

WELCOMING NEWCOMERS IN A TIME OF CHANGE

2024-2025

IMPACT REPORT | SUMMARY





Land Acknowledgement

The origin of the Land Acknowledgement can be found in Nation-to-Nation tradition and protocol that has been used as a way “for guests to show their respect for and pay homage to the Indigenous community with which they are visiting and engaging” (source: Canadian Association of University Teachers (CAUT) Guide to Acknowledging First Peoples and Traditional Land). ISSofBC works in different communities throughout the Lower Mainland as well as in other regions of BC. We acknowledge that our work takes place on the traditional and unsundered lands of the xʷməθkʷəy̓əm (Musqueam), Skwxw̓ 7mesh (Squamish), Səl̓ilwətaʔ/Selilwitulh (Tsleil-Waututh), Qwʷo:ntlʷan (Kwantlen), ḑ ičəy̓ (Katzie), kʷikʷəḷ̓əm (Kwikwetlem), Qiq̓Ėyt (Qayqayt), ʰenasčəwaʔtəməxʷ (Tsawwassen), Lheidli T'enneh, Qat'muk (Ktunaxa), and sngaytskstx tum-ula7xw (Sinixt) Nations. Indigenous peoples have cared for, nurtured and sustained these lands since time immemorial, and we are grateful for their commitment to protect the environment, the land, and the waters that surround us. We express our gratitude for the opportunity to live, work and play on these lands. We are thankful for the places and spaces we occupy and for the generosity of the rightful owners of this territory. We commit to walking gently on the lands and in the space, we occupy in the same way you once did, with respect, kindness, and care.

Read our [T&R Strategy and Report](#)

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This is a summary version.
For the full report, please visit
annualreport.issbc.org/home-2025

Board Chair and CEO's Message

2024 - 2025

Dear Friends,

We are proud to share ISSofBC's 2024 - 2025 Annual Impact Report, along with our first report on progress toward implementing our Truth & Reconciliation strategy (TRS). Together, these publications reflect a year of significant transition and continued impact.

In 2024, changes to Canada's immigration policy—including reduced targets and more stringent regulations—signaled a shift in the national approach to immigration. While these changes brought new complexities, they also reinforced the importance of clear, coordinated action to maintain Canada's international role as a destination of choice for newcomers seeking opportunity, safety, and belonging.

Throughout this period, ISSofBC supported more than 25,000 individuals across British Columbia—newcomers who brought with them resilience, ambition, and a commitment to building new lives. Our programs enabled clients to settle in communities, learn English, study, and find work. Their stories and successes inspire us.

Behind each newcomer's story is our dedicated team of more than 450 talented and diverse staff, and a strong network of volunteers, partners, and funders. We thank them all—and are especially grateful for the commitment and resilience of our team during a year marked by significant change. We

acknowledge with appreciation the colleagues who concluded their time with ISSofBC during this period.

As we move forward, we remain committed to advocating for a shared vision of immigration that supports economic growth, strengthens communities, and reflects Canada's values. The impact captured in this report is both a reflection of that commitment and a call to continue working together to build a more inclusive and equitable future.

Thank you for your continued support for ISSofBC's work and our enduring legacy in so many lives.

Sincerely,



Alec Attfield
BOARD CHAIR



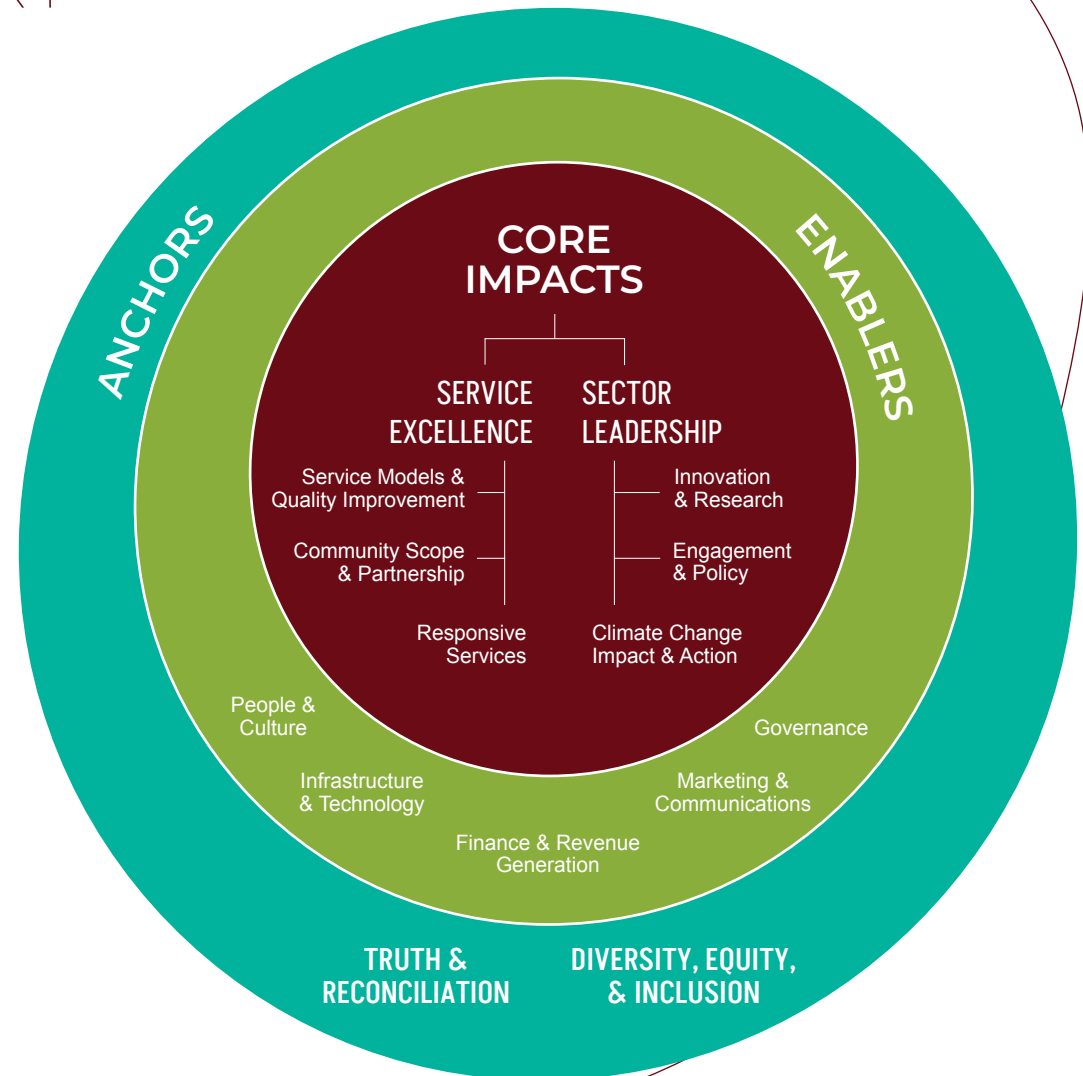
Jonathan Oldman
CHIEF EXECUTIVE OFFICER

Strategic Plan

PROGRESS REPORT

The 2023 – 2025 period was the second year of our current strategic planning cycle. This multi-year commitment to deepening our impact and effectiveness recognizes the different elements of capacity and expertise that ensure ISSofBC can continue to thrive, adapt, and innovate in an ever-changing environment.

The plan set goals focused on sector excellence, sector leadership, organizational capacity (our key enablers), and action on critical social justice issues. By 2025, our aim was to build a stronger foundation for the next stage of our growth—equipping us with a clear vision and the right strategies to meet both emerging opportunities and challenges in serving our expanding communities.



Here are some highlights of our year's progress...

Service Excellence

- ISSofBC launched two programs: BC Newcomer Services Program (BC NSP) delivering all-in-one settlement, English language, and job support for temporary residents and naturalized citizens, and the BC Services and Assistance for Humanitarian and Vulnerable Newcomers Program (BC SAFE HAVEN), providing specialized support for refugee claimants and asylum seekers.
- We finalized both the proposal and negotiations for a new, federally funded suite of refugee and settlement services, set to launch in April 2025. This call for proposals (CFP) marked the end of the previous five-year program cycle and gave us the opportunity to design new approaches that better reflect the evolving needs of our clients. Despite a backdrop of declining immigration levels and reduced funding, we successfully retained and adapted the majority of our services. However, by year-end, we had to scale back programming in Langley and Burnaby, as well as several entrepreneurship and career services.
- Most of our services achieved their delivery and outcome targets. At the same time, we continued to strengthen our capacity—expanding virtual service delivery, enhancing our quality assurance and improvement systems, and improving support for specialized populations.

Our final assessment found that while we achieved many of the service excellence goals set out in our strategic plan, we fell short in some areas. We still have work to do in strengthening data collection and analytics, finalizing quality standards (including completing standards accreditation), and building the capacity needed to sustain ongoing innovation.

Over the three years of the strategic plan, we continued to deepen the impact of our sector leadership, though at the same we recognize the need to further extend this work to address new challenges for newcomers, including immigrants and refugees—and immigrant serving organizations—that were not present in 2022 and 2023.

Sector Leadership

- In a year when public discourse about Canadian immigration became increasingly negative ([see our report on the context of immigration](#)), we worked hard to keep the needs of newcomers—and the settlement sector that supports them—at the forefront of public and political attention.
- Our leadership team contributes actively to sector-wide leadership through roles on advisory bodies, working groups, and boards—including IRCC's national refugee, data privacy, and cybersecurity groups, and the [National Settlement & Integration Council](#). They also presented at national and international conferences and participated in the work and governance of aligned organizations.
- We regularly engage with provincial and national leaders, including Ministers and Parliamentary Secretaries involved in the immigration system. Last year, we continued our tradition of hosting the federal Minister of Immigration at one of our offices, where we provided a briefing on local immigration services in the Coquitlam community.
- As the year ended, we joined several other BC-based settlement organizations to launch [The Canada We Believe In](#)—an initiative calling on federal party leaders to work with a broad coalition to renew and promote a positive vision for Canada's immigration system.

Enablers

2024 - 2025

- As a community-based social impact organization, ISSofBC needs a strong and efficient infrastructure to deliver on our mission. With over 450 staff, 10 service locations, numerous complex contracts, and a growing digital system, we must operate both flexibly and at scale.
- In 2024/2025, we advanced several projects to support this work, including new HR and people initiatives, the next phase of our digital investment plan, improved real estate management, and refreshed marketing, branding, and communications strategies.
- Financially, we exceeded our Year One and Three goals, though we also prepared for the challenges ahead that will come with reductions in immigration levels and funding.
- We improved our governance by introducing new Board policies, updating committee and meeting structures, and launching a strategic planning process over the past year.

Building our organizational capacity has been a key focus for the last three years. While this work continues—especially around people and technology—we have already met a majority of our goals.

Anchors

- In June 2024 we launched our first Truth and Reconciliation Strategy (TRS), a three-year commitment to deepen our understanding and contribution to Canada's journey with Indigenous peoples. Over the year, we advanced a range of initiatives and met our commitment to report out on progress achieved.
- In summer 2024, we completed our organizational DEI assessment—a key part of our strategic plan—and developed an initial action plan to build capacity and leadership for this work moving forward.

ISSofBC remains committed to the principles and actions needed to advance both Truth & Reconciliation and DEI. Our progress has been thoughtful and steady, though slower than originally planned. Still, we have achieved the key goal of integrating these social justice principles into our organizational practices, and we will continue to deepen our understanding and efforts going forward.



Our New Strategic Plan

Looking ahead, we are beginning to develop our new strategic plan. Given the rapid changes in the settlement landscape, we are carefully reassessing our goals and priorities. For the next 12 months, we will follow a continuity plan to advance the main priorities of the 2022–2025 strategy, while working to finalize the new strategy for implementation in 2026.

Our Programs:

IMPACTS & OUTCOMES

24,397  **UNIQUE CLIENTS**
served across all programs

While we welcomed and supported over 24,000 clients, this number illustrates only a limited part of our impact. This year presented challenges with changes across the immigration sector and the uncertainty it presented to newcomers in British Columbia. However, we continued to welcome and support our clients, including immigrants, refugees with or without legal status, temporary foreign workers, and international students arrive in BC with different migration experiences, skills and assets, backgrounds and needs.

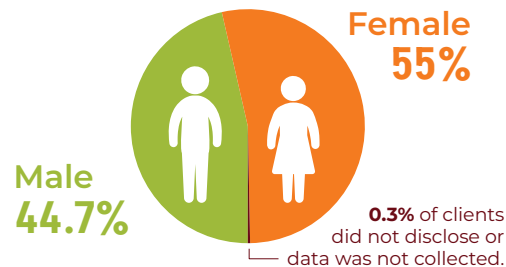
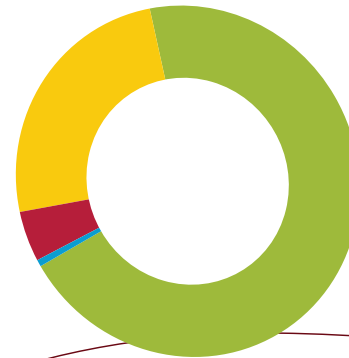
Below, we share highlights about the newcomers we supported, the services received and clients' unique intersections with us. These numbers incorporate all ISSofBC programs including our Language and Career College (LCC) social enterprise. Clients may enter ISSofBC to pursue a specific program, while other clients may then choose to follow through with another service or program dependent upon their eligibility.

 **25%**
Temporary Residents (TRs)
6,068

5% 
Naturalized Canadian Citizens (NCCs)
1,125

1%  Other
150

 **70%**
Permanent Residents (PRs)
17,054



8% 
0-16 years

1% 
16-18 years

84% 
19-64 years

6% 
65 & above



Detailed outcomes data is available in the web version of this report which can be found at annualreport.issbc.org/ourprograms-2025

TOP 5 MOTHER TONGUES

فارسی
Farsi
16%

دري
Dari
11%

العربية
Arabic
11%

普通話
Mandarin
9%

Español
Spanish
8%

Financial Report

Statement of Operating Revenues & Expenditures, and Net Asset Balance

As we report ISSofBC's financial performance for the fiscal year ending March 31, 2025, we want to acknowledge the dedication of the ISSofBC staff team, our volunteers, and our partners and the roles they each played to support newcomers to build their future in Canada.

The 2024–25 fiscal year represented a turning point for the immigration sector in Canada and marked a period of challenge and careful recalibration for ISSofBC. Following a period of growth and increased revenue in 2023–24—driven by expanded service delivery, particularly under the Resettlement Assistance Program (RAP) and capacity, including staffing, program sustainability, and the future of several service locations.

Despite these pressures, we are pleased to report that we concluded the year near break-even. This outcome is the result of disciplined financial stewardship, additional financial support from community funders, and a collective commitment to further cost management across the entire organization.

ISSofBC remains firmly grounded in its mission to welcome and support newcomers with compassion and integrity. In response to the changing environment, we implemented a prudent and proactive approach to



Craig Stocking
TREASURER



Vinson Luu
CHIEF FINANCIAL
OFFICER

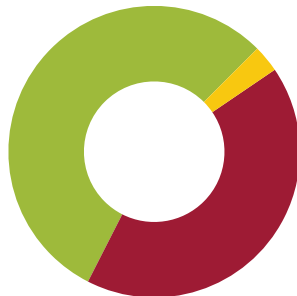
financial planning—monitoring expenditures closely, streamlining operations where necessary, and ensuring that the needs of our clients remained at the forefront. At the same time, we engaged constructively with our funders to advocate for continued investment in settlement and integration services.

As we look ahead to 2025–26, we anticipate continued financial pressures and sector-wide challenges. However, the resilience and adaptability demonstrated throughout 2024–25 position ISSofBC to respond with stability, purpose, and an unwavering commitment to the communities we serve.

Further information on the Society's operating revenues and expenses is available at annualreport.issbc.org/financial-report-2025

REVENUES

55%
Settlement
Services
\$26,337,087

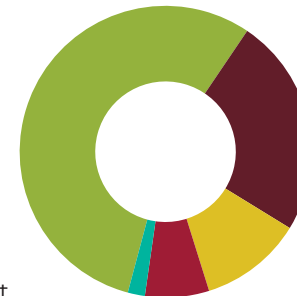


3.1%
Donations, Interest
& Miscellaneous
\$1,463,142

41.9%
Language College
& Career Services
20,046,397

EXPENSES

55.3%
Personnel
\$26,525,325



1.9%
Amortization of
property & equipment
\$914,310

24.3%
Client Services
\$11,631,219

11.4%
Office & general
\$5,452,482

7.1%
Occupancy
\$3,405,724



Board of Directors

2024-2025

Members active as of March 31, 2025



Alec Attfield
BOARD CHAIR



Krista Thompson
VICE-CHAIR



Craig Stocking
TREASURER



Lisa Richlen
SECRETARY



Abdullah Abunafeesa
DIRECTOR



Catarina Moreno
DIRECTOR



Fatima Hassam
DIRECTOR



Iain Thompson
DIRECTOR



Jordan Simmons
DIRECTOR



Michael Chen
DIRECTOR



Noha Sedky
DIRECTOR



Ruth Onaghinon
DIRECTOR



Sean Muggah
DIRECTOR



Sohal Nazari
DIRECTOR

Other Directors

We would like to thank the following, now retired, Board Directors who served for part of the year:

Jennifer Natland
Heather Judd
Lida Paslar
Joanna Starczynowski

Board of Directors biographies available at: annualreport.issbc.org/board-of-directors-2024-2025



THANK YOU!

Government of Canada

Immigration, Refugees and
Citizenship Canada (IRCC)
Employment and Social
Development Canada (ESDC)

Province of British Columbia

Ministry of Children & Family Development
Ministry of Justice and Attorney General
Ministry of Municipal Affairs
Ministry of Post-Secondary Education and Future Skills
Ministry of Social Development and Poverty Reduction

Municipal

City of Vancouver
City of Burnaby

Additional Funders

AIDS Vancouver
Affiliation of Multicultural
Societies and Service
Agencies of BC (AMSSA)
Burnaby School District
Canadian Red Cross Society
Immigrant Association
of Nova Scotia

Inclusion BC Society
Law Foundation of BC
Public Health Agency
of Canada
Vancouver Coastal Health
VanCity Credit Union
Vancouver Foundation

Donors

ISSofBC bursaries support newcomers to continue their studies in a variety of fields at a range of local institutions. The program is available for ISSofBC clients, students, and volunteers. We would like to express our deepest gratitude to all the sponsors of the following awards (in alphabetical order):

Arbutus Financial Services
Ltd Bursary
De Jager Volkenant Bursary
Dr. She and Dr. Chan Bursaries
Elevate your Education Bursary,
Powered by Nucleus
Homayoun Tah eri Bursary
ISSofBC Staff Team Bursary
Jennifer Natland Bursary
Jim Tallman Bursary
Michael Danchuk Bursary

MNP LLP Bursary
Paslar Family Bursary
Pietro Widmer & Renee
Van Halm Bursary
Roper Greyell LLP Bursary
Sasha Ramnarine Bursary
Steve & Jacqueline Rad Bursary
Stocking & Cumming Bursary
Thrive Refuge Bursary
Wolfgang Strigel Bursary

We would also like to thank all our private donors for their generous and invaluable contributions to support a range of programs, activities and investments.





Get in Touch

This has been a year of evolution in the immigration sector and significant changes internally at ISSofBC as we seek to learn and improve in all we do across all departments. We continue to work hard to adapt to the evolving landscape and continue to support the incredible work that our staff and volunteers are involved in welcoming newcomers to British Columbia.

There are so many ways you can support us to make a difference and welcome newcomers. No matter how big or small, you can be part of helping us to reach our vision of a BC and Canada where we all thrive together in community.

Whether you choose to work with us, volunteer, donate, spread the word about our work or partner with us.

Get in touch: communications@issbc.org

We would like to thank all our staff, clients, volunteers, funders, partners, and donors who make our work possible.

ISS
ofBC
WELCOMING
NEWCOMERS

ISSofBC is a non-profit that welcomes newcomers, including immigrants, refugees and students, to settle in communities, learn English and find work in British Columbia,

Charity no. 130724222 RR 0001

Annual report designed by: Johanna Bartels

Micro-site developed by: Fitim-Syla

