

ISS
ofBC
WELCOMING
NEWCOMERS

WELCOMING NEWCOMERS IN A TIME OF CHANGE

2025 - 2026 | ANNUAL 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 Coast Salish peoples of Musqueam, Squamish and Tsleil-Waututh, the Katzie, Kwantlen, Kwikwetlem, Lheidli T'enneh, Semiahmoo, numerous Stó:lō Nations, Syilx Okanagan people, Tsawwassen and Qayqayt First 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 [Truth and Reconciliation Strategy](#)



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This is a summary version.
For the full report, please visit
annualreport.issbc.org/home-2026



"When the future feels uncertain, our shared values guide us. By committing to growth, leading with honesty, and building a culture where everyone feels included, we create the resilience that helps our team and our clients thrive together."

Eysa Alvarez
SENIOR MANAGER
LINC

Board Chair & CEO's Message

2025 - 2026

Dear Friends,

We are proud to share ISSofBC's 2025/2026 Annual Impact Report, along with our second report on progress toward implementing our Truth & Reconciliation strategy.

This was not a typical year.

Across Canada, changes to immigration policy, reduced arrival levels, and wider global uncertainty combined to create significant pressure on the immigration and settlement sector. For organizations like ISSofBC, this meant navigating continued operational adjustments alongside new funding reductions that will shape service delivery for years to come.

The Board has been closely engaged in navigating these challenges, with a strong focus on long-term sustainability and mission impact. In the face of this, we remain anchored in our purpose and mission to foster belonging, inclusion, and success.



We are deeply grateful for the resilience and commitment of our staff and volunteers. Their ability to adapt, support one another, and continue delivering high-quality services under real strain is nothing short of extraordinary.

We also acknowledge the newcomers we serve—individuals and families who, in many cases, continue to navigate uncertainty and, at times, misunderstanding or even discrimination. Despite this, they have continued to make remarkable strides: learning new languages, building careers, contributing to communities, and shaping our shared future.

Their success reinforces what we know to be true: immigration is fundamental to Canada's strength, and maintaining that strength requires more than just sound policy—it requires a clear, positive shared vision.

This is why ISSofBC is proud to be part of The Canada We Believe In—a national movement calling for a renewed approach to immigration rooted in unity, opportunity, and trust. We believe in bringing Canadians together around shared values, ensuring newcomers and long-

time residents alike can thrive, and rebuilding confidence in an immigration system that is fair, transparent, and effective.

At its core, this vision recognizes that immigration is not only about numbers—it is about people, communities, and our collective future. It calls for clear and responsive programs, coordinated investment, and a renewed commitment to inclusion and humanitarian leadership.

Even in a year of strain, our sector came together in many ways—with partners across civil society, business, and government—to advance this vision. This work is not easy, particularly in a climate where trust is fragile and public discourse is often polarized. But, it is essential.

There is no strong, sustainable future for Canada without a thoughtful and successful immigration system—and no such system exists without community organizations like ISSofBC delivering critical and effective services every day.

We invite you to stand with us: to support this work, to advocate for a positive vision, and to help build the Canada we all believe in.

Thank you for your continued partnership.

Sincerely,



Catarina Moreno
BOARD CHAIR



Jonathan Oldman
CHIEF EXECUTIVE OFFICER

Strategic Plan TRANSITION

The 2025–2026 period marked a pivotal transition, closing our 2022–2025 Strategic Plan and launching a bold direction for the years ahead.

We completed our 2022–2025 Strategic Plan with a strong sense of accomplishment, achieving greater impact in our communities by serving more newcomers and communities than ever before in ISSofBC's history. At the same time, we recognised that the environment had shifted—and continues to evolve rapidly—in ways not seen in the immigration context for many years.

At its core, a strategic plan is a practical tool that helps us focus our resources, align our teams, and make clear decisions about where ISSofBC can deliver the greatest impact for the newcomers we serve.

Our new plan, completed in fall 2025, sets a clear direction for how we will support newcomers while responding to rising demand, policy change, and funding pressures across the Canadian settlement sector.

The plan is grounded in four key areas:

- Improving service and client outcomes.
- Strengthening community engagement and system impact.
- Advancing financial sustainability and revenue diversification.
- Building organizational resilience and capacity.

While we remain clear-eyed about the challenges facing newcomers and the settlement sector—including capacity constraints and evolving needs—the plan reflects confidence in our partnerships, people, and purpose. It positions us to adapt, innovate, and deliver meaningful outcomes in the years ahead.

Ongoing strategic renewal is essential in these evolving and uncertain times. Our Board and management team will review and update the plan annually, starting in the summer of 2026, to ensure it remains responsive to community needs, external political and economic shifts, and our internal capacity.



"Anchored in purpose, leading through uncertainty means staying grounded in our values while adapting with courage and clarity. In the settlement sector, we often navigate complex and shifting realities, but by remaining focused on equity, inclusion, and the needs of the communities we serve, we can continue to lead with intention and create meaningful, lasting impact."

Shae Viswanathan
DIRECTOR
Settlement Services

Our Programs:

IMPACTS & OUTCOMES

17,099  **UNIQUE
CLIENTS**
served across all programs



Our Programs:

IMPACTS & OUTCOMES

This year, amid significant uncertainty across Canada's immigration landscape, ISSofBC remained anchored in its purpose: supporting newcomers as they build their lives, careers and communities in British Columbia. As immigration policies evolved and uncertainty affected many newcomers, we continued to be a reliable source of information, guidance and support for those navigating complex and often changing circumstances.

While we served 17,099 clients, this number tells only part of the story. Throughout the year, we strategically adapted our programs and services to respond to emerging needs, ensuring that newcomers remained at the centre of every decision. We welcomed and supported

immigrants, refugees, refugee claimants, temporary foreign workers and international students, each bringing unique experiences, skills, aspirations and challenges.

The following highlights reflect the breadth and depth of our impact. The data incorporates all ISSofBC programs, including our Language and Career College (LCC) social enterprise. It also demonstrates the many ways clients engage with our organization. While some individuals access a single service to meet a specific need, many continue their journey with us through multiple programs and supports, creating pathways to successful settlement, language learning, employment and community connection.



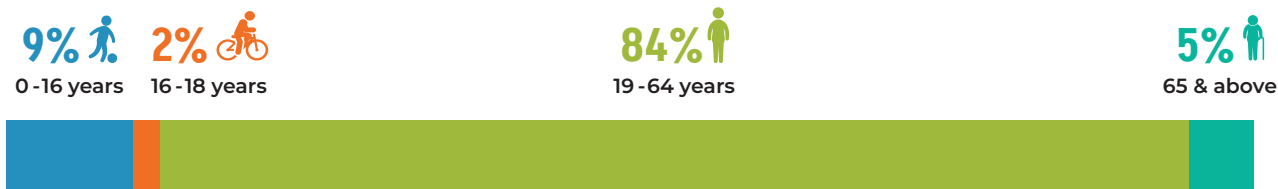
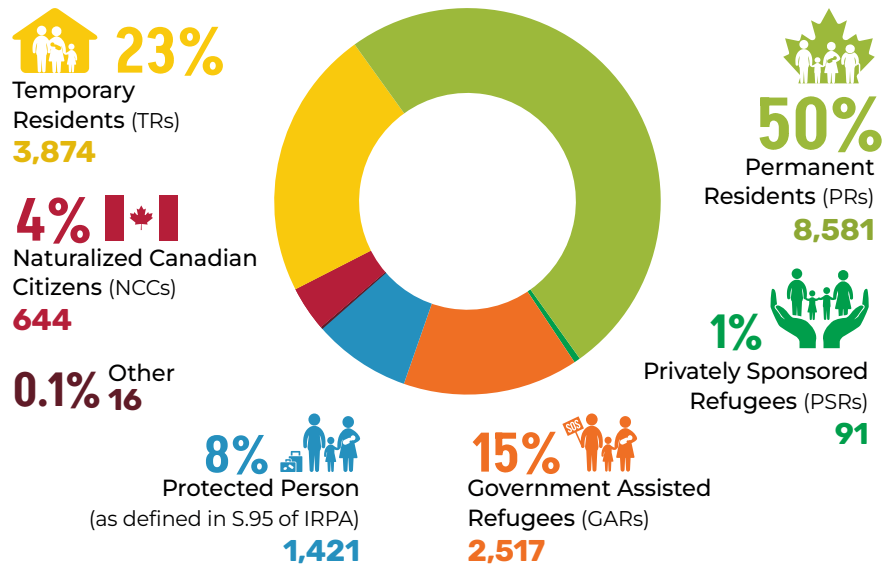
"Despite the challenges that Canada's immigration sector faces, I remain hopeful. Every day, I see the powerful impact of volunteers, community support, and compassionate service of my co-workers' helping newcomers feel welcomed, connected, and be informed. Through unwavering commitment, ISSofBC continues to be a trusted source of support and help for newcomers."

Elmir Ismayilov

COMMUNITY ENGAGEMENT COORDINATOR
Settlement

Our Programs:

IMPACTS & OUTCOMES



Detailed outcomes data is available in the web version of this report which can be found at annualreport.issbc.org/ourprograms-2026

TOP 5 MOTHER TONGUES



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 - 2025 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



Craig Stocking
TREASURER



Vinson Luu
CHIEF FINANCIAL
OFFICER

prudent and proactive approach to 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 - 2025 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](https://issbc.org/financial-report-2025)



Financial Report

Statement of Operating Revenues & Expenditures, and Net Asset Balance

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



24.3%

Client Services
\$11,631,219

11.4%

Office & general
\$5,452,482

1.9%

Amortization of
property & equipment
\$914,310

7.1%

Occupancy
\$3,405,724



"By leading with empathy and intention, we transform uncertainty into a space where people feel supported, grounded, and inspired to move forward."

Edith Oen
FINANCIAL CONTROLLER
ISSofBC

Board of Directors

2025-2026

Members active as of March 31, 2025



Catarina Moreno
BOARD CHAIR



Krista Thompson
VICE-CHAIR



Craig Stocking
TREASURER



Abdullah Abunafeesa
DIRECTOR



Edward Yee
DIRECTOR



Fatima Hassam
DIRECTOR



Iain Thompson
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:

Alec Attfield, Board Chair
Lisa Richlen, Secretary
Jordan Simmons, Director

Board of Directors biographies available at: annualreport.issbc.org/board-of-directors-2025-2026

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	Inclusion BC Society
Affiliation of Multicultural Societies and Service Agencies of BC (AMSSA)	Law Foundation of BC
Burnaby School District	Public Health Agency of Canada
Canadian Red Cross Society	Vancouver Coastal Health
Immigrant Association of Nova Scotia	VanCity Credit Union
	Vancouver Foundation



Donors

We would also like to thank all our private donors for their valuable contributions to support a range of activities and investments (in alphabetical order):

\$10,000 and above

- Dr. Bik May Wai & Dr. Chung Nin Lam Endowment Fund (through MakeWay Foundation)
- CAF Charities AID Foundation Canada
- Enterprise Holdings Foundation
- Hermina Neyndorff

\$1,000 – \$9,999

- Arbutus Financial Services Ltd
- Benefaction Foundation – Christie Family Foundation
- De Jager Volkenant
- Dr. She and Dr. Chan
- Grossman LLP
- Homayoun Taheri Family
- Jennifer Natland
- Jennifer Roy
- John Skinner
- Jonathan Oldman
- Michael Danchuk
- Millennium Development Group
- MNP LLP
- Lida Paslar Family
- Pietro Widmer & Renee Van Halm
- Roper Greyell LLP
- Sasha Ramnarine Family
- Steve and Jacqueline Rad
- Stocking & Cumming, Chartered Professional Accountants
- Terra Housing Consultants BC LTD
- Thrive Refuge
- Wolfgang Strigel

Up to \$1,000 Thank you to the many donors and supporters who contributed to our work at this level.

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



“I landed in Vancouver, all alone, during a pandemic, not knowing a single soul. I didn't even know who would pick me up from the airport. But I wasn't scared, rather I was excited. I came with curiosity, with faith, and the confidence that I could take on whatever came my way. My anchor was trust in myself and faith in God that I will figure it out, whatever comes my way, exactly the way I always have.”

Sidra Mobin
RESOURCE ADVISOR
Career Services, ISSofBC



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.



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

Get in touch: communications@issbc.org

Annual report designed by: Johanna Bartels
Micro-site developed by: Fitim Sylva

