth, and fostering a more inclusive society.

While data and outcomes are important, the true measure of impact lies in lived experience. Behind every statistic is a story of resilience, determination, growth, a newcomer gaining recognition for their skills, a family finding stability, or a young person discovering their voice. These moments illustrate what is possible when systems work together and when people are supported to succeed.

None of this would be possible without the dedication of ISANS’ staff, volunteers, partners, and funders. On behalf of the Board of Directors, I extend sincere thanks to everyone who contributes their expertise, compassion, and leadership to this work. Your collective efforts and dedication continue to shape an organization that is trusted, responsive, and forward looking.

The Board remains deeply committed to strong governance, strategic oversight, and long-term sustainability. We are proud to support ISANS as it continues to lead through change, innovate with intention, and advocate for systems that enable both newcomers and Nova Scotia to succeed.

As we look ahead, immigration will continue to play a vital role in the province’s future. The work of inclusion, belonging, and shared growth is ongoing. ISANS is well positioned to meet the future with confidence as we continue to be guided by partnership, purpose, and the belief that when we work together, we grow stronger.

Rick Power

Chair, Board of Directors





Message from our CEO



Over the past two years at ISANS, it has been the people, our clients, staff, and volunteers who have left the deepest impression on me. I have had the privilege of witnessing newcomers beginning again with remarkable courage and determination, and of seeing our teams respond with compassion, creativity, and care. These moments of connection, growth, and hope are what continue to ground and inspire our work every day.

This year's theme, Together We Grow, captures both the spirit of our work and the direction of our organization. Growth does not happen in isolation. It is built through collaboration, shared responsibility, and meaningful connection. When newcomers, communities, partners, and systems come together, we create the conditions for individuals and families to succeed and for Nova Scotia to grow stronger economically, socially, and culturally.

At the heart of this work are the people we serve. Over the past year, ISANS supported more than 14,500 newcomers from over 170 countries through settlement services, language training, employment and entrepreneurship support, and community integration programs. While these numbers demonstrate our reach, the true measure of our impact is found in the everyday stories of resilience, belonging, and contribution across our communities.

This impact is made possible by the unwavering commitment of our staff and volunteers. Their professionalism, creativity, and compassion continue to shape a culture of care, innovation, and excellence. I am deeply grateful for their leadership and dedication, and for the way they bring ISANS' values to life every day.

ISANS also took important steps to strengthen how we show up in the world. We introduced a refreshed organizational identity one that reflects who we are today and the future we are building together. Grounded in our values and informed by the voices of our communities, this renewed identity signals clarity, confidence, and a continued commitment to equity, inclusion, and belonging. It reflects our readiness to adapt to a changing world while remaining firmly rooted in our mission.

This momentum is further reinforced through our Strategic Plan 2025–2030, which provides a clear and ambitious roadmap for the years ahead. I am proud to share that we are on track with our strategic priorities. The plan challenges us to strengthen services, deepen relationships, and continue learning as we respond to evolving newcomer needs. Early progress has underscored the importance of intentional collaboration and shared accountability in achieving long-term, sustainable impact.

All this work has unfolded amid ongoing global and geopolitical uncertainty, including conflict, displacement, and economic pressures that directly affect the lives of those we serve. These challenges are part of a broader humanitarian context highlighted by the United Nations, with Canada continuing to play a key role in advancing global commitments by opening doors to safety, and welcoming dedicated individuals who bring energy, skills and civic commitment to sustain our communities for generations to come. In 2025/26, ISANS supported 414 government-assisted refugees (GARs) who arrived in Halifax, underscoring this ongoing commitment.

Despite these conditions, ISANS has remained resilient and responsive. Our teams have adapted with care and flexibility, ensuring services remain accessible, trauma-informed, and inclusive, while continuing to support newcomers as they build stability and community in Nova Scotia.

At the same time, we have continued to advance our digital transformation, recognizing the critical role technology plays in improving access, equity, and service quality. Over the past year, ISANS strengthened digital tools and explored innovative ways to connect with clients particularly those in rural and underserved communities. These efforts are helping to reduce barriers, increase flexibility, and ensure our services remain responsive to how newcomers live, work, and learn today, while positioning ISANS for continued innovation.

We also strengthened our national presence and partnerships by actively participating in major sector conferences hosted in Halifax, including the Pathways to Prosperity Conference and the Metropolis Canada Conference. These gatherings created valuable opportunities to share knowledge, elevate practice-based experience, and contribute to national conversations shaping immigration and settlement across Canada.

Ultimately, Together We Grow reflects a shared vision of a Nova Scotia where everyone has a role to play, where every individual has something to contribute, and where growth social and economic support for newcomers is shared. Across sectors where there are acute labour shortages, such as healthcare and construction, ISANS continues to support newcomers in building meaningful careers while helping address labour market needs. By connecting talent with opportunity, we are strengthening both individual outcomes and the industries and communities that sustain our province.

To our clients, thank you for trusting ISANS and for allowing us to accompany you on your journey. Your strength, determination, and contributions enrich our communities and our province.

To our funders, partners, and supporters: thank you for your continued partnership and belief in the importance of this work.

Together with newcomers, communities, and partners, we are building a Nova Scotia where everyone can belong, contribute, and flourish. **Together We Grow!**

Paula Knight
Chief Executive Officer



Our Impact

Our comprehensive range of services includes language services, settlement support for families and children, employment programs, business development, community integration, and pre-arrival services, offered both in person and online. Our dedicated and caring team offers services in English, and more than 46 other languages, ensuring accessibility and support for all.

We offer programs for those in regulated professions, trades, and entry-level positions, including specific supports for government assisted refugees (GARs) and privately sponsored refugees (PSRs).



Settlement Programs & Services

Fostering Well-Being Through Trust and Community

ISANS offers personalized Family and Children Specialized Settlement services to support newcomers in their transition to life in Nova Scotia. Using a holistic, family-centered approach, services include needs assessments, one-on-one support, and referrals tailored to each family.

The Family Support Program provides culturally responsive parenting programs for families with children from infancy to adolescence, along with workshops on topics such as family law, screen time, car seat safety, and youth issues. Over the past year, more than **70** sessions were delivered, supporting **437** clients.

Prevention work on gender-based violence remained a priority, with over **200** participants engaged in promoting healthy relationships and non-violent conflict resolution.

Our new initiatives included a five-week parenting series for parents of teenagers, developed with community partners, and a wellness series for parents of children affected by stress or trauma.

Our Well-being for All (WBFA) project, in partnership with the Rainbow Refugee Association of Nova Scotia (RRANS), supports the mental health and wellness of diverse newcomers through culturally responsive and affirming programming. With dedicated initiatives for 2SLGBTQIA+ communities, WBFA promotes resilience through inclusive education, early intervention, and tailored support. The 2SLGBTQIA+ group keeps going, reflecting the time and trust required to build safe and welcoming spaces.

WBFA has reached over **596** clients through its “Living Well in Difficult Times” sessions, engaging **50** language classes and creating supportive environments for shared experiences and peer connection. Participants reported feeling less isolated and more confident in seeking help, with several referrals made to mental health services.



Additionally, the “How to Support Your Child When Life Feels Hard” workshop engaged parents and received highly positive feedback. Participants reported increased confidence, improved understanding of trauma-informed parenting, and greater awareness of practical strategies to support their children’s emotional well-being. These early outcomes highlight WBFA’s growing impact at both client and organizational levels, reinforcing the value of inclusive, trust-based approaches.

Programs like Home Instruction for Parents of Preschool Youngsters (HIPPY) support families, especially mothers, by preparing children for school and empowering parents as educators. All services are supported by interpretation, translation, and childcare. As a HIPPY client, Rouaa Bazid shares, “Consistent guidance and support especially through collaboration with a home visitor.” Her journey highlights how setting goals, accessing the right programs, and building connections can lead to greater community engagement. Rouaa’s story reflects the power of connection, support, and shared effort demonstrating how, together, we grow and build stronger families.

All services are supported by ISANS Interpretation and Translation team, as well as childcare services, ensuring accessibility for all families.

Supporting data:

- 56** children were supported through the HIPPY Program
- HIPPY parents come from **17** countries and speak over **16** languages
- 30** Living Well in Difficult Times Workshops
- 596** clients attended Living Well in Difficult Times Workshop Series



**Building a new beginning:
Rouaa Bazid's journey from isolation
to empowerment in Canada**

"Many challenges affected my family and me, and I wanted to prevent them from affecting my children," shares Rouaa.

"I suffered social isolation; I wanted to learn English because that was the bigger barrier for me to settle down but I helped myself to overcome these challenges."

[Read full story](#)

Refugee Resettlement Programs & Services

Delivering Compassionate Support for Refugee Newcomers

Refugee Resettlement Services at ISANS support newly arrived Government Assisted Refugees (GARs) including those with medically complex needs and disabilities, through the Resettlement Assistance Program (RAP) and integrated Housing & Health services. Through RAP, newcomers receive support with temporary accommodation, immediate orientation upon arrival, and assistance in identifying suitable housing options. The health navigation team provides comprehensive navigation and case management for GARs, supporting clients to access the healthcare system, coordinate care, and address complex medical needs when present. Together, the teams delivered trauma-informed, culturally responsive support that promotes dignity, safety, and a sense of belonging.

This year, RAP, housing, and health teams worked in close coordination to support highly vulnerable families, including a single mother with five children, one requiring twice-weekly dialysis and preparing for a kidney transplant. Seamless collaboration ensured timely care, stable housing, and continuous support.

ISANS strengthened a broad network of partnerships to provide coordinated, barrier-free services from day one. Collaboration with health providers, federal agencies, francophone organizations, educators, financial institutions, and internal teams created clear pathways to essential support.

Through its long-standing partnership with the Newcomer Health Clinic and Nova Scotia Health, ISANS delivered on-site vaccination clinics, administering over **800** vaccines to over **300** GARs. Clients benefited from interpretation, trauma-informed care, and early connection to the healthcare system often within their first week in Canada.

For clients with urgent medical needs, ISANS worked with Interim Federal Health Program (IFHP) providers, Medavie Blue Cross, and IRCC to secure same-day approvals for personal care support, ensuring immediate and continuous care for individuals with disabilities or chronic conditions.

ISANS also supported the arrival of **105** Privately Sponsored Refugees (PSRs) and submitted **51** new applications sponsoring **91** refugees, facilitating future family reunifications and community sponsorships.



“When we came to Canada, it was both exciting and challenging for my family. At first, everything felt new and difficult to understand, and we felt completely lost. However, once I met my RAP coordinator, ISANS started supporting me from the beginning and helped our family step by step. We connected to a small Rohingya community in Halifax, which really helped my family not feel alone. We will always remember this experience and will teach our children to give back more to this country because we received support that was truly unexpected”, says Mohammad Tayeb.

Internally, enhanced coordination ensured smooth transitions from RAP to ongoing case management, with shared planning and communication preventing service gaps. Collaboration with Family Support and Early Childhood Education (ECE) teams provided wrap-around services, including child-minding, parenting support, and early development guidance.

Additional partnerships improved access to essential services, including expedited SIN processing through Service Canada, on-site banking support, francophone integration sessions with Immigration Francophone Nouvelle-Écosse (IFNE) and community partners, and monthly orientation sessions with the YMCA to connect newcomers with local programs and services.

Across all efforts, one principle remains clear: partnership drives successful resettlement. By working together, ISANS and its partners continue to build a more inclusive, compassionate, and thriving Nova Scotia.

Supporting data:

- 414** government-assisted refugees (GARs) arrived in Halifax in 2025/26
- 125** permanent accommodation units secured
- 659** government assisted refugees and permanent residents supported by Health navigation and disability support program
- 245** privately sponsored refugees supported in their first year
- 51** applications submitted to sponsor **91** privately sponsored refugees

ISANS Settlement & Case Management

Supporting stability, confidence, and independence

The ISANS Case Management Program provides intensive support to newcomers using a holistic, client-centered approach to help families integrate into their new community.

A family of six, who became ISANS clients in July 2025, has made significant progress in less than a year. They achieved key milestones, such as enrolling their four children in schools with extracurricular activities, where they are succeeding in both English and French systems. The parents also enrolled in English classes and are now managing daily routines with minimal support.

Many newcomer families, including those arriving from Ukraine under the Canada-Ukraine Authorization for Emergency Travel (CUAET) program, face complex settlement challenges that require sustained, hands on support. A family experienced significant financial hardship due to difficulty accessing Canada Child Benefit payments and expired health cards. ISANS Settlement Support program provided critical assistance, liaising with the Canada Revenue Agency (CRA), supporting the family as they renewed their work permit information, and securing emergency shelter. ISANS provided much needed support, helping the family regain stability as they continued to build their lives here in Nova Scotia.

ISANS Orientation Program and Life Skills Support Program further supported the family by offering essential guidance, such as income tax education and helping them navigate Canadian life, services, and resources. These programs have empowered clients to build confidence, independence, and a sense of belonging. As one client shared, "The program welcomed me warmly, like family, and helped me feel confident and independent."



By supporting newcomers through crises, enhancing their understanding of Canadian systems, and strengthening their confidence, ISANS helps families move toward stability and independence. As clients grow in knowledge and confidence, they gain the ability to advocate for themselves, access support, and plan for their future, contributing to the growth of the entire community.

Our staff from the Case Management and Orientation teams designed and implemented the Newcomer Tax Project in partnership with the Canada Revenue Agency (CRA). This multi-phase initiative provided newcomers with clear, accessible tax information and hands-on support to help them file their income taxes for the first time. A total of 24 income tax information sessions were delivered to 314 clients in 11 languages, with extensive preparation to ensure accessibility, including interpreters and language supports so clients could fully understand and engage with Canada's tax system.

In addition, case managers working closely with CRA volunteers facilitated an in-house Income Tax Clinic at the ISANS Mumford location. Over seven weeks, the clinic supported more than 200 Government-Assisted Refugees who arrived in 2025 in completing their first tax filings in Canada. By strengthening clients' understanding of taxes, benefits, and social programs, this project fostered confidence, independence, and a stronger sense of belonging, demonstrating how collaboration helps communities grow and thrive together.

"The Life Skills Program was very helpful. I learned where to go and what services are available. I recently had a baby, so getting help with how to navigate places with her was good."
ISANS Client.

Supporting data:

1,333 clients (423 cases) received client centered, comprehensive case management services for newcomers facing persistent multiple barriers to integration.

384 youth clients aged 18-30 received specialized case management services

95 individuals and families were matched with one of 25 active Life Skills Support Workers and received culturally specific hands-on orientations in their first language.

Language Programs and Services

Building Confidence Through Language Learning

Our Language Services program provides newcomers with skills and confidence they need to develop strong English language proficiency as they settle in Nova Scotia. In 2025, Language Services supported more than 5,500 learners through over 160 active programs, offering a wide range of opportunities tailored to diverse needs. Each learner begins with a personalized language assessment to identify their current abilities, goals, and learning needs. Over 1,100 clients met with a language advisor, ensuring access to individualized pathways across 28 specialized programs.

Whether learners are developing foundational literacy, improving everyday communication, or advancing language skills for employment or business, programming is designed to meet them where they are.

This learner-centred approach allows individuals to progress at their own pace while working toward personal and professional goals. Through engaging classes, conversation groups, and targeted programming such as Language Instruction for Newcomers to Canada (LINC), participants develop practical communication skills for daily life, employment, and community participation. The LINC program also supports learners in developing cultural awareness, helping learners better understand and navigate life in Canada.

The impact of these services is reflected in stories like that of Hanim Ramadan. With the support of ISANS LINC Literacy and Young Adult Programs, Hanim connected with peers and discovered she was not alone in her language learning journey. Through consistent practice and supportive instruction, she transformed initial uncertainty into patience, courage, and resilience. Learning alongside others at similar levels helped her build the confidence to use English both in the classroom and in the community. She now plans to continue her studies with the goal of pursuing a career in interpretation or education. Hanim's experience highlights how shared learning environments foster growth and empowerment.



Beyond classroom instruction, Language Services offers conversation circles, language counselling, and accessibility support, creating a comprehensive and inclusive learning environment. This integrated approach not only strengthens language acquisition but also helps newcomers build connections and engage more fully in their communities.

By focusing on individual goals and lived experiences, Language Services promotes not only language proficiency, but also independence, confidence, and a strong sense of belonging. In turn, newcomers enrich Nova Scotia through diverse perspectives, cultural exchange, and community engagement, helping to strengthen the province.

Supporting data:

5,557 language learners in **160+** active classes.

1,144 clients supported through language advising

28 specialized language programs for vulnerable populations, skills in the workplace, and specific career sectors



**Growing through every word,
Hanim thinks every mistake is
a step forward**

“Learning a new language is hard
so I need to be patient, brave,
and strong. The people in Canada
are very kind and very helpful,”
Hanim Ramadan shares.

“They correct me and help me learn.
I am very thankful to Canada”

[Read full story](#)

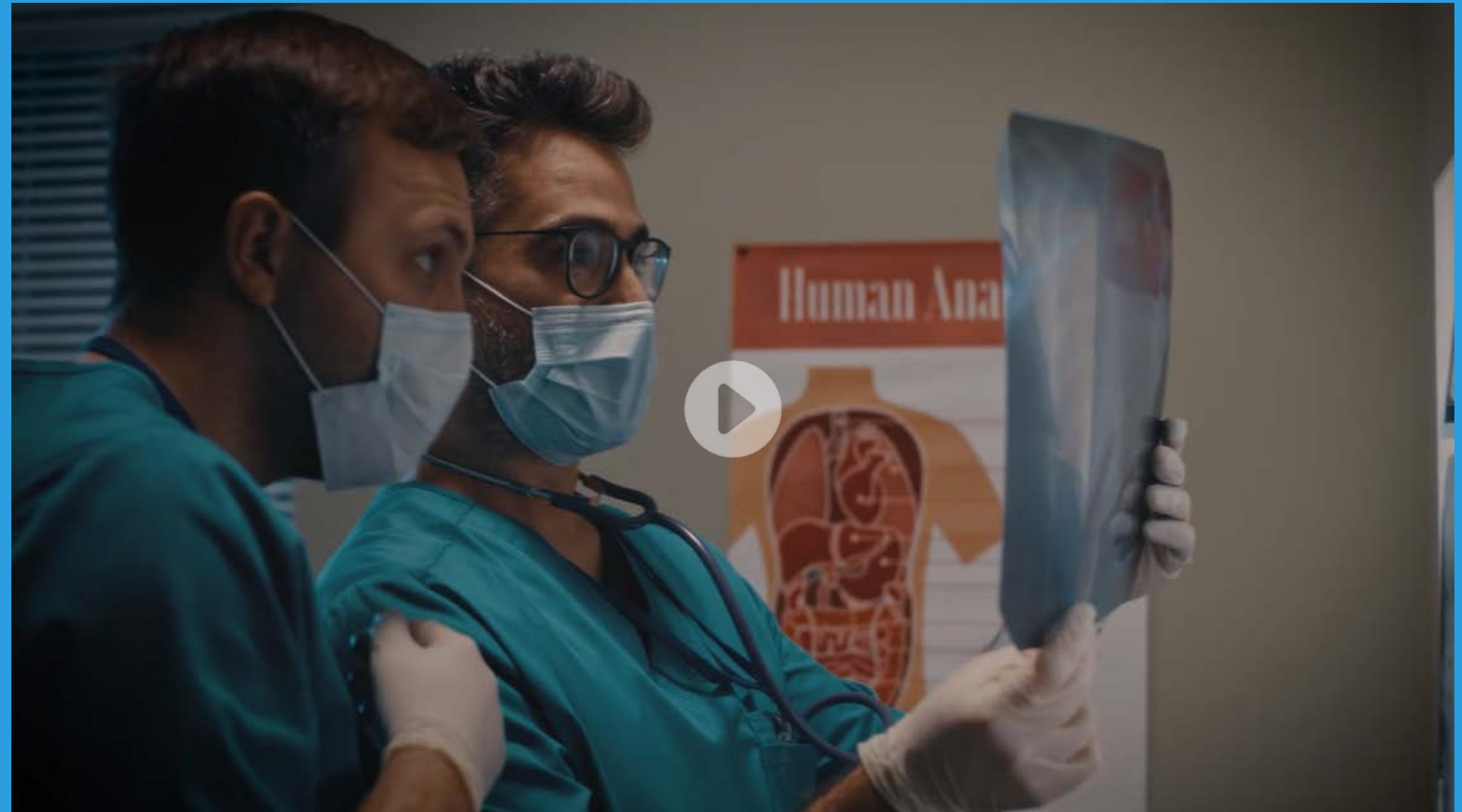
Bridging the Gap:

Helping healthcare professionals prepare to work in Canada

Our National Healthcare Language Program (NHLP) team supports internationally trained physicians, pharmacists and nurses across Canada in developing the communication skills they need to succeed in their licensure exams when they start working in the Canadian healthcare system.

NHLP is a free, flexible online program that helps bridge global expertise with the Canadian healthcare landscape through specialized communication training.

Designed for international medical graduates (IMGs), international pharmacy graduates (IPGs), and internationally educated nurses (IENs), NHLP recognizes the world-class experience these professionals bring and equips them with the communication and cultural tools needed to contribute safely and confidently within Canada's healthcare system.



Community Integration Programs & Services

Building belonging through community connections

At ISANS, growth begins with connection. Creating a welcoming environment where newcomers feel supported in navigating their settlement pathways is central to the work of Intake Counsellors within Community Integration Services. Through individualized and/or family needs and assets assessments, counsellors develop personalized settlement plans and provide timely, efficient referrals to community resources. This past year over 5,379 clients registered, with over 17,186 needs assessments and referrals provided. Through Community Integration programs, newcomers, volunteers, and community partners come together to build relationships that strengthen communities across Nova Scotia.

When Yao Mensah Mawusi Akpelassi and his family arrived in Halifax, they came prepared. Through pre-arrival supports including Settlement Online Pre-Arrival (SOPA), Immigration francophone de la Nouvelle-Écosse (IFNÉ), and connections with Conseil de Développement Économique de la Nouvelle-Écosse (CDÉNÉ), they had already taken important first steps. But they quickly discovered that settlement is about more than preparation, it's about people.

Like many newcomers, they arrived during a time of rising living costs, housing challenges, and increasingly complex public conversations about immigration. Navigating new systems in both English and French added another layer of difficulty. In this context, building meaningful connections becomes not just helpful, but essential.

At ISANS, through Community Connections program which bridges the gap between newcomer families and the broader community, Yao's family was matched with James, a Canada Connects volunteer who helped transform their new environment into a place of belonging. Together, they explored Halifax, visited museums, shared meals, and practiced English in everyday settings.

With this support, Yao began to build both confidence and direction. Through ISANS' Bridging Program, he earned certification as a Long-Term Care and Disability Support Worker, opening the door to meaningful employment. At the same time, social activities like community soccer helped him connect across cultures and grow his local network.

As his confidence grew, so did his desire to give back. Yao began volunteering with organizations such as the Salvation Army and the Blue Nose Marathon, becoming an active contributor to his new community. His experience reflects a core truth of integration: it is a shared process, where newcomers and communities grow together.

Volunteers like James play a vital role in this journey. As mentors and connectors, they support newcomers in navigating language, culture, and daily life while also gaining new perspectives and meaningful relationships of their own.

This shared growth is made possible by the dedication of volunteers. This year alone, 372 volunteers contributed more than 11,700 hours to support newcomers across the province. Their efforts help strengthen connections with diverse communities, including African Nova Scotian and broader Black communities, fostering inclusion, understanding, and a sense of belonging for all. Programs like Community Connections show how meaningful connections foster confidence, inclusion, and mutual growth.

"The program helped me transition from a newcomer to an active member of the community," Yao reflected. "It gave me the confidence to contribute."

Because when we come together, we don't just settle we belong. Together, we grow.



Supporting data:

372 volunteers active in ISANS programs

More than **11,729** volunteer hours contributed to supporting newcomers

372 community members volunteered at ISANS

165 ISANS clients volunteered in the community for a total of **384** hours



Where connection leads to growth: Yao's Journey

"I joined ISANS because I wanted to use my international experience to support immigrants to Canada," Yao says.

"I was especially drawn to Canada Connects for the opportunity to work with young Africans, after having visited much of the continent."

[Read full story](#)

Employer Support Programs & Services

Building Inclusive Communities Through Collaboration

Across Nova Scotia, growth is strongest when it is shared. Guided by this belief, ISANS works with local partners, employers, and community organizations to build inclusive and resilient economies, especially in rural and regional communities where newcomers are critical to long-term sustainability.

Extending settlement and employment services beyond urban centers is essential, yet rural newcomers often face added barriers such as geographic isolation, limited professional networks, and reduced access to services. ISANS addresses these challenges through deep, relationship-based collaboration with municipalities, economic development offices, chambers of commerce, and grassroots organizations. These partnerships ensure immigrant and refugee newcomers are not only welcomed, but fully supported to contribute their skills, ideas, and talents to their new communities.

Working directly with employers is a key pillar of this approach. Throughout the year, ISANS connected businesses, many located in rural and regional areas with pre-screened, job-ready newcomers. This work went beyond recruitment by providing guidance on inclusive hiring, workplace integration, and intercultural competency. Employer Engagers participated in more than 80 events across the province and supported over 300 distinct employers of which 152 employers are in rural areas, collaborating with federal and provincial governments and community partners such as Regional Enterprise Networks, NS Works, YReach, PeopleWorx, and others. Through this outreach, employers gained access to practical tools, training opportunities, and tailored supports to strengthen retention, build diverse teams, and grow resilient organizations.

The Intercultural Workplace Program (IWP) played a central role in supporting inclusive employment. Through 150 targeted training sessions, the program supported employers at all stages of their inclusion journey, from small rural businesses hiring their first newcomer



to larger organizations seeking to deepen inclusive practices. This support helped foster respectful, culturally responsive workplaces where international talent can thrive, benefiting employees while strengthening teams and long-term workforce stability.

Province-wide success is grounded in listening and shared learning. Community conversations, focus groups, and collaborative planning ensured programs responded to local realities and evolving workforce needs. Local partners brought trust, insight, and connections, while ISANS contributed expertise in newcomer integration and inclusive workforce development. Together, these combined strengths created lasting impact reflected in inclusive workplaces, stronger rural economies, and communities that recognize diversity as a driver of growth and innovation.

Supporting data:

328 employers received employer support, **152** from rural areas
142 employers engaged in the Atlantic Immigration Program **45** from rural areas
150 Intercultural workshop sessions **2,187** attendees



"On behalf of the Valley Regional Enterprise Network, I'd like to extend our sincere appreciation to ISANS for your continued leadership and commitment to the Valley Region. You are a vital partner in this work—ensuring that businesses, newcomers, and community members have access to programming that is not only impactful, but essential to building strong, inclusive communities. Together, we are building stronger businesses, stronger communities, and a stronger Valley."

Emily Boucher

CEO, Valley Regional Enterprise Network

Advancing inclusive employment through employer engagement and partnership

One of the key components of ISANS Employer Support Services is bringing employers together with community partners, service providers, and government representatives to build stronger, more inclusive workplaces. This was at the heart of the 2025 Employer Forum in Truro, Nova Scotia, where rural employers gathered to explore solutions to ongoing labour shortages.

The forum created an open and welcoming space for honest conversation. Employers shared experiences, challenges, and successes, with many noting how valuable it was to hear that others were navigating similar workforce issues. These exchanges were not only insightful but also reassuring, turning common struggles into shared learning and sparking real ideas for moving forward.

By strengthening relationships and fostering collaboration, the forum highlighted the vital role intercultural diversity plays in building resilient rural economies. Supporting employers to embrace diverse talent is not just about filling jobs, it's about helping rural communities grow, innovate, and thrive together.



Employment Programs & Services

Building Pathways to Care and Community

ISANS employment services play a key role in helping newcomers build successful careers in Canada. Through personalized career counselling, bridging programs for regulated professions, and job development services, ISANS supports immigrants in achieving their employment goals and contributing their skills, experience, and talents to Nova Scotia's workforce and communities.

One example of these targeted training initiatives is the Long-Term Care Aide (LTCA) and Disability Support Worker (DSW) Program.

The program is funded by the Nova Scotia Department of Labour, Skills and Immigration, and is designed using Equity, Diversity, and Inclusion (EDI) and trauma-informed principles to equip newcomers with the skills and workplace competencies needed to provide high-quality, culturally responsive care including for marginalized populations.

Newcomers often face significant barriers when entering the Canadian labour market, such as limited workplace language skills, unfamiliarity with workplace culture, lack of profession-specific knowledge, credential recognition challenges, and limited access to networks and Canadian work experience. The LTCA/DSW program has proven highly effective in addressing these challenges while supporting employers' need for job-ready talent. Through a competency-based curriculum that includes sector-specific communication training, employment preparation, and practical exposure, participants gain a strong foundation in both long-term care and disability support roles.

Since 2021, 175 ISANS clients have completed the program, with 50 new participants enrolled in the current fiscal year. To date, 36 clients have secured employment; five have advanced into Continuing Care Assistant (CCA) programs, and many others are completing training or actively interviewing, demonstrating strong outcomes in workforce integration.

Emma Ibraheem's journey exemplifies this success, showing how a holistic approach that combines training, volunteering, and community support empowers newcomers to achieve meaningful employment while contributing to Nova Scotia's healthcare sector.

During the past year, ISANS also expanded its support for Internationally Trained Lawyers (ITLs).



In collaboration with the Nova Scotia Barristers' Society and the Nova Scotia Department of Justice, ITLs gained access to observership opportunities with practicing lawyers. These placements helped clients better understand Canadian legal culture and learn about the practical and procedural aspects of practicing law in Canada.

Yetunde Cole's journey gained momentum when she participated in the Nova Scotia Department of Justice Observership Program. Following ISANS' comprehensive screening and referral process, Yetunde was accepted into the Nova Scotia Department of Justice Observership Program for Internationally Trained Lawyers.

These stories reflect the program's broader impact: through collaboration, opportunity, and shared support, we grow together.

Supporting data:

- 1,144** ISANS clients gained employment
- 39** clients completed the Work-based Trades Practical Assessment
- 27** International Medical Graduates (IMGs) accessed the medical field (Residency, Med-Clerkship, Practice Ready Assessment, and Clinical Assistants)
- 19** Internationally Educated Nurses (IENs) became licensed and employed as Registered Nurses, and four as Licensed Practical Nurses
- 26** automotive service technicians in Nova Scotia have completed training in EV safety and the fundamentals of electric vehicle servicing.



From new beginnings to new purpose: Emma's story of growth

"Since moving to Nova Scotia, I have experienced many challenges and opportunities while adapting to a new country, culture, and language. This journey has helped me grow both personally and professionally," shares Emma Ibraheem.

[Read full story](#)



**Empowering New Beginnings:
Yetunde Cole's Journey to Rebuilding
a Legal Career in Nova Scotia**

"The experience expanded my professional network and directly supported my successful transition to working in my field. It provided the encouragement and clarity I needed," says Yetunde Cole.

[Read full story](#)



“Since 2017, Master Auto has been proudly partnering with ISANS to host and hire skilled tradespeople, and this collaboration has been invaluable in addressing the skilled trades shortage in Nova Scotia.

Through ISANS, we’ve successfully hired several talented automotive service technicians from diverse countries, strengthening our workforce and enhancing our services. I firmly believe that ISANS equips new immigrants for success by providing essential resources, including language classes, tools, safety gear, and comprehensive safety training. These resources have been key to helping our new team members integrate smoothly and excel in their roles.

We are excited to continue our partnership with ISANS and look forward to many more years of mutual success.”

Fouad Mina

Owner of Master Auto



“At Good Air Ventilation, we have proudly partnered with the ISANS Trades Program for the past 3 years, during which we’ve hired several of their clients. These employees have demonstrated a strong commitment to learning our business and seamlessly integrating into our team. Their adaptability and dedication have led to significant skill development and contributions to our work environment.

The Trades Program has been invaluable in helping us address the skilled trades shortage in the labour market. We look forward to continuing this successful and beneficial partnership with the ISANS Trades Program for years to come.”

Mazen Alwarith
Owner of Good Air Ventilation

Business Development Programs & Services

Building Business success through connection

For newcomer entrepreneurs, business growth accelerates when it is rooted in connection. ISANS' Business Development Services prioritized expanding access to markets and networks, ensuring immigrant entrepreneurs could grow alongside peers, partners, and the broader business community.

Over the past year, ISANS provided **130** market table opportunities to **35** clients, creating valuable spaces to test ideas, build confidence, and generate income. Some entrepreneurs used these platforms to gather feedback on early-stage products and pricing, while others made their first public sales. More established businesses leveraged the opportunity to launch new products or expand existing operations. Participants generated over \$33,000 in sales, demonstrating the tangible economic impact of shared opportunities.

Business creation also remained strong, with **29** clients opening or acquiring businesses during the fiscal year, contributing to the economic vitality of communities across Nova Scotia.

Equally important was access to networks. Clients participated in **34** networking events, engaging **542** participants through ISANS-led initiatives and external business and professional organizations. These ranged from informal meet-and-greets to conferences and targeted learning sessions. Through these experiences, entrepreneurs refined their pitches, strengthened their messaging, and built confidence navigating Nova Scotia's business landscape.

Business counsellors encouraged each client to establish at least two new professional connections, and many exceeded this goal. These relationships foster collaboration, mentorship, and new partnerships, while also opening doors to membership-based business associations.

Through shared spaces, intentional networking, and collective ambition, newcomer entrepreneurs strengthened not only their own ventures but also the broader ecosystem demonstrating that when opportunities are shared, communities prosper.

Ngan Do's story reflects this impact. With the support of Immigrant Women Entrepreneurship Network (IWEN) and ISANS, she rebuilt her confidence, skills, and professional network while giving back by supporting other newcomer women. Her journey highlights how individual success is amplified through collaboration, and how community support can drive meaningful, lasting progress.



Supporting data:

1,386 ISANS clients received business services

413 ISANS clients participated in business training **61** training sessions

29 ISANS clients started a business

176 Women participated in IWEN activities

542 clients participated in networking events



**Growing Together:
How Ngan Do Found Success Through
Community and Connection**

“Accounting and taxation were never areas I felt drawn to, but when I launched my business, I had to take them on myself,” says Ngan Do.

[Read full story](#)

ISANS Immigrant Entrepreneurship Awards 2025

At the 6th ISANS Immigrant Entrepreneurship Awards 2025, we celebrated the remarkable journeys of newcomer entrepreneurs who are helping shape Nova Scotia's economy and communities through innovation, resilience, and determination.

This video highlights inspiring voices from our clients' entrepreneurs whose stories reflect the power of connection and shared success. Their journeys remind us that when we support one another, we all move forward.



Pre-Arrival and Employment Transition Programs and Services

Strengthening Workforce Readiness for Newcomers

ISANS supports newcomers to meaningfully participate in the Nova Scotia labour market by providing them with opportunities to upskill and adapt through programs like Job Search Strategies (JSS), Working in Canada (WIC), and Canadian Workplace Culture (CWC). These courses educate participants about the Nova Scotia labour market and help them explore how their skills and experience match what is being sought. In addition, critical information on workplace culture, rights, safety, and standards give newcomers the insights they need to successfully interact with colleagues and navigate the Canadian workplace. The Practice Interview program is another critical piece that helps newcomers gain employment in their chosen fields by familiarizing them with Canadian - style interviews and giving them the opportunity to participate in mock interviews with HR and other experts in their fields. These initiatives enhance their job search abilities, networking and interview performance, and, ultimately, long-term career growth.

Recognizing that digital skills are essential for full participation in Canadian society, our computer skills training program offers comprehensive technology courses for newcomers at all levels. With flexible scheduling and both in-person and online options, we help newcomers build digital confidence for employment, education, and daily life, ensuring they are ready to thrive in every aspect of their new lives.

ISANS also supports newcomers' pre-arrival with settlement and employment services to help ease their transition to Canada. The Settlement Online Pre-Arrival (SOPA) program, delivered in partnership with six settlement agencies across Canada, offers personalized, destination-specific settlement and employment support. SOPA provides newcomers with information sessions, orientations, job search training, one-on-one guidance, and practical tools for understanding Canadian workplace culture and regulations. By connecting clients with resources before they arrive, SOPA helps build confidence and lays a strong foundation for successful integration and meaningful employment. Our Pre-Arrival Settlement Counselling program further assists refugees and internationally trained healthcare professionals as they prepare for successful integration into Nova Scotia's workforce and community.



Supporting data:

703 clients upgraded their job search and soft skills to better participate in the Canadian labour market and understand the Canadian workplace

242 clients upgraded their computer skills over **53** computer courses

165 clients received pre-arrival foreign credential recognition support, and 70+ clients began their foreign credential recognition process pre-arrival

92 clients received employment counselling services pre-arrival

916 clients participated in **1588** practice interviews, preparing them for successful interviews in their chosen field



**From experience to opportunity:
Jowaad is growing a career in Nova Scotia**

"I could not have done it without the support of the entire team," says Jowaad.

"The feedback from my mock interview was essential. I landed a job from the very first application my Job Search Strategies (JSS) facilitator helped me prepare, and I was overjoyed!"

[Read full story](#)

Empowering Digital Innovation

IT and Digital Transformation Highlights

Over the past year, ISANS continued to strengthen the digital systems and infrastructure that support secure, effective, and reliable service delivery across the organization. The Digital Transformation and Technology Support teams focused on modernizing tools, strengthening cybersecurity, and improving how technology supports staff and programs.

Key areas of progress included enhanced cybersecurity and data protection practices, improved IT asset management, modernization of staff devices and digital infrastructure, and enhancements to internal platforms that support learning, communication, and service coordination. Recent upgrades to Settlement Online and the migration to more scalable infrastructure improved system reliability and expanded access to training and digital services for clients.

ISANS also advanced its commitment to operational efficiency through the strategic sourcing, implementation, and ongoing optimization of core enterprise applications used across operational and program delivery teams. By strengthening how key systems work together, the organization is improving information sharing, reducing duplication, and supporting more coordinated services. This work, which will continue into the next fiscal year, supports standardized systems, streamlined platforms, and improved oversight of information and program services. Together, these efforts provide a secure, resilient, and adaptable digital foundation that enables staff to focus on delivering high-quality services to clients and communities.



Supporting data:

Settlement Online

2,000+ course enrollments across the platform

1,500+ unique clients enrolled in Settlement Online

1300+ certificates issued through online courses

60+ courses available to support diverse learning needs

Clients accessed courses from **170+** countries

6 new courses launched during the fiscal year

15+ courses refreshed with updated content and improved delivery

Digital Navigation:

790+ clients received one-one-one digital support sessions

720+ clients participated in digital skills orientations to support access to language programming

Equity, Diversity, and Inclusion: Building a community to belong and grow

Our Welcoming Communities program helps service providers and community members make Nova Scotia safer and more welcoming for immigrants. Through interactive workshops and community projects, participants learn how to move from just understanding the issues to taking real action. The program helps people build better relationships across cultures and break down barriers.

A key part of the program is the Building Intercultural Competence workshop, a full-day session that helps people understand immigration, settlement, and integration better. Participants learn practical ways to welcome newcomers and improve communication across cultures.

Our workshops also include equity, diversity and inclusion, unconscious bias, micro-aggressions, power and privilege, and the immigrant experience. One unique workshop, celebrating our Black Heritage: Uniting people of African Descent, focuses on the history and contributions of African Nova Scotians and Black immigrants, encouraging understanding, respect, and unity among these communities, as well as creating safer spaces for conversation.

The Welcoming Communities Program has provided much support for healthcare organizations in the province by providing training for healthcare leaders in support of Internationally Educated Nurses and Physicians, and in support of Internationally educated Nurses working in healthcare organizations and retirement facilities. Whether you work on the front lines, make policies, teach, or are an active community member, the Welcoming Communities Program gives you tools to help build welcoming, diverse communities where everyone feels at home.

Through generous funding from the Department of Canadian Heritage, Government of Canada, ISANS delivered the Anti-Hate Strategy Conversation Tour, engaging five communities across Nova Scotia, including Francophone communities. The initiative brought community members together to examine the causes and impacts of hate and discrimination, fostering dialogue, understanding, and collective action toward building more inclusive and welcoming communities. Through community tours, roundtables, social media outreach, and shared resources, the project raised awareness, deepened understanding of Canada’s intercultural and interfaith realities, and promote respect, empathy, and solidarity. It equipped communities, newcomers, employers, towns, and municipalities with practical strategies to continue anti-hate conversations and actions beyond the project. The initiative also worked with other

key partners, including law enforcement, the Human Rights Commission, recreation organizations, health promoters and faith communities to strengthen prevention efforts. By engaging equity-deserving communities and key stakeholders, the project improved public understanding of hate-motivated incidents, supported reporting and response, and built safer, more inclusive communities across Nova Scotia.



Supporting data:

- 18** workshops on Building Intercultural Competence
- 381** people participated in intercultural competence training
- 24** welcoming communities’ workshops on equity, diversity, and inclusion
- 1476** people participated in our equity, diversity, and inclusion workshops
- 5** regional Anti-Hate Strategy Conversation Tour events facilitated across Dartmouth North, Truro/Colchester, Queens–Lunenburg, the Annapolis Valley, and Digby/Yarmouth
- 1** Knowledge Exchange event joining participants from each regional Anti-Hate Strategy Conversation event
- Over **170** participants involved in Anti-Hate Strategy Conversation Tour events

Our Strategy in Motion

In 2025, ISANS launched its new Strategic Plan, Building Our Future Together (2025–2030), setting a clear direction to advance immigrant empowerment, strengthen organizational capacity, and deepen community impact across Nova Scotia. The plan reinforces ISANS’ role as a trusted voice in immigration promoting inclusion, addressing systemic barriers, and championing the contributions of newcomers.

Key priorities include building a strong and supported workforce, enhancing volunteer engagement, and delivering high-quality, integrated services that foster belonging and newcomer success. It also focuses on organizational excellence and resilience, positioning ISANS to adapt, grow, and seize new opportunities.

Early outcomes and feedback reflect the impact of this strategy in action - demonstrating strong client confidence, workforce engagement, and overall service effectiveness:

- 82% of clients feel hopeful about their future in Canada
- 80% of staff recommend ISANS as a great place to work
- 97% of clients would recommend ISANS to other newcomers
- 88% of clients report having the skills and knowledge to find employment

Examples of Progress on Strategic Plan Initiatives

The following highlights early progress across the five strategic priority areas in Building Our Future Together (2025–2030):

1. Thriving Modern Workforce

- Launched key IT upgrades, including Halo ITSM, a new HR/payroll system, CRM planning, and cybersecurity training
- Rolled out a standardized compensation framework to support talent attraction and retention

2. Community Belonging and Immigrant Success

- Established an Immigrant Advisory Committee to strengthen newcomer input
- Advancing cross-organization KPIs to improve program evaluation
- Launched a new ISANS website to enhance access to services

3. Organizational Excellence and Resilience

- Progressing One ISANS One Space with board oversight, consultant input, and shortlisted location options
- Exploring new revenue opportunities to support long-term sustainability

4. Immigrant Workforce and Economic Development

- Exploring new bridging and sector-specific programs
- Expanding employment supports, including upskilling and reskilling initiatives

5. Voice of Immigrant Empowerment

- Advancing thought leadership to strengthen advocacy and engagement with partners and government
- Elevating newcomer perspectives through initiatives like the Immigrant Advisory Committee

A Trusted Voice on the National Stage

In 2025–26, ISANS elevated its national profile through leadership at two major conferences in Halifax: Pathways to Prosperity (P2P) and Metropolis. These events spotlighted Nova Scotia’s role in national immigration dialogue and showcased ISANS’ expertise and impact.

At the 13th annual Pathways to Prosperity Conference (Investing in Canada’s Shared Future: Pathways to Possibilities), our CEO Paula Knight chaired a plenary session, and the Community and Integration Services team received Best Poster Award.

At the 28th annual Metropolis Conference (Changing Course? Establishing Consensus on Canada’s Immigration Future), Paula Knight co-chaired the conference, delivered opening remarks, and chaired a plenary session, with strong staff support and volunteer engagement.

Across both events, 180 ISANS staff contributed through leadership, presentations, and coordination delivering 21 workshops, panels, and roundtables, five poster presentations, and hosting marketplaces to support entrepreneur clients.

Together, these efforts strengthened ISANS’ reputation as a national leader, deepened partnerships with policymakers and sector leaders, and fostered staff pride, learning, and engagement.

[Read more “ISANS at a Glance”](#)



People and Culture updates

Building a Thriving and Modern Workforce

At ISANS, our commitment to building a thriving, modern workforce is rooted in connection, inclusion, and continuous evolution. Central to this is our skilled and diverse team, one that collectively speaks over 73 languages and brings rich lived experience as immigrants. This depth of experience is not only a defining characteristic of ISANS but also invaluable in supporting newcomers, enabling our staff to connect with clients in meaningful, authentic, and culturally responsive ways.

A key reflection of this strong organizational culture is employee voice and engagement. In the most recent ISANS Employee Engagement Survey, over **80%** of staff participated, an exceptional reflection of trust, openness, and shared accountability. This high level of participation reinforces that our people are invested in shaping a workplace where everyone can succeed.

To further strengthen engagement and connection, the People & Culture (P&C) team introduced quarterly P&C Connecting People calls. These sessions complement our monthly staff meetings by creating space to share updates, offer practical tools and refresher training, and respond directly to staff questions. By inviting input in advance, we ensure we are addressing the most relevant topics. Strong attendance and positive feedback demonstrate the value of these calls in building rapport and deepening trust across teams.

Our monthly staff meeting brings together staff from across the organization to celebrate team successes and to share stories that highlight the impact of our work as we support

newcomers. Together we grow as we learn from the work of our peers and share best practices as we continue to evolve our service delivery and client engagement models.

Collaboration and celebration were brought to life through the second annual ISANS Inspires event, delivered in partnership with our Communications team. This event showcased the diversity, talent, and dedication of our workforce. Activities such as the global pin map, connection-focused games, a photo booth, and performances by our staff choir reflected the vibrant and inclusive culture that defines ISANS. We celebrated service milestones and presented the inaugural ISANS Inspires Award to an individual whose over 25 years of service exemplifies commitment to our mission. The exceptional attendance spoke to the pride and engagement of our team.

Alongside these initiatives, we advanced several important projects that will shape our future, including the development of an Anti-Racism Action Plan and the implementation of a new Human Resources Information System (HRIS). These efforts will strengthen our ability to foster inclusion, drive innovation, and enhance the overall employee experience.

While these initiatives represent meaningful progress, our central priority remains unchanged: the wellbeing and engagement of our people. We are committed to creating spaces where employees feel heard, valued, and empowered, environments that support not just collaboration, but genuine human connection.

As we continue to evolve, we are proud of the culture we are building together, one where diversity is celebrated as a strength, lived experience is recognized as expertise, and our people are equipped to make a meaningful impact. Guided by both strategic priorities and employee insight, engagement and connectivity will remain at the heart of the People & Culture mandate as we shape a modern, inclusive, and high-performing workforce.



Our Year in Numbers: April 1, 2025 - March 31, 2026

ISANS Annual Report 2025–2026

Overview

14,500+ immigrants received ISANS services
170 countries of origin among ISANS clients
372 community members volunteered at ISANS; **165** ISANS clients volunteered in the community for a total of **11,729** hours

Language Services

5,557 language learners in **160+** active classes
1,144 clients supported through language advising
28 specialized language programs for vulnerable populations, skills in the workplace, and specific career sectors

Community Integration Services

5,379 clients registered with over **17,186** needs assessments and referrals provided
89 garden plotters participated in community gardens
87 community partners and organizations engaged
372 immigrants took part in over **75** Community Connections activities
744 ISANS clients were registered for **235** recreational and social activities in the community

Employment and Bridging

1,144 ISANS clients gained employment
60% of all employed clients gained employment in their field or a related one
27 International Medical Graduates (IMGs) accessed the medical field (Residency, Med-Clerkship, Practice Ready Assessment, and Clinical Assistants)
19 Internationally Educated Nurses (IENs) became licensed and employed as Registered Nurses, and four as Licensed Practical Nurses
13 International Pharmacy Graduates (IPGs) and 1 Internationally Educated Dentist became licensed and employed in fields
39 clients completed the Work-based Trades Practical Assessment
4 trade clients became journeypersons with Red Seal
32 clients secured employment in the construction field, with opportunities for apprenticeship
26 automotive service technicians in Nova Scotia have completed training in EV safety and the fundamentals of electric vehicle servicing
32 high school youth clients obtained either part-time or full-time employment
24 youth (not-in-school) obtained quality employment in the industries of client service, finance, childcare, and trades

Family, Children, and Specialized Settlement Services

10,130 interpretations facilitated
390 personal documents translated
440 unique children cared for in early childcare education centres
288 children used Short Term Care
212 children used Long Term Care
416 clients received 980 Family Support services
771 clients received 2,160 Newcomer Wellness services
5 parents' workshop sessions delivered (How to Support your Child when Life feels Hard)
5 parent workshops sessions delivered titled Parenting Teenagers
20 women and **5** men wellness group session were delivered
20 mixed and **13** 2SLGBTQAI+ wellness group sessions were delivered
30 trauma stabilization group sessions delivered
596 unique clients reached through Living Well in Difficult Times workshop

Business Development Services

1,386 clients received business services
413 ISANS clients participated in business training – **61** training sessions
29 clients started a business
176 women participated in Immigrant Women Entrepreneurship (IWEN) activities
542 clients participated in networking events

Employer Support Services

328 employers received employer support, **152** from rural areas
142 employers engaged in the Atlantic Immigration Program **45** from rural areas
150 Intercultural workshop sessions **2,187** attendees

Refugee Resettlement

414 government-assisted refugees (GARs) arrived in Halifax in 2025/26
74 group sessions provided to GAR clients on various topics including finances, government programs, education, and Francophone services
16 SIN clinics organized in collaboration with CRA
125 permanent accommodation units secure
Collaborated and partnered with **33** new property owners and private landlords to secure permanent accommodation
659 government assisted refugees and permanent residents supported by Health navigation and disability support program
Supported **66** clients with multiple complex health needs and disabilities
16 Health orientation sessions to **319** clients
10 pre-natal group sessions supporting **64** new mothers
8 immunization clinics supporting **308** people, with **803** vaccines given
135 Clients connected to the Dalhousie GAP clinic (Dental clinic), 106 started receiving service.
245 privately sponsored refugees supported in their first year
51 applications submitted to sponsor 91 privately sponsored refugees

Pre-Arrival and Employment Transition

703 clients upgraded their job search and soft skills to better participate in the Canadian labour market and understand the Canadian workplace
242 clients upgraded their computer skills over **53** computer courses
165 clients received pre-arrival foreign credential recognition support, and **70+** clients began their foreign credential recognition process pre-arrival
92 clients received employment counselling services pre-arrival
916 clients participated in **1,588** practice interviews, preparing them for successful interviews in their chosen fields

Settlement & Case Management

1,333 clients (**423 cases**) received client centered, comprehensive case management services for newcomers facing persistent multiple barriers to integration
126 were assessed to be low needs cases & **223** were high need cases
384 youth clients aged 18-30 received specialized case management services
7 Youth specific group orientation sessions were conducted
227 clients accessed Crisis Intervention services to help navigate the legal system and address other urgent needs
95 individuals and families were matched with one of **25** active Life Skills Support Workers and received culturally specific hands-on orientations in their first language.
742 clients received **1,199** individual and family Settlement Support Services on a variety of topics and needs
1,767 clients accessed **746** group Orientation workshops on introductory to living in Nova Scotia, as well as a variety of other relevant topics.

Digital Support

Settlement Online

2,000 + course enrollments across the platform
1,500+ unique clients enrolled in Settlement Online
1300+ certificates issued through online courses
60+ courses available to support diverse learning needs
Clients accessed courses from **170+** countries
400+ average daily visitors
6 new courses launched during the fiscal year
15+ courses refreshed with updated content and improved delivery

Digital Navigation:

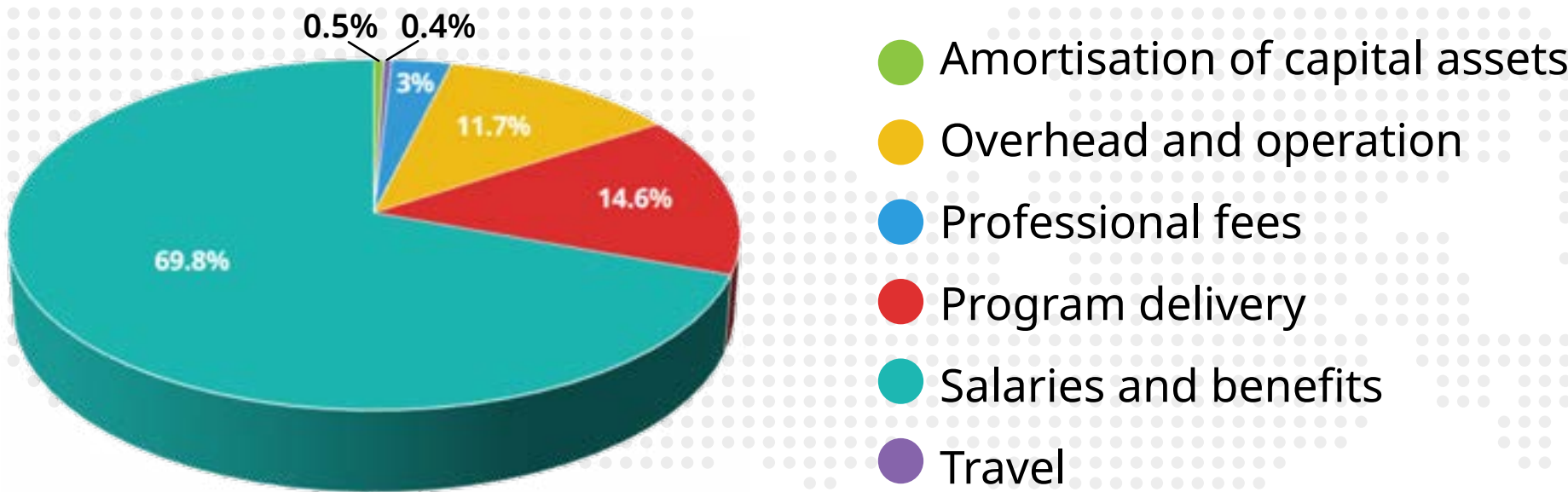
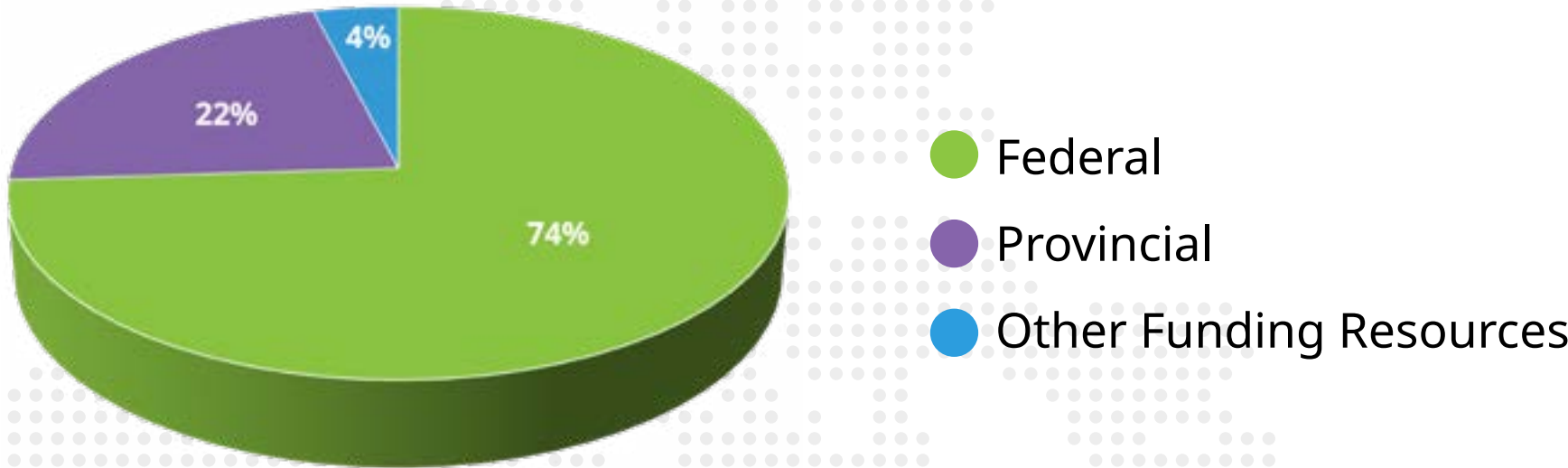
790+ clients received oneone digital skills support sessions
720+ clients participated in digital skills orientations to support access to language programming



Highlights of the 2025-26 Financial Report

Revenue	2025-2026	2024-2025	% Change	% Contribution
Federal	\$ 25,535,169	\$ 23,843,863	7.1%	74.0%
Provincial - Nova Scotia	\$ 7,631,449	\$ 6,528,456	16.9%	22.1%
Other Funding Resources	\$ 1,330,592	\$ 1,527,208	-12.9%	3.9%
Total	\$ 34,497,210	\$ 31,899,527	8.1%	100.0%

Expenses	2025-2026	2024-2025	% Change	% Contribution
Amortisation of capital assets	\$ 207,831	\$ 268,096	-22.5%	0.5%
Overhead and operation	\$ 4,201,933	\$ 3,211,200	30.9%	11.7%
Professional fees	\$ 1,082,096	\$ 956,218	13.2%	3.0%
Program delivery	\$ 5,238,425	\$ 5,190,602	0.9%	14.6%
Salaries and benefits	\$ 25,051,614	\$ 22,671,546	10.5%	69.8%
Travel	\$ 128,390	\$ 117,272	9.5%	0.4%
Total	\$ 35,910,289	\$ 32,414,934	10.8%	100.0%



Thank you to our Funders and Partners



- ACHEV
- Atlantic Canada Opportunities Agency (ACOA)
- Atlantic Region Association of Immigrant Serving Agencies (ARISA)
- Colinco Holdings
- Colleges and Institutes Canada (CiCan)
- Dalhousie University
- Department of Canadian Heritage
- Divert NS
- Emera
- Employment and Social Development Canada (ESDC)
- Imagine Canada
- Immigration, Refugees and Citizenship Canada (IRCC)
- Invest Nova Scotia
- IWK Foundation
- J&W Murphy Foundation
- Nova Scotia Apprenticeship Agency
- Nova Scotia Community College
- Nova Scotia Department of Labour, Skills and Immigration
- Nova Scotia Department of Opportunities and Social Development
- Nova Scotia Health Authority
- Nova Scotia Office of Addiction and Mental Health
- Office of Healthcare Professional Recruitment
- Ontario Council of Agencies Serving Immigrants (OCASI)
- Ottawa Community Immigrant Service Organization (OCISO)
- RBC Royal Bank Foundation
- S.U.C.C.E.S.S. AEIP
- Sport Nova Scotia
- TD Bank
- Women and Gender Equity (WAGE)
- World Skills Employment Centre

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