

Who we are

The Calgary East Zone Newcomers Collaborative (CENC) believes a strong community is created through building relationships. As a group we hope to welcome newcomers in East Calgary and support you with all of your needs through our free services. The zonal approach, created by Immigration, Refugees, Citizenship, Canada (IRCC) is a community model for inclusion for all newcomers to Calgary.

Action Dignity - www.actiondignity.org

Alberta International Medical Graduates Association - www.aimga.ca

Calgary Bridge Foundation for Youth - www.cbfy.ca

Calgary Public Library – www.calgaryllibrary.ca

Centre for Newcomers – www.centrefornewcomers.ca

Cite des Rocheuses - www.citedesrocheuses.com

Distress Centre - www.distresscentre.com - 211 for 24/7 services

Immigrant Services Calgary - www.settlementcalgary.com

Momentum - www.momentum.org

Mosaic Primary Care Network - www.mosaicpcn.ca

Prospect - www.prospectnow.ca

The Alex – www.thealex.ca

The Immigrant Education Society - www.immigrant-education.ca

Trellis - www.growwithtrellis.ca

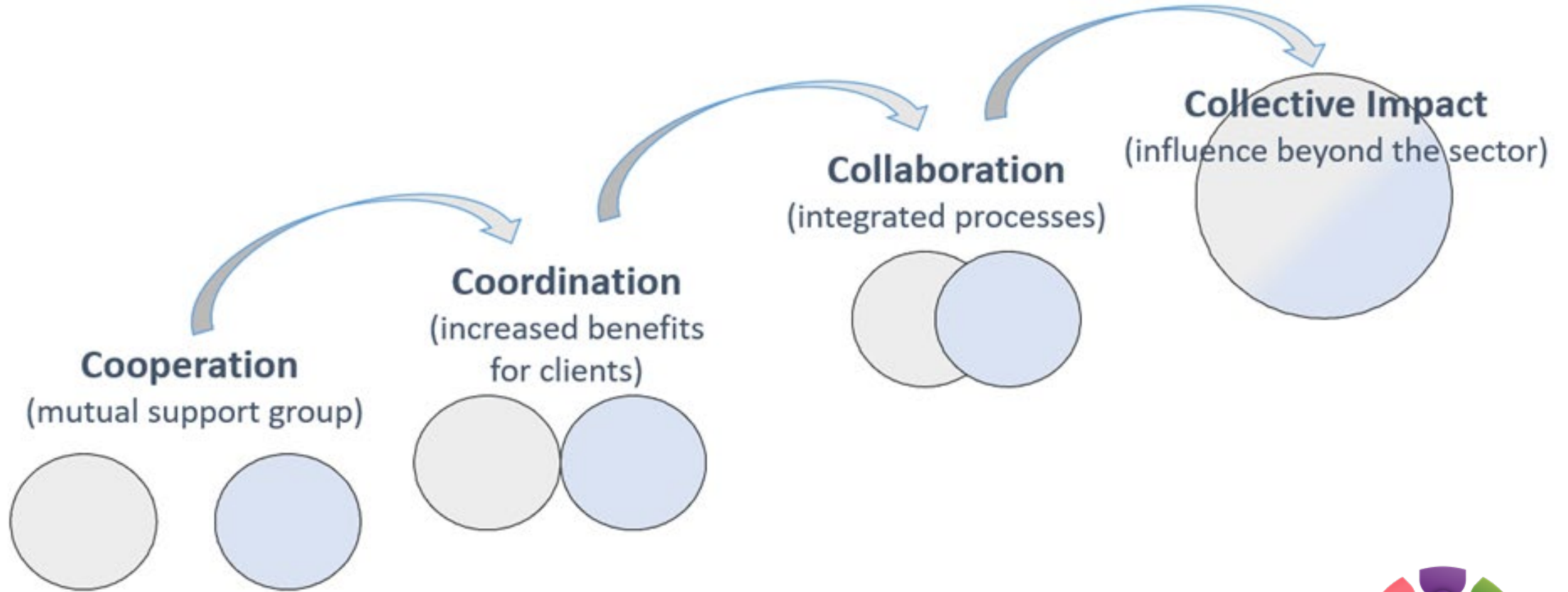
Women in Need Society - www.winsyyc.ca

YMCA - www.ymcalgary.org

YWCA - www.ywcalgary.ca



Collective Impact



Calgary COVID Care Team

- In response to the ongoing pandemic, CENC has created a rapid response specifically to help our mandated constituents, newcomers and ethnocultural communities; regardless of immigration status, with ongoing COVID-19 related needs.
- Government of Alberta announced the formation of and funding for COVID Care Teams to assist the 11 areas in the province with the highest active case rates of COVID per population. In Calgary; there are 2: Upper NE and Lower NE
- More information here: <https://calgaryherald.com/news/local-news/live-at-330-p-m-kenney-hinshaw-and-ministers-to-speak-on-covid-19>



Calgary COVID Care Team Membership

ActionDignity

Alberta International Medical Graduates Association (AIMGA)

Alberta Health Services (AHS)

Centre For Newcomers (CFN) – community Chair

Government of Alberta – Minister Rajan Sawhney; government Chair

Immigrant Services Calgary (ISC)

The City of Calgary

- Calgary Emergency Management Agency (CEMA)
- Calgary Neighbourhoods
- Calgary Local Immigration Partnership (CLIP)

The Immigrant Education Society (TIES)

(in alphabetical order)



Primary Objectives

- **Immediate** relief & support to those in quarantine &/or isolation
- **Address the barriers** and aggravating factors that contribute to vulnerability of racialized communities
- **Community-based prevention** through engagement, education & awareness



CALGARY EAST ZONE
NEWCOMERS
COLLABORATIVE

Rationale:

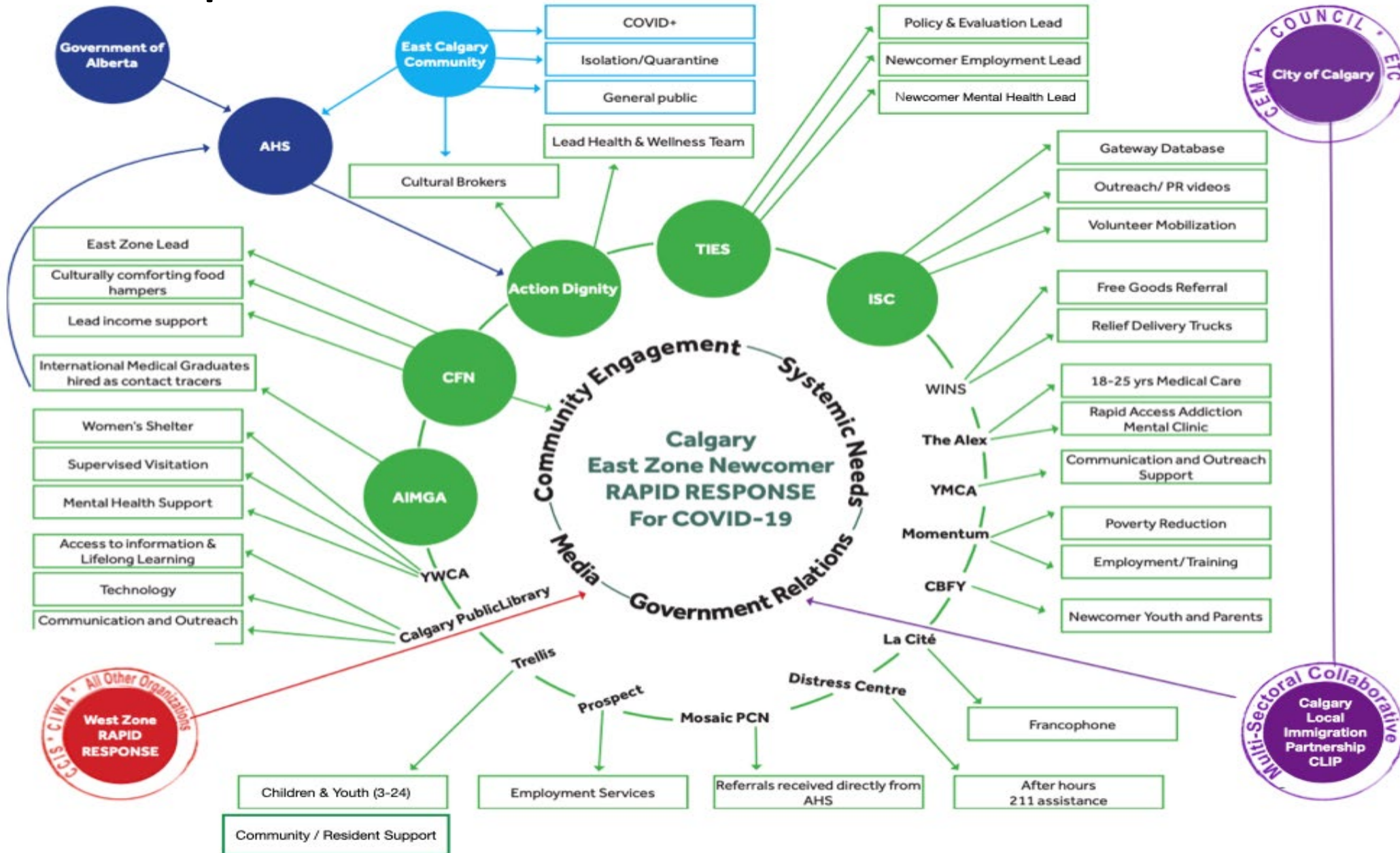
Having social support helps newcomers by fostering a sense of empowerment, community and social integration, building networks, sharing experiences and problems, reducing stress, and contributing to physical and mental health. (Simich et al, 2005)

It is necessary to promote a positive shift in public discourse, from a tendency to categorize newcomers to Canada as needy service recipients to an emphasis on newcomers' contributions, resilience and well being. (Simich et al, 2005)

Newcomers need service providers who understand their challenges and empathize with them. Also providers they could forge trusting relationships with (Stewart et al, 2008)



Full Response



addition information: <https://www.calgarylip.ca/cenc>



Referrals and Community Support



The cultural brokers provide support in 20+ languages with referrals to 17 agencies who then triage and refer to over 100 not-for-profits, social services, community and grassroots organizations.

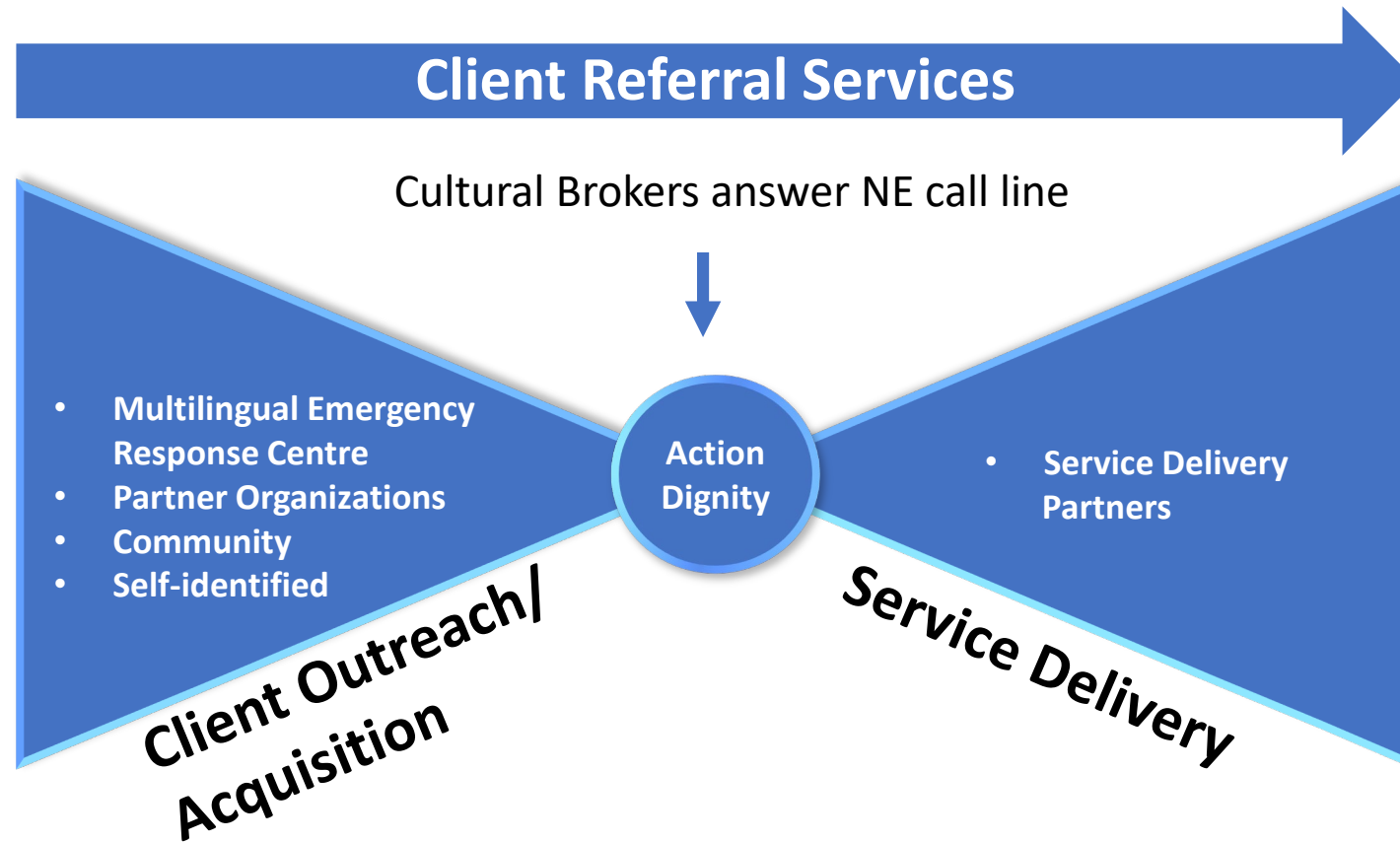


**CALGARY EAST ZONE
NEWCOMERS
COLLABORATIVE**

Structure



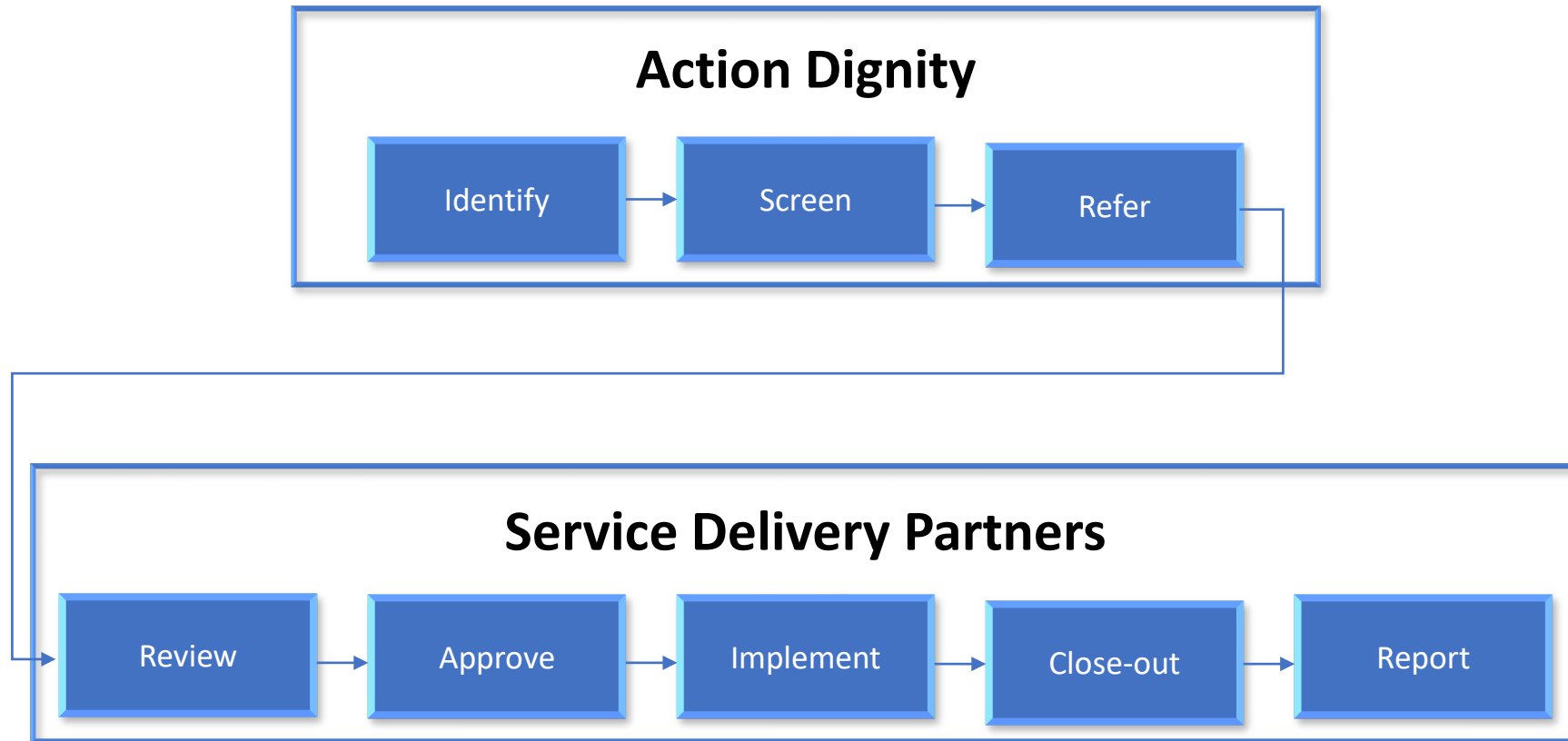
Client Services



Structure



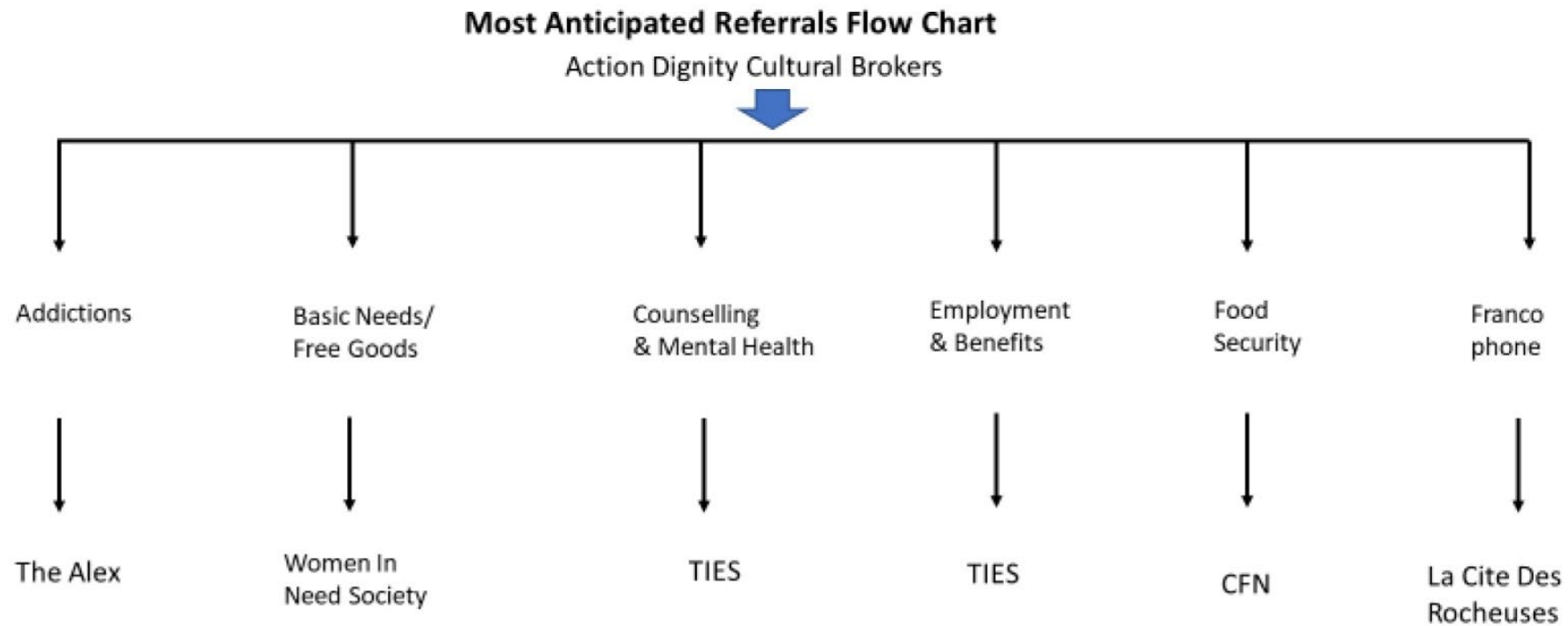
Client Services Operations



Structure



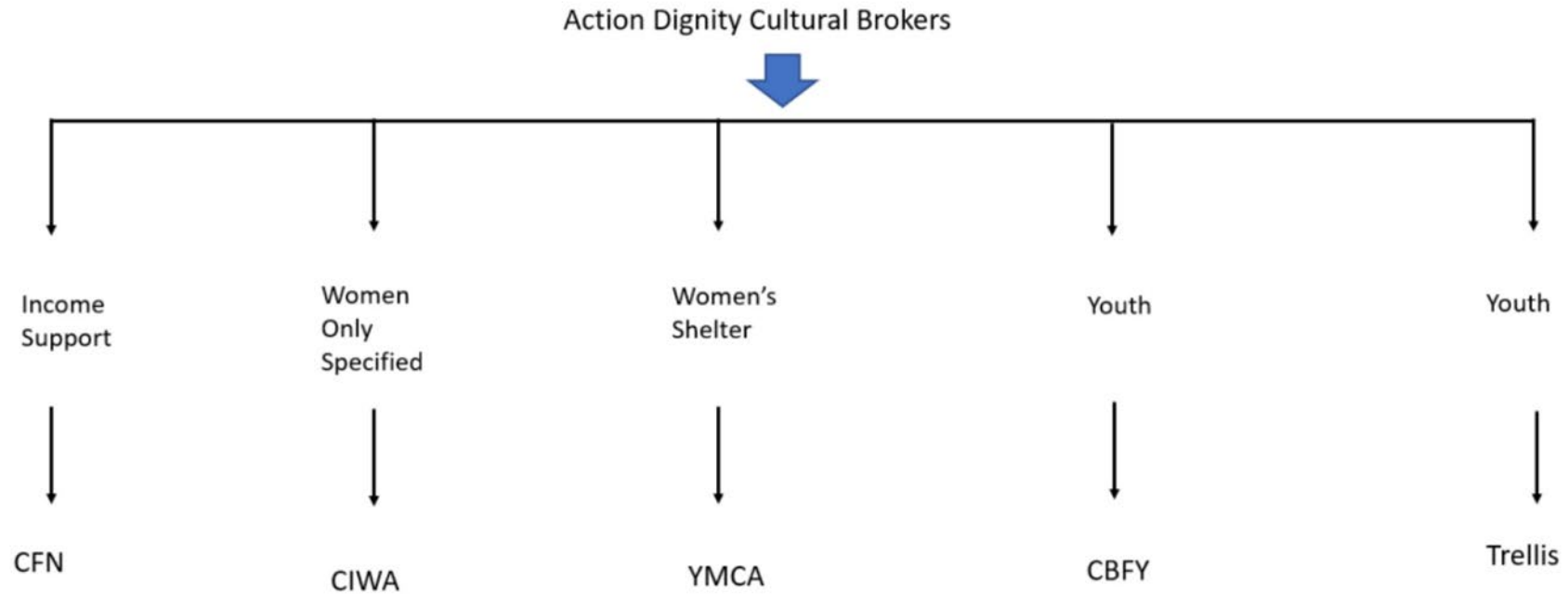
MOST ANTICIPATED **REFERRALS** FLOW CHART



Structure



MOST ANTICIPATED **REFERRALS** FLOW CHART

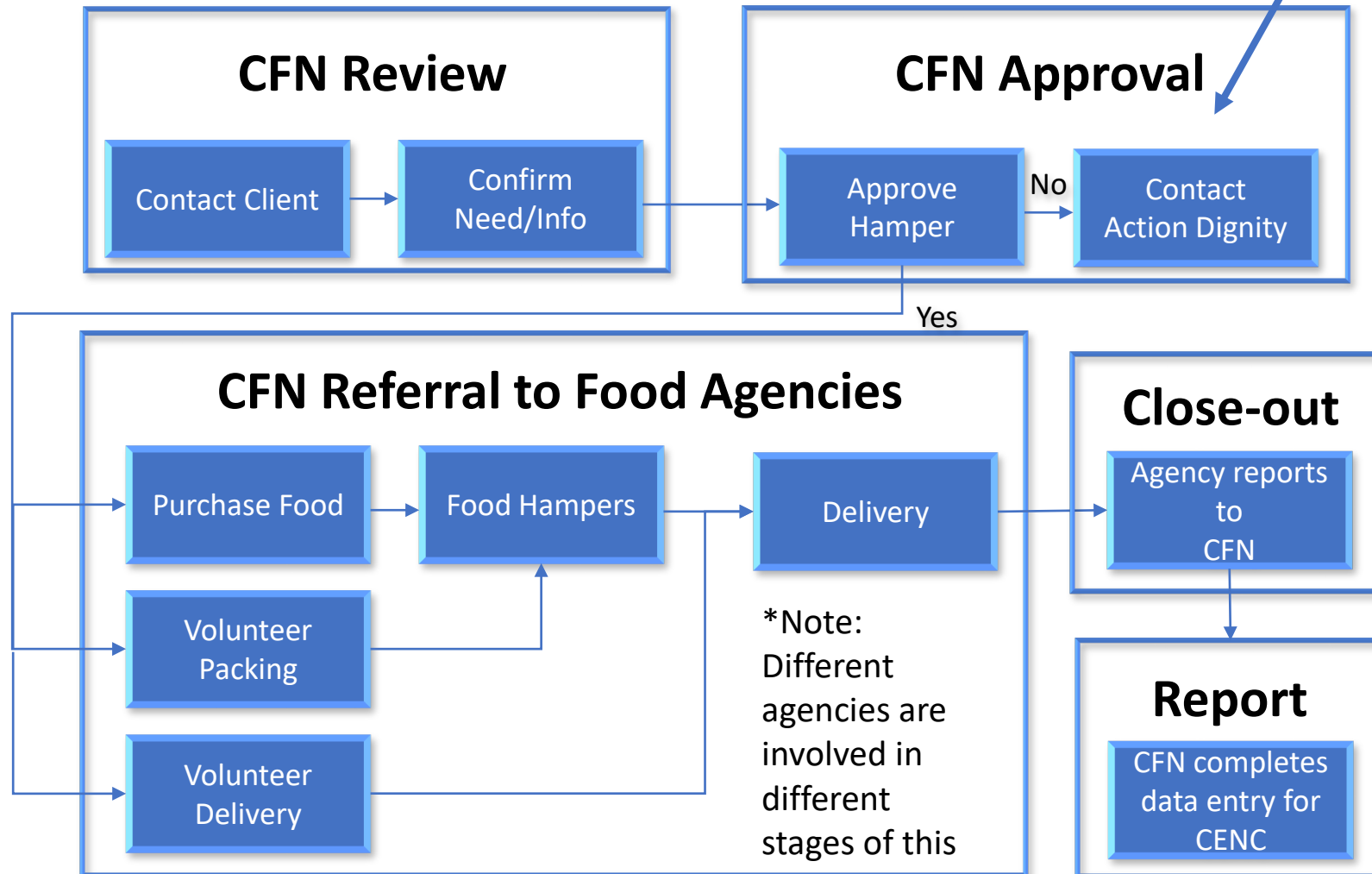


Structure



Culturally Comforting Food Hampers

This has not happened yet



Food Security Partners

We are grateful for the partnerships and support from:

- ✓ The Calgary Food Bank
- ✓ BowWest Community Resource Centre
- ✓ Centre Street Church
- ✓ NE Family Connections
- ✓ Leftovers Foundation
- ✓ Fresh Routes
- ✓ Robert McClure United Church
- ✓ Society of Saint Vincent de Paul
- ✓ Alex Community Food Centre
- ✓ Dashmesh Cultural Centre
- ✓ Women's Centre of Calgary
- ✓ Airdrie Food Bank
- ✓ I Can for Kids

+ More every day!



Overall Referrals



766 Referrals were made to other organizations:

Mental Health:

- ✓ 211, Aventa, Fresh Start, Al-anon, Inhe Rooms Alberta Quits, Access Mental Health, Addiction and Mental Health Helpline, Prospect, CUPS, Calgary Pregnancy Care Centre, Calgary West Central Primary Care Network, Catholic Family Services, CCIS, CIWA, Distress Centre Calgary, The Alex

Employment & Benefits:

- ✓ CFN, CRA, Alberta Works, EI, Covid 19 benefits, Fair Entry, Calgary Housing, Alberta Legal Aid, My Alberta Emergency Benefits, CBSB - sickness benefit. Multilingual Emergency Support Centre, CFN, CIWA

Overall Referrals



Various services:

- ✓ AB Blue Cross, Action Dignity, AHS, Alex Dental- AHS, Sunridge Dental for Low Income AHS, Sheldon M Chumir (Low cost - Dental Clinic), Al-Qaim Charity Foundation, Alberta Supports, APEGA, Trellis, Banks – RESP,, Best Beginnings, Bow Valley, Burns Foundation, Calgary Bridge Foundation, Calgary Chinese Community Services Association, Calgary Counselling Centre, Calgary Drop-In Centre, Calgary Housing Company, Calgary Legal Guidance, Calgary pregnancy care centre, Calgary Public Library, Calgary Registry, Calgary Seniors' Resource Centre, Calgary Transit (FE), Canadian Red Cross, Carya, CBE, CSSD, CEZ, Childrens' Link Society, Commit, CRIEC, CVITP, CWRC, Memorial Funeral Home, Directions for Immigrants, Edmonton Mennonite Centre, Elizabeth Fry Association, Enviros, Fire Fighter Toy Association, Genesis Centre, Health Link – 811, Hillhurst Church (LGBTQ+ support program), HIV Community Link, ILVARC, Immigration & Criminal Lawyers, Immigrations Medical Service (New Refugee claimant medical Exam), IRCC, Ismaili Community, Jacket Racket, Kerby Centre, Made by Momma, Magic Of Christmas, Making Changes, Maskan Transition Home, Midtown Clinic (Covid Testing) , Momentum, Mosaic Refugee Clinic, Multi agency school support Team-City Of Calgary, Muslim Families Network Society, Mustard Seed, New Canadian Friendship Centre, Npower, Old Age Security and Canada Pension Plan, Private lawyers (Shory Law, dRN Law LLP and Stewart Sharma Harsanyi, Project Warmth, "Propellus", Punjabi Community Health Services(PCHS), Ronald McDonald Care Mobile, Salvation Army (Christmas Gifts) , SAIT, Service Alberta, Service Canada, Skipping Stone Foundation, TIES, WCB, WINS, Women's Emergency Shelter Calgary, YMCA, YWCA

What's missing? Who's missing?

- We are 1 month in
- We know we have not and quite possibly cannot address every need
- But we do want to hear from you –
- Please do tell us what we can do better
- And if there are ways you would like to be better involved

