



TIES
THE IMMIGRANT EDUCATION SOCIETY

ANNUAL REPORT
2025 - 2026

BUILDING FUTURES TOGETHER



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ANNUAL REPORT 2026

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Message From The President & CEO

This past year reaffirmed the vital role that TIES plays in strengthening communities and supporting newcomers and Canadians in need to thrive. With the continued trust and partnership of our funders and supporters, we focused on deepening our impact while adapting to changing needs across the communities we serve.

To ensure TIES remains responsive and effective, we advanced our **renewed strategic priorities**. We re-calibrated and rethought how we do our work, improving alignment and focusing our resources on activities that drive the greatest community impact. We expanded social enterprise programs to meet client and community needs in sustainable and innovative ways, while creating meaningful opportunities for participation and skill-building. We also prioritized telling our stories and sharing our impact, recognizing that clear, transparent communication strengthens accountability and builds collective momentum for change. Finally, we continued to grow community-based research to ensure that policy, funding priorities, and program design are informed by evidence and the voices of those most affected.

With the support of our funders, donors and partners, TIES delivered high-quality programs and services, strengthened partnerships, and advanced innovations that respond directly to community needs. Guided by our Board of Directors, our staff and volunteers demonstrated resilience, care, and leadership throughout the year, ensuring that clients remained at the centre of every decision with **maximum positive outcomes and impact**.

Looking ahead, TIES will continue to build on this foundation — investing in people, strengthening evidence-informed practice, and expanding sustainable models that increase impact. We are deeply grateful to our funders and partners for the continued support and collaboration that make this work possible. **Together we are building the futures.**



Dr. Sally Zhao
TIES President & CEO

Building Futures, Together

Every journey begins with a step into the unknown.

For those starting a new life in Canada, that step carries both hope and uncertainty. New languages to learn, systems to navigate, and communities in which to find a sense of belonging.

At The Immigrant Education Society (TIES), we believe that building a future is never done alone.

It begins in a classroom where confidence grows. With a mentor who opens doors.

A first job, a safe space for families, and a community that says: **you belong here.**

This year, through the collective efforts of staff, volunteers, partners, funders, and the communities we serve, thousands of individuals and families across Alberta took meaningful steps toward brighter futures.

Together, we are creating opportunities for newcomers, strengthening communities across Canada, and building a more inclusive future.



Our Impact at a Glance

Community & Organizational Reach

45,869

Total clients served this year

140+

Community partners

224

Volunteers

50+

Programs delivered

13,000+

Volunteer hours

95+

Countries of origin represented

Programs Impact Highlights

78.3%

Learners improved in at least one CLB

110%

Childcare spaces fully utilized

80–95%

Employment outcomes

91%

Improved financial knowledge

96%

Improved family connection through research-informed programs

80%

Improved wellbeing through counselling



Our Vision

An inclusive and pluralistic society.



Our Mission

To provide high-quality, innovative language education, economic empowerment support, and holistic services for newcomers and Canadians in need, along with community-based research that benefits the broader community.



Our Values

Togetherness in Action

We value relationships and respect for each other.

Inclusivity by Design

We welcome and embrace pluralism.

Empowerment with Purpose

We instill confidence and strength in ourselves and others

Strength in Curiosity

We are constantly growing, evolving, and improving.

WEBSITE AND SOCIAL MEDIA OUTREACH

f 9,203

Facebook Followers

11% ↑

in 10,166

LinkedIn Followers

23% ↑

ig 3,234

Instagram Followers

44% ↑

🍁 625,125

Website Page Views

4% ↑

🐵 8,400

Newsletter Subscribers

7% ↑

▶ 636

Youtube Subscribers

PROGRAMS, SERVICES AND MORE RESOURCES NEAR YOU!

www.immigrant-education.ca

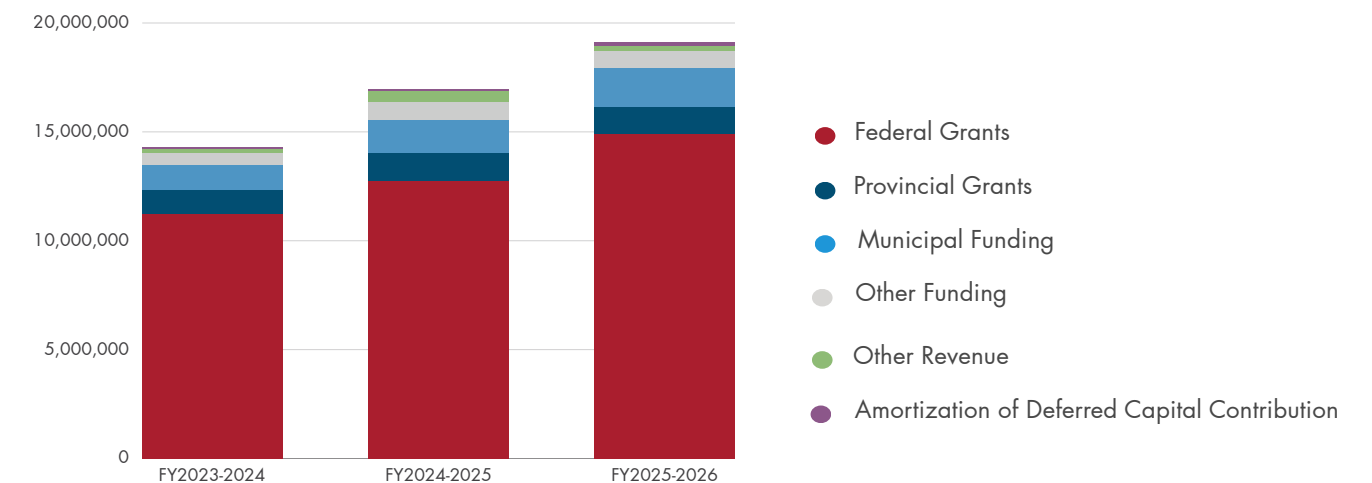


Financial Information

FOR THE YEAR ENDED **MARCH 31, 2026**

We extend our deepest gratitude to our funders and donors. Your generous contributions have empowered us to make a lasting impact on the lives of countless newcomers and financially challenged Canadians.

REVENUES	FY2023-2024	FY2024-2025	FY2025-2026
Federal Funding	\$11,254,014	\$12,762,182	\$14,921,297
Provincial Funding	\$1,080,196	\$1,312,269	\$1,251,243
Municipal Funding	\$1,162,316	\$1,514,404	\$1,803,504
Other Funding	\$549,590	\$793,749	\$741,252
Other Revenue	\$178,159	\$535,868	\$228,867
Amortization of Deferred Capital Contribution	\$85,847	\$69,857	\$161,402
TOTAL	\$14,310,122	\$16,988,329	\$19,107,565





Connections That Matter

Beyond programs and services, TIES brings people together through events that celebrate diversity, recognize achievement, and inspire collective action. These moments strengthen relationships, raise awareness, and deepen support for newcomer communities.



TIES Multicultural Festival

The TIES Multicultural Festival brought together 1,000+ community members to celebrate diversity, culture, and connection. Through performances, a fashion show representing 16 countries, and a vibrant marketplace led by newcomer entrepreneurs, the festival created a powerful space for expression, belonging, and shared community.

At a glance

1,000+
Attendees

16

Countries Featured in the
Cultural Fashion Show

80+

Cultures and Countries Celebrated
at the TIES Multicultural Festival

TIES String Quartet Concert Fundraiser

The 2025 TIES Fundraising Concert, Make Room for Hope: Celebrating Canadian Music Icons on Strings, featured iconic Canadian music performed by the Stampede String Quartet, creating a meaningful space to connect while raising funds and awareness in support of newcomer programs.



TIES Founder's Scholarship

TIES proudly awarded the 2025 Founder's Scholarship to **Ameen Alizada**, a University of Calgary Kinesiology graduate and co founder of Cleats4Kids, supporting his work to expand access to sport for marginalized youth, especially newcomers.

Volunteer Appreciation Event

The Volunteer and Staff Appreciation Event recognized the contributions of those who make TIES' work possible, fostering a sense of belonging and appreciation across the organization.



Immigrant of Distinction Awards

TIES' President & CEO was recognized with the Immigrant of Distinction Award, highlighting leadership and contributions to advancing inclusion and supporting newcomer communities in Alberta.

TIES & United Way Workplace Campaign

TIES staff and volunteers came together to support the United Way Workplace Campaign through collective efforts such as Jeans Days, bake sales, and donations, supporting essential services for Calgarians.



TIES Casino Fundraiser

The TIES Casino Fundraiser supported programs without alternative funding sources, with 27 volunteers contributing across 36 shifts to ensure its success.



TIES
THE IMMIGRANT EDUCATION SOCIETY

HELPING NEWCOMERS

and vulnerable Canadians thrive in our society.
Since 1988



LEARN ENGLISH
Language Education programs, offered in class and online, help newcomers learn to speak, listen, read and write in English.

GET EMPLOYED
Employment Training programs help newcomers and Canadians develop necessary skills to find the right job.

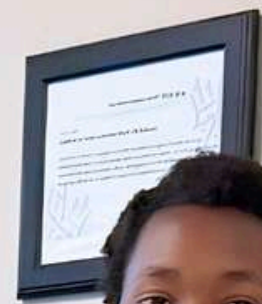
TIES
EMPLOYMENT & CAREER SERVICES
PROGRAMS & SERVICES CENTER

VE VENEZ-VOUS D'ARRIVER AU CANADA? Bienvenue!

YYC Home Care Services
1 025 760 0083



UNDER ARMOUR



Building Strong Foundations

For many newcomers, language is where everything begins.

It is the first barrier but also the first step toward confidence, connection, and opportunity.

At TIES, language learning is not just about English proficiency. It is about helping people navigate daily life, access services, support their families, and begin building a future in Canada.

This year, we expanded access to language learning through flexible, inclusive programs designed to meet learners where they are, whether in a classroom, online, or in their community.

What We Delivered

5,809

Learners supported across all Language & Learning programs

4,171

Were served through LINC

126

Classes delivered in-person, online, and hybrid

Program Expansion to meet growing demand and reduce barriers to access

26

New classes added to reduce waitlists

160

Home Study seats provided for remote learners

6

Provincial Online Model (POM) classes offered

328

Presentations delivered in collaboration with 21 community partners

How We Deliver Access

Access to language learning does not happen by chance. It is intentionally designed to remove barriers and create pathways forward.

- Flexible formats — in-person, online, hybrid, and self-paced options
- Multiple entry points — from literacy-level to advanced instruction
- Integrated supports — including childcare and one-on-one learning
- Digital access — expanding reach across Alberta
- Community-based delivery — meeting learners where they live

Learning Outcomes That Matter:

78.3%

Learners improved language skills

28.9%

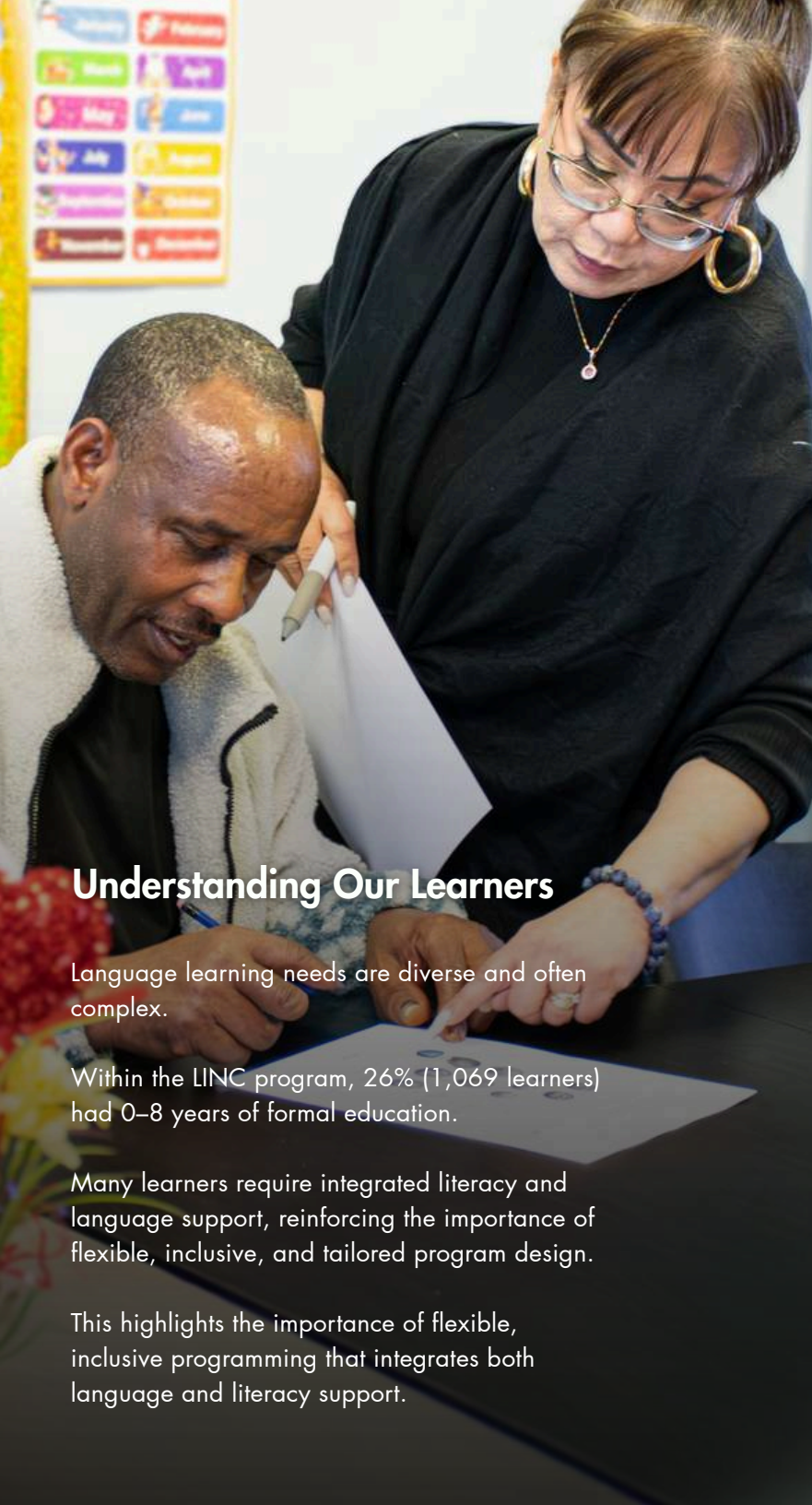
Improved across all four competencies

62.3%

Advanced to the next level

These outcomes reflect increased confidence, independence, and readiness to participate fully in Canadian society.





Understanding Our Learners

Language learning needs are diverse and often complex.

Within the LINC program, 26% (1,069 learners) had 0–8 years of formal education.

Many learners require integrated literacy and language support, reinforcing the importance of flexible, inclusive, and tailored program design.

This highlights the importance of flexible, inclusive programming that integrates both language and literacy support.

Programs that enable access

Language Instruction for Newcomers to Canada (LINC) (Core Program)

The foundation of TIES’ language programming, LINC supports newcomers in developing practical communication skills for daily life, employment, and community participation.

In-person & Hybrid

In-person and hybrid classes provide structured, instructor-led learning environments where learners build essential language skills, confidence, and connection to their communities.

3,708

LINC learners

Flexible & Remote Learning (LINC Blended & LINC Home Study)

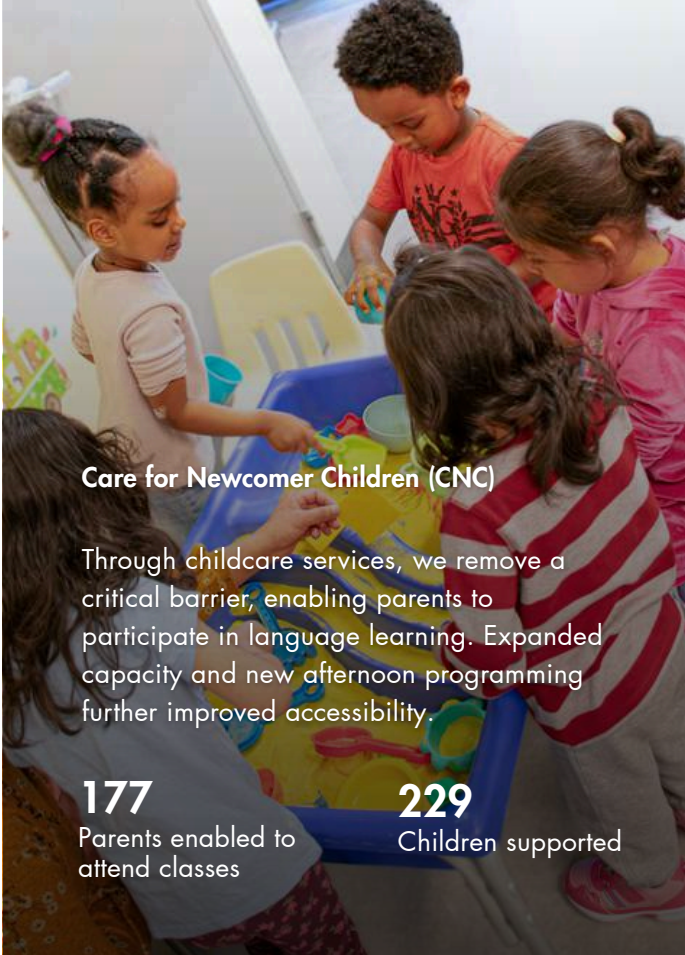
Blended and one-on-one online learning options provide access for learners balancing work, caregiving, and other barriers. Expanded Home Study capacity increased access for those unable to attend in person.

107

LINC Blended learners

356

LINC Home Study learners



Care for Newcomer Children (CNC)

Through childcare services, we remove a critical barrier, enabling parents to participate in language learning. Expanded capacity and new afternoon programming further improved accessibility.

177

Parents enabled to attend classes

229

Children supported

Life was very hard for me because I start work 14 years old. I don't know how to write my name. I don't know how to talk. Now (thanks to TIES) I have car, I drive, I pay my rent. I support my family.

-Fate, Student

Canadian Indigenous Curriculum Development

Integrated within LINC, this curriculum introduces newcomers to Indigenous histories, cultures, and perspectives, supporting cultural understanding and contributing to reconciliation through education.

Understanding and contributing to reconciliation through education.

1790

Learners engaged

E-Learning Programs (EEJS, NICO, WORC)

Our e-learning programs extend access to language learning beyond the classroom, offering flexible, self-paced options that support learners while balancing work, caregiving, and other responsibilities.

As complementary pathways, English for Employment: Job Search (EEJS), Newcomer Introduction to Classes Online (NICO), and the Workplace Online Retention Class (WORC) support learners in building practical language and workplace communication skills they can apply in real-life settings.

These programs connect language learning directly to employment, helping learners navigate the labour market, maintain employment, and build long-term stability.

431

EEJS learners

302

NICO learners

197

WORC learners

Creating accessible entry points for language learning

Our community-based language programs, including **Literacy and Basic English** (87 learners), **Drop-in ESL** (387 learners), **the Reading Room** (76 learners), and **Computer Access for Literacy Learners (CALL)** (158 learners), provide flexible options for learners to build foundational language, literacy, and digital skills at their own pace, especially for those not yet ready or able to access formal training.

Across these programs, learners are building practical skills they use every day, strengthening confidence and creating pathways into further learning and employment.

100%

Literacy & Basic English learners reported improved English

100%

Reading Room learners improved reading skills and confidence

95%

Drop-in ESL learners improved language skills

99%

CALL learners reported increased use of digital skills



Strengthening literacy instruction across classrooms and communities

The **Literacy Centre of Expertise (LCE)** strengthens adult EAL literacy instruction across Canada through innovation, resource development, professional learning, and collaboration among instructors and organizations.

This year, the LCE expanded its collection of PBLA-aligned modules for learners at Foundation Literacy (FL/1L) through CLB 3L/4L. New modules such as *Starting a New English Class*, *Using a Computer*, *Running Late!*, and *Using Email Safely* were designed to strengthen real-world communication and digital literacy skills. The team also launched a new website to make resources more accessible to instructors nationwide.

LCE's impact extends far beyond direct participants. Through presentations, conferences, and Let's Talk About sessions, educators gain practical tools they bring back to their classrooms.

I have relied on this resource to effectively teach my 3L learners how to send emails safely, substantially enhancing their digital skills.

My primary focus is on outcome, and as a testament, 99% of them successfully sent emails to their classmates after completing this module.

-Noreen Khan TESL Canada Certified Teacher Trainer/ Stress Management Coach/ Education Consultant

The Impact of Access to Language Learning

Demand for language programs continues to grow, with more than 2,800 newcomers currently on the LINC waitlist.

Each number represents someone ready to build their future, still waiting for the opportunity to begin.

Access to language learning opens pathways to connection, education, and long-term stability.



Expanding reach and impact

11 Presentations delivered to 1,000+ attendees

300+ Instructors supported through Let's Talk About sessions

13,000 Learners reached (sector-wide impact)

29,000+ Unique website visitors accessing resources and tools (30% increase over last year)

Connecting and strengthening the sector

LCE's fourth annual *For the Love of Literacy* conference brought together educators from across Canada for a day of practical learning and collaboration.

556 Registrants

60+ Organizations represented

94% Rated the conference as excellent or very good

97% Gained practical strategies they could apply immediately

Building Pathways to Employment

Employment is where opportunity becomes reality.

For newcomers, securing meaningful work is a critical step toward stability, independence, and long-term success.

At TIES, programs support individuals at every stage, from building foundational job readiness skills to securing employment and launching businesses. Through integrated training, personalized support, and strong employer connections, participants gain the tools and confidence to succeed in Canada's labour market.

Impact at a Glance

795

Clients supported

82%

Average employment success rate



How We Deliver Employment Pathways

Employment programs are designed to respond to both participant needs and labour market demand:

- **Skills-based training** aligned with in-demand sectors
- **Integrated language and workplace communication**
- **Hands-on experience** through practicums and applied learning
- **One-on-one employment counselling and job search support**
- **Wrap-around supports**, including childcare, transit, and settlement services

This integrated model ensures participants are not only job-ready but supported throughout their transition into the workforce.

Employment Rate Outcomes

80%

Employment Skills Training (EST)

95%

Childcare Training (ECE Level 1)

83%

Warehouse & Logistics Training

81%

Alberta Basic Security Training

83%

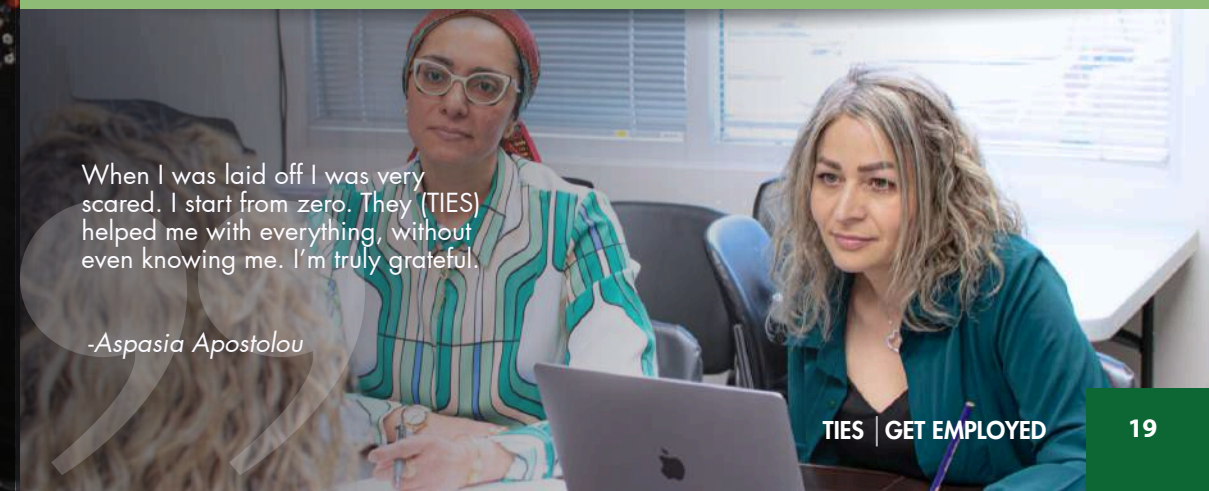
Advanced Childhood Educator Training (ACET)

83%

Ukrainian Employment Support (NBUES)

When I was laid off I was very scared. I start from zero. They (TIES) helped me with everything, without even knowing me. I'm truly grateful.

-Aspasia Apostolou



Employment Readiness Programs

The foundation of TIES' employment programming, **Employment Skills Training (EST)** equips participants with essential job readiness skills and an understanding of the Canadian labour market. Programs such as **EST Self-Paced and Admin Ready: Administrative Skills for Success** further expand access through flexible online learning and targeted digital, administrative, and workplace training.

148+

Clients supported

80%

Employment success rate

Youth & Specialized Programs

Programs such as **EYE3 (Youth Employment Program)**, **Employment Youth Pathways (EYP)**, **Job Readiness for Newcomers (JRN)**, and **New Beginnings: Ukrainian Employment Support (NBUES)** provide targeted support to youth and newcomers with unique employment and language needs. Through workplace-focused language instruction, employability training, individualized coaching, and paid work experience, participants build the skills and confidence needed to pursue meaningful employment.

208+

Clients supported across youth and specialized programs

Employment Support Services

One-on-one employment counseling provides personalized consultations including resume development, interview coaching, and direct employer connections.

This service plays a critical role in helping participants overcome barriers and secure employment across a wide range of sectors.

182

Clients supported

82%

Employment rate

Sector-Based Training Programs

Aligned with labour market demand, these programs provide direct pathways into employment. Training in **Childcare Level 1**, **Advanced Childhood Educator Training (ACET2)**, **Warehouse & Logistics**, and **Security Guard Certification** prepares participants for in-demand roles while building technical skills and workplace readiness, ensuring they are job-ready upon completion.

257

Clients supported across sector-based training

Accounting & Office Administration Training

In addition to core employment programs, TIES offers specialized training in accounting and office administration, equipping learners with the technical and digital skills needed for professional roles in modern workplaces.

Programs such as Clerical and Computer Skills Training, Basic and Advanced Accounting, and industry-recognized software training in QuickBooks and Sage 50 provide practical, hands-on learning aligned with employer expectations.

Through applied learning and practicum opportunities, participants gain real-world experience, building confidence and readiness to enter stable, in-demand careers.

610

Clients supported

76%

Employment success rate

93%

Graduation rate

98%

Participant satisfaction



Building Businesses, Creating Opportunities

While employment programs support job readiness and placement, entrepreneurship programs create pathways for newcomers to build their own opportunities—launching businesses, growing enterprises, and contributing to the local economy.

Newcomer Entrepreneur Hub

60

Participants supported

5

Workshops delivered

120+

Participants engaged

12

Expert speakers featured

Why It Matters

Entrepreneurship programs empower newcomers to create their own pathways to success.

By building business skills, expanding networks, and increasing access to resources, these programs support economic independence, create local economic activity, and strengthen communities.

Integrated Women's Entrepreneurship Project

100+

Participants supported

68

Participants engaged

82%

Participant satisfaction

23

Businesses launched

45

Businesses operating

25

Businesses sustained or grown

100+

Underserved or diverse women



The program helped me move forward with more confidence and clarity about my business.

— Mana Carolina, Client





Building Financial Confidence & Community Integration

Building a new life requires more than access. It requires understanding, stability, and confidence. TIES' settlement programs support newcomers in navigating complex systems, accessing essential services, and building the knowledge needed to thrive. From financial literacy to legal awareness and service navigation, programs are designed to address real-life challenges while empowering individuals and families to move forward with confidence.

How We Deliver Settlement Support

Settlement programs provide accessible, community-based support across key areas of daily life:

- Financial literacy and access to benefits
- Navigation of social and community services
- Legal education and rights awareness
- One-on-one support and community-based learning

This integrated approach ensures newcomers are not only connected to services, but equipped to understand and navigate them independently.

Settlement Outcomes at a Glance

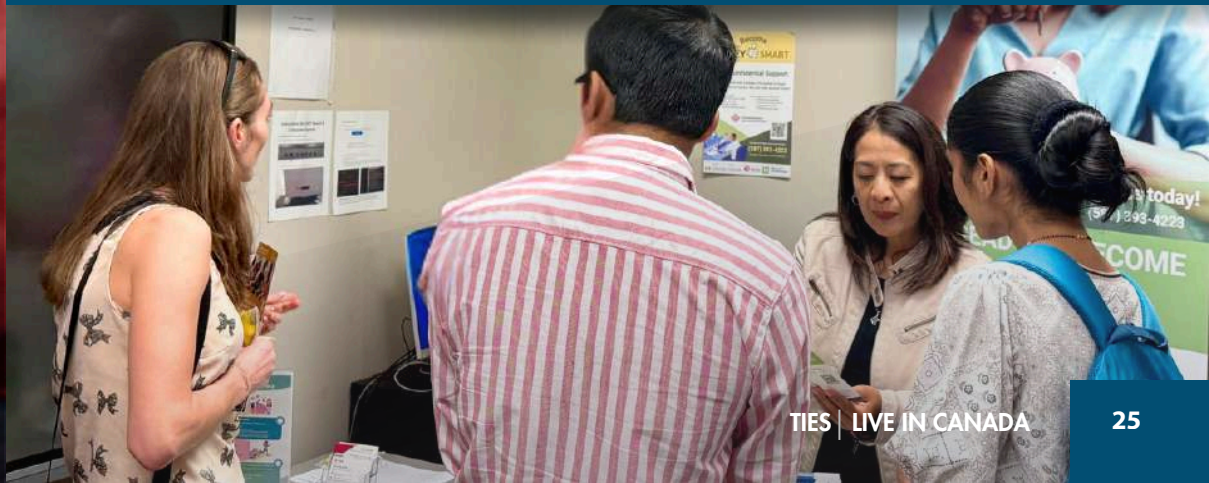
91%
Improved financial knowledge and skills

90%
Successfully filed taxes

81%
Improved legal understanding

71%
New clients reached

50%
Increase in outreach





Financial Literacy — MoneySmart

The foundation of TIES' settlement programming, MoneySmart empowers newcomers with the knowledge and confidence to manage finances, access benefits, and plan for the future.

Through workshops, one-on-one coaching, and community events, participants build practical skills in budgeting, banking, credit, saving, and navigating Canada's financial system.

7,022
Clients supported

50%
Increase in outreach

71%
New clients

Community-Based Financial Literacy in Action

Programs extend beyond the classroom through partnerships and events:

- **Family Resource & Financial Literacy Fair** — 250+ participants connected to services
- **RESP Sign-Up Event** — 270+ attendees supported in education savings
- **Super Tax Clinics** — direct access to CRA and Service Canada
- **Youth and Seniors Workshops** — building financial confidence across generations

Community Access & Social Services — WRIP

WRIP serves as a first point of contact for newcomers, providing timely guidance, connecting clients to essential services, and helping them navigate complex systems with confidence.

1,179
Clients supported

79%
Improved knowledge of services

75%
Strengthened access to community resources



Legal Literacy Education

Legal Literacy programs empower newcomers with knowledge of their rights and responsibilities, supporting informed decision-making in everyday life.

Delivered in partnership with legal professionals and community organizations, the program provides accessible, real-world legal education.

473
Clients supported

81%
Improved legal understanding



The tax system was confusing because we did not have this in my country. They help us and teach us what is the Canadian tax. TIES save us. They help us feel we are not alone here.

-Mayar, Client



Building Wellbeing & Resilience

Wellbeing is foundational to building a new life.

As individuals and families navigate change, uncertainty, and new environments, mental health becomes an essential part of the journey. TIES' mental health programs provide culturally responsive, low-barrier support—helping people manage stress, rebuild confidence, and strengthen their sense of belonging.

Impact at a Glance

6,612

Clients served

85%

Stable upon program completion

85%

Improved mental wellbeing and social connection

80%

Improved functioning through counselling

How We Support Mental Health

Support is designed to be accessible, responsive, and grounded in real-life needs:

- Multilingual, culturally responsive counselling
- Community-based workshops and peer support
- Family- and youth-focused programming
- Crisis support and system navigation
- Strong partnerships that expand access across the sector

This approach ensures individuals are supported not only in moments of need—but throughout their journey toward stability and wellbeing.

Core Mental Health Programs

Healthy Minds

At the centre of TIES' mental health programming, Healthy Minds provides culturally responsive counselling services for individuals, youth, couples and families.

881

Clients supported

80%

Improved functioning

3,083

Counselling delivered

Support addresses a wide range of experiences. Through personalized care, individuals are supported in regaining stability and moving forward with confidence.



BENCH
Building Equitable Newcomer Crisis Help

BENCH strengthens crisis response for newcomers through a coordinated, partnership-based model

523
Clients supported

85%
Clients were stable upon program completion

By addressing gaps in traditional crisis systems, BENCH ensures that support is accessible, culturally responsive, and effective in times of urgent need.

Targeted Community Programs

Programs also respond to the unique experiences of specific communities, creating safe, culturally grounded spaces for support and connection.

UFO
Ukrainian Family Outreach and Wellness

Community-based programming supports families in building confidence, strengthening connections, and navigating life in Calgary.

210
Clients supported

Since attending the COSP program, I have gained a greater understanding of how to navigate my children's needs. I've learned to balance taking charge as a parent with connecting with them kindly."

COSP (Circle of Security) - Parenting Program Participant



IFOW
Iranian Family Outreach and Wellness

Through psychoeducational sessions and ongoing support groups, participants strengthen coping skills, mental health literacy, and intergenerational understanding.

380
Clients supported

Community-Based Mental Health Programs

Mental health support extends beyond counselling into community spaces, where connection, trust, and shared experience play a critical role in wellbeing.

LACE
Linking All Cultures Equitably

LACE expands access to mental health supports through community-based programming, focusing on relationships, coping skills, and social connection. Through resource fairs and partnerships with schools and community organizations, the program strengthens pathways to care and support.

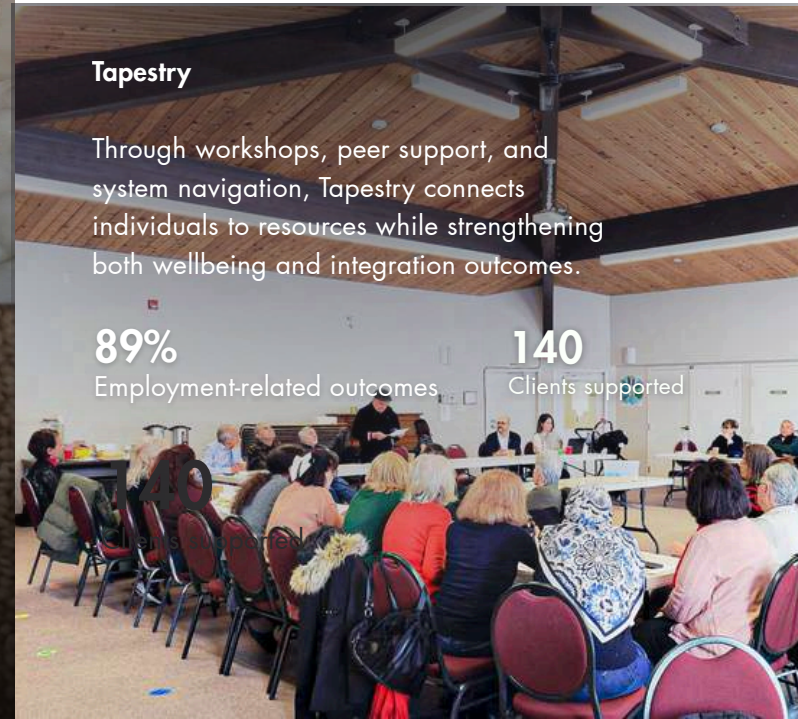
4,168
Clients supported

Tapestry

Through workshops, peer support, and system navigation, Tapestry connects individuals to resources while strengthening both wellbeing and integration outcomes.

89%
Employment-related outcomes

140
Clients supported



Thrive Together

A family-centred program that strengthens resilience through peer connection and practical supports.

310
Clients supported

85%
Improved social connection, parenting skills, and wellbeing

Participants build confidence, strengthen relationships, and develop tools to support both individual and family wellbeing.

Why It Matters

Wellbeing shapes every part of the settlement journey. When individuals feel supported, they are better able to engage in their communities, pursue opportunities, and build meaningful connections. Mental health support strengthens resilience, reduces isolation, and creates the conditions for long-term stability.



The sessions were filled with valuable learning, concepts, self-awareness, and reflection. This knowledge has empowered me to continue being a safe haven for them."

COSP (Circle of Security) - Parenting Program Participant

Building Evidence for Stronger Futures

At TIES, research is built with community, not just about it.

Through the Centre for Immigrant Research, we work alongside newcomers, families, youth, and service providers to generate evidence grounded in lived experience and turn those insights into programs, tools, and solutions that improve lives.

From identity and belonging to family dynamics, digital access, and rural integration, our research builds the evidence that informs how services are designed, delivered, and improved across Canada.

OUR IMPACT AT A GLANCE

13

Conference presentation

849

Research and program participant

55

(Unique organizations)
Community engagements

21

Publications (Reports, policy
briefs, peer-reviewed manuscripts)



HOW WE TURN EVIDENCE INTO IMPACT

Community-Engaged Research

Working directly with newcomers, families, and youth to ensure our work reflects lived experience and responds to real community needs.

Beyond Translation: Mitigating Negative Impacts of Child Language Brokering

In many newcomer families, children and youth help their parents navigate healthcare, education, and legal systems by translating and interpreting. While this can build confidence and strengthen family relationships, it can also create stress and role strain without the right support.

Beyond Translation helps families, youth, and practitioners better understand child language brokering through family workshops, practitioner training, and peer support groups that strengthen communication, resilience, and family wellbeing.

95%

Child LB(s) felt connected to their parents

65%

Parents consistently noticed and praised their child LB(s) for good behaviour

185

Families and practitioners engaged

It (language brokering for her parents) feels like a big responsibility on my tiny little shoulders. TIES helps you know that you're not alone in this. This is who you are. You've got to be proud of who you are.

- Areeba, Child Language Brokering Client



Voices in the Art (VIA)

VIA uses arts-based research to create safe spaces for newcomer 2SLGBTQIA+ youth to explore identity, share their stories, and build community through creative expression.

80%
Increased ability to recognize gender-based violence

97%
Felt their voice was heard

80%
More confident accessing support

81%
Stronger sense of belonging

45
Newcomer LGBTQIA youth engaged

Applied and Action-Oriented

Translating insights into programs that directly support learning, integration and daily life.

RISE Bridging Language and Daily Life

Real-world Instruction for Successful English (RISE) provides practical, real-world English instruction for newcomers waiting to access formal language classes, helping them build confidence and continue progressing in their settlement journey.

56
Clients served

Partnership-Driven

Collaborating with academic institutions and sector partners to strengthen research and expand impact.

LENS Employment & Social Enterprise Research

The Longitudinal Examination of Newcomer-serving Social Enterprises (LENS) examines how social enterprises support newcomers and racialized communities in overcoming employment barriers.

Findings are contributing to national research and strengthening pathways to economic inclusion.

Innovation-Focused

Exploring new approaches and technologies to improve access, equity, and service delivery.

SETTLESMART Improving access through digital innovation

Many newcomers face barriers to accessing reliable settlement information. SettleSMART: Supporting Messaging and Assistance Resource Technology is exploring digital tools to improve how services are delivered through AI-powered Chatbot and moderate group chat.

287
Newcomers

30
Service providers engaged

Advancing Knowledge & Systems

Strengthening how systems support newcomers through research, partnerships, and community insight.

TAIGA RISE Supporting integration in northern communities

In Northern Alberta and the Northwest Territories, newcomers face unique barriers. Tailored Attraction, Integration and Retention Strategies for Northern Ecosystem (TAIGA RISE) works with communities to co-develop solutions that support long-term settlement and retention.

200
Participants engaged

2,200+
organizations analyzed

Co-developing strategies with northern and Indigenous communities.

UNDERSTANDING OUR COMMUNITIES

Participants in Voices in the Art (VIA), Beyond Translation, and RISE reflect the diversity of the communities we serve.

Top countries of origin across programs include: Asia, South America, Africa, Europe, Caribbean, Ukraine, India, Cameroon, Pakistan, Eritrea, Syria, Ethiopia, Afghanistan, and Mexico.



FROM INSIGHT TO ACTION

What makes the Centre for Immigrant Research unique is not only what we learn, but how that knowledge is applied.

Our research continues to translate evidence into meaningful action within TIES and across the sector. Findings inform program design, strengthen training for service providers, and help identify emerging issues affecting newcomers. They also contribute to broader conversations that shape funding priorities, service delivery models, and immigration policy across Canada.

Building Futures for Families

For many newcomer families, access to safe, reliable childcare is the first step toward building a new life.

At TIES, this need became clear through the Care for Newcomer Children (CNC) program, where parents, especially mothers, were ready to learn and work but faced barriers without accessible care. In response, we expanded our support through Little Beginnings.

At the centre of this work is Little Beginnings Urban Oasis (LBUO), a licensed early learning and childcare program operated by TIES at the Welcome Centre. Designed for newcomer families, the program offers flexible, high quality care, including full day, evening, and weekend options.

Operating at full licensed capacity, Little Beginnings reflects strong demand for accessible childcare while supporting children's development and strengthening family stability.

Impact at a Glance

82

Children served

29

Graduates

110%

Enrollment

27

Certified Educators

100%

Preschoolers transitioned to school

60

Professional development

Beyond the Classroom & Supporting Families

17

Field trips

17

Family events hosted, including the "Building Better..." series

Growing Strong Foundations

Children demonstrate measurable growth in emotional regulation, language development, executive functioning, and school readiness. Through a play-based, inclusive approach, they build the confidence and skills needed to succeed in school and beyond.

Recognition & Lasting Impact

In 2025, Little Beginnings Urban Oasis received the Alberta Minister's Award of Excellence in Child Development, recognizing leadership in delivering inclusive, high-quality early learning.

Little Beginnings represents the evolution of TIES' impact—from supporting participation to enabling transformation. When families have access to childcare, mothers can pursue education and employment, children can thrive from the earliest years, and communities grow stronger.

We are very happy and grateful to be part of Little Beginnings, and of all the support you have given me and family, it means a lot to us. I love that our caregivers treat my daughter with love. We enjoyed the family activities we were part of last year. Your kindness as well, everything is amazing with the program, administration, food, caregivers, everything! We love you all!

- Azucena and Victor, Parents

When we moved to Canada, my daughter was not speaking that much. Now (laughs), I don't know, I don't have much quietness anymore! Very happy with TIES and I'm already telling them to save me a spot for my next baby!

- Rachel, Mom





Message From TIES Board Chair



From our humble beginnings in 1988, TIES' goal has always been to build a better future for our clients and our community. This year's theme, "Building Futures Together," embodies that — more than ever.

Guided by our strategic priorities, 2025-26 fiscal year marked another significant growth in our reach.

Our LINC classes educated more students, our Employment programs helped more newcomers find work, and our Settlement & Financial Literacy programs guided more people through Canada's complex systems.

Our inclusive Childcare Centres cared for more children, our Entrepreneurship programs created new business leaders, our Mental Health & Family Wellbeing team helped improve minds and bodies.

Last, but certainly not least, our Research Centre explored new territory — including the Northwest Territories!

Unfortunately, funding pressures have meant significant challenges ahead. Still, TIES is confident it will continue to make a significant difference to the thousands of vulnerable people it serves.

My sincere gratitude to our Board of Directors; our passionate employees, and volunteers; our resilient clients; and our invaluable partners, funders, and donors.

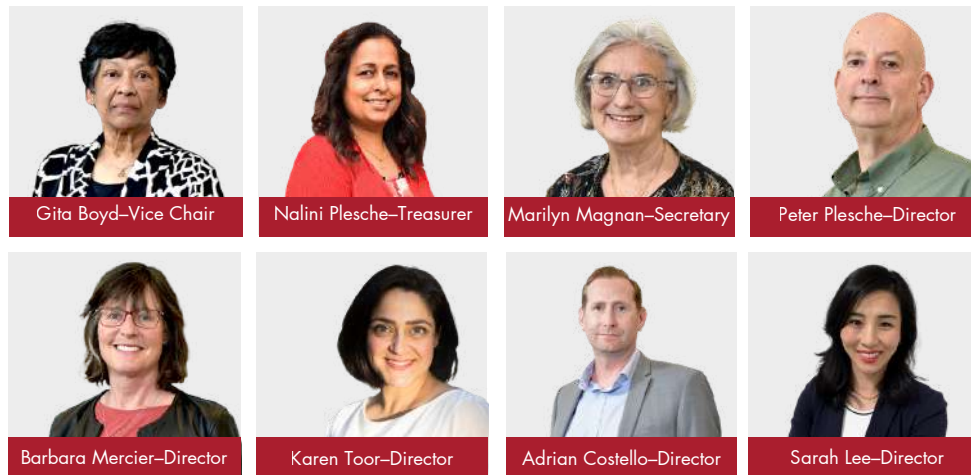
We are so thankful that you have chosen to take this journey with us, as we continue to build futures together.

With deep appreciation and everlasting hope,

M'Liss Edwards

M'Liss Edwards
TIES Board Chair

TIES Board of Directors



Wilson Howe—Director



Rabail Qasir—Director



Barbara Mercier—Director



Karen Toor—Director



Adrian Costello—Director



Sarah Lee—Director



Gita Boyd—Vice Chair



Nalini Plesche—Treasurer



Marilyn Magnan—Secretary

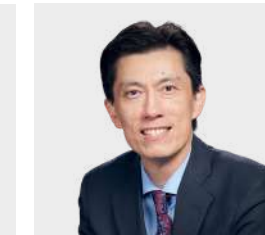


Peter Plesche—Director

TIES Management



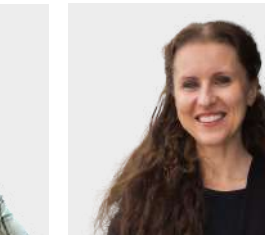
Sally Zhao—President and CEO



Wei Dang—CFO & Change Management Committee Co-Chair



Suman Khanal—Chief Program Officer



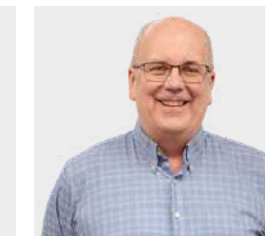
Katerina Palova—Senior Director, Research and Program Strategy



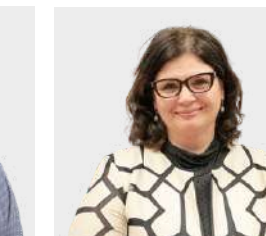
Wei Wang—Senior Financial Controller



Ime Omoz-Oarhe— Director of Human Resources



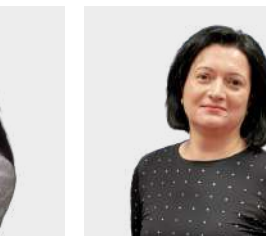
Ian Smith—Senior IT Director



Jana Ciobanu—Senior Manager, LINC



Kreisha Hilario—Senior Manager, Centre for Immigrant Research



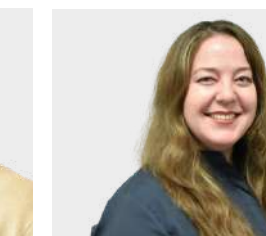
Irina Copil—Manager, Drop-in ESL and Volunteer Programs



Racine Diallo— Manager, IT and Training Programs



Kerry Howard— Manager, LINC



Whitney Loewen—Manager, E-Learning & Special Projects



Noha El Tahani—Manager, Settlement & Financial Literacy



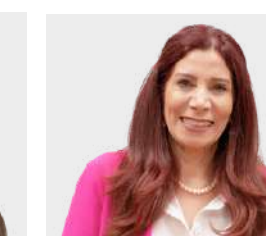
Maysoun Hniedi—Manager, Employment and Career Development



Raghda Abouelfetouh— Manager, Little Beginnings Childcare Centre



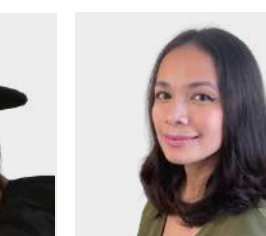
Tomasia DaSilva—Media, Partnership & External Relations Strategist



Azita Afshar—Mental Health & Settlement Manager



Nash Chaparro— Entrepreneurship Program Manager



Rikka Pastorfidie— Digital Marketing and Communications Manager

Thanks to Our Funders



We are grateful to our Donors and Community Partners

Azita Afsharnejat	Lesley Enser	AAISA
Barbara Mercier	Linda Carr	Aboriginal Friendship Centre of Calgary
Dahlia Orcajada	Luz Orcajada	Achêv
Dolores Dugtong	Marilyn Magnan	ACLRC
Eileen Butler	Michel Cantin	Action Dignity
Elena Parker	Nancy Jette	Action Table Calgary, United Way
Georgia Silk	Nova Zeraati	AGLC
Hamed Kazemzadeh	Qurratulain Sikander	AIMCo
Irina Copil	Ronald Orcajada	AIMGA
James Halladay	Sally Zhao	Alberta Health Services
Jana Ciobanu	Stephan Benediktson	Alberta Innovates
Jessica Fung	Suman Khanal	Alberta Ironworkers Local 725
Jisha Philip	Tomasia DaSilva	Alberta Mindfulness Association
Joanne Hingley	Victor Roman Morrow	Alberta Resource Centre for Quality Enhancement (ARCQE)
Jonathan Hanna	Wei Dang	Alberta Routes
Katerina Palova		Alberta Securities Commission
Kathryn Baker		A-Mart Premium Asian Food Market Calgary: Korean
Kathryn Comfort		Grocery Store
Lekhram Charan		Aramark Canada Ltd.
		AspiHer
		ATB
		ATEAL for "Let's Talk About" Sessions
		Aurora Research Institute (ARI)

BDC	Families Matter	Tech Connect Alberta
Best Services Pro Inc.	Femme Alliance Network	TELUS Spark
BMO	Field LLP	The Calgary Bridge Foundation for Youth (CBFY)
Boardwalk	Filipinos Rising - FRIENDS	The University of British Columbia
Bow Valley College	Foodbank	Trellis Planet Youth
BraTopia Lingerie, Sports Bras & Swimwear in Calgary	Foothills Academy Society	Turca Breakfast Café
Brazilian Community Association Of Alberta	Forest Lawn High School	Ukrainian Canadian Congress
Budget Printing	Freebridge Cleaning	University of Calgary
Calgary Board of Education - Operations	Further Education Society of Alberta	University of Michigan
Calgary Catholic Immigration Society (CCIS)	Future Cricket Stars Academy	University of Toronto
Calgary Chamber of Commerce	GateWay	Utilities Consumer Advocacy
Calgary Economic Development	GDI Services (Canada) LP	Varsity Acres Presbyterian Church
Calgary Emergency Management Agency	Immigrant Services Calgary (ISC)	Vivid Blossom Studio
Calgary Fire Department	Iranian Calgary (Iranian Central Hub in Calgary)	VizworX Inc
Calgary Housing	Kaizen Core Inc	Volunteer Alberta
Calgary Housing Company	KidsUp Front	Volunteer Alberta ACSEL Program
Calgary Local Immigration Partnership (CLIP)	LAFF	Werklund Centre
Calgary Newcomers Guide,	Latino Food Market	WINS
Calgary Police Service (CPS)	LMS Group	Women Centre of Calgary
Calgary Public Library	Making Changes	Workers' Resource Centre
Calgary Shaw Charity Classic Foundation	Massage Experts	
Calgary Stampede	Mexican Consulate	
Camp Chestermere	Momentum	
Canadian Humanitarian Assistance Response	Monterey Seniors Village	
Canadian Immigrant Women's Association (CIWA)	Mosaic PCN	
CANAF	Mount Royal University, Residences	
Capital Power Corporation	MRU	
Carstar MK Group	National Bank	
Casa Mexico	Oasis Wellness Centre & Spa	
Centre for Newcomers (CFN)	Onward	
Centre for Suicide Prevention	Parallèle Alberta	
CFFP	Parks Canada	
Christmas Joy with new west	PBSC	
CIBC	Peace Legal	
City of Calgary	Philipino Community Radio	
City of Calgary Fair Entry Program	Puppet Theatre	
Clean Club Calgary	RBC	
Cleaning Girl Trustworthy Services	Recovery Alberta (not official partner)	
CLG	Renfrew Educational Services	
Columbia College	Rise Calgary	
Community Kitchen	Safelink Alberta	
CPHR Alberta	Scotia Bank	
CRA	Service Alberta	
David Aplin	Service Canada	
Distress Centre	Service Master Clean	
Dulux Building Maintenance Ltd.	Servus Credit Union (Alberta, Canada)	
ECO Canada	Sharma Wealth	
ECSSEN	Shory Law	
Empower Me	Southern Alberta Institute of Technology (SAIT)	
Enmax	TD Bank	

Meet the Team



Centre for Immigrant Research



Language Instruction for Newcomers to Canada (LINC)



EAL and Foundational Learning



Settlement and Financial Literacy



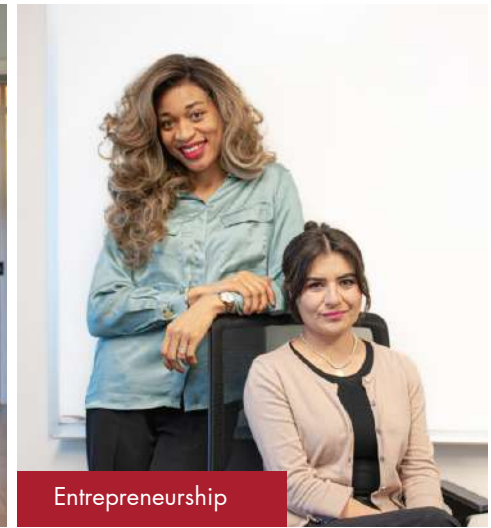
Literacy Centre of Expertise (LCE)



TIES Management



Communications & Media



Entrepreneurship



Finance and Payroll



Mental Health & Family Wellbeing



HR & IT



Employment



Little Beginnings Urban Oasis (LBUO)



ANNUAL REPORT

2025 - 2026

WHY WE EXIST

We exist to bring people together, foster belonging, and create opportunities for newcomers and communities to grow, thrive, and contribute. Guided by our mission, vision, and values, we are devoted to building a more inclusive future for Canada.



TIES FOREST LAWN CAMPUS

📍 1723 - 40 STREET SE
CALGARY, AB T2A 7Y3
📞 (403) 235-3666



TIES WHITEHORN CAMPUS

📍 3820 - 32 STREET NE
CALGARY, AB T1Y 7L9
📞 (403) 291-0002



TIES WESTWINDS CAMPUS

📍 3675 63 AVE NE
CALGARY, AB T3J 5K1
📞 (587) 392-4177