Quarterly Impakt Report

Reporting Period

Q3 • July - Sept

Prepared by

Impakt Foundation

2026

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EXECUTIVE SUMMARY

We also had reasons to celebrate. We were selected as one of 25 grantees from 160 applications across Toronto. Foundations and individual donors continued to put their trust in us, giving us people we could turn to when the needs became urgent. Thank you to the RBC Foundation and everyone who stood beside us.

Our work with the **Syrian Canadian Foundation**, **IKEA**, **Refugee Jumpstart**, **Raising the Roof**, and **Daniels Corporation** brought practical support and new possibilities. We continued bringing residents' experiences and concerns to the City, because what we were hearing needed to reach the people making decisions.

And after so much urgent work, our strategic review gave staff and board time to come together, listen, ask questions, and think about where Impakt goes next.

There is a lot ahead: the **Impakt Forum** in London this October, plans to bring INS into three neighbourhoods, and conversations with partners about our Centre for Belonging and Community.

Key Highlights

When Q2 ended, we had just started bringing housing more intentionally into our Integrated Newcomer Support model. We had no idea how quickly we would need to put that into practice.

We agree that shelters should not be long-term homes for refugees. People need a place to live, stability, and support that responds to their circumstances. But how this transition happens matters.

The closure was sudden, and the information was unclear. Many residents thought it was just another notice. Even now, not everyone clearly understands that the shelter is closing or what will happen next.

We worked closely with the shelter team, management, and housing workers to understand the situation and support people through it. But for many refugees, this has been a heartbreaking and lonely journey, with too little housing support, mental health support, or clear information.

Some days, people stayed in their rooms, overwhelmed by fear and isolation. Other days, they came to us just to say how lonely they felt. We did not always have answers, but we listened, shared what we knew, and kept showing up.

And we rolled up our sleeves! We knew we had to do something with what we already had: trusted relationships with residents, Cultural Ambassadors who understood their experiences, and a growing group of realtors willing to help.

Our Cultural Ambassadors went to viewing after viewing with clients. They worked at night and on weekends, helping people find housemates, speak with landlords, and prepare to move.

In just three months, they helped **49 refugees move into housing without rent subsidies**, using homes already available in the rental market. We supported people to find others they felt comfortable living with and move together. Some have become like family. They were finding both a home and someone to share this next chapter with. It also reminded us how much we can do with existing resources when someone takes the time to connect them and help people through the process.

So much of the credit for this quarter belongs to our Cultural Ambassadors. They carried a lot, and they kept going. I cannot thank them enough.

For now, I am tired, grateful, and very proud of our team. I keep thinking about those 49 people, what they have been through, and what having a home could mean for them.

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Turning Support into Progress

During Q3, Impakt's Integrated Newcomer Support (INS) model continued to connect refugees with opportunities for employment, housing, and community support.

This quarter, 29 clients secured jobs, and 49 moved out of shelters into shared rental homes across Toronto and the GTA. Clients also accessed mental health counselling, while approximately 60 people joined our September community distribution event.

Support extended beyond employment and housing. Clients accessed several counselling sessions through our partnership with GreenShield.

These results reflect more than the services delivered. It shows what becomes possible when newcomers receive practical assistance, trusted guidance, and opportunities to move forward with dignity.

Hager, Employment Consultant

Irene, Cultural Ambassador-House Viewing

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Employment Highlights

A Resume that Opens the Right Door

Isaac Nwaigwe previously owned a solar company in Nigeria. Rather than presenting his experience as general labour, Impakt helped rebuild his resume to highlight his relevant background in the solar industry. Within weeks, he secured employment in the sector.

Isaac Nwaigwe

His experience demonstrates why individualized employment support matters. Newcomers do not necessarily need to start their professional lives from zero; they need opportunities to communicate their skills in ways employers can recognize.

Every employment milestone represents more than a completed service. It is a step toward independence and belonging.

Dr. Suleman Noordin, an internationally trained physician, was considering work as a Personal Support Worker (PSW). Through Impakt's personalized support, we helped him secure a teaching assistant position at a college, allowing him to use his existing knowledge and expertise while preparing for his medical residency exams. His story highlights the importance of recognizing newcomers' skills and helping them find opportunities that align with their long-term goals.

Dr. Suleman Noordin

Dr. Ermias Girma Tsega, an internationally trained physician, was considering driving for Uber while trying to rebuild his career in Canada. Through Impakt's personalized support, he secured a position as a sonographer, allowing him to put his medical knowledge and skills to use.
In his own words: "I would like to thank you very much for everything you did for me. I have secured a position as a sonographer."

Dr. Ermias Girma Tsega

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From Shelter to Stability

Helping People move from a Shelter Bed to a Place of their Own

At the beginning of Q3, we learned that the refugee shelter was closing in just three months. Hundreds of refugees faced an uncertain future, with little housing support, limited affordable housing, and waitlists of 10 to 15 years. Then, an idea came from our Cultural Ambassadors:
“We are already a family of friends. Why not move into a family home together?”

That simple question inspired our **Housemate Initiative.** We built a growing network of realtors who help us take refugees to as many house viewings as possible, connect with landlords, and find compatible housemates.
What started as a crisis became an opportunity to create a housing solution **by refugees, for refugees.**

The Housemate Innitative

Practical Housing Support

Tools That Support Better Matches

These steps help clients make informed housing arrangements and protect limited housing opportunities.

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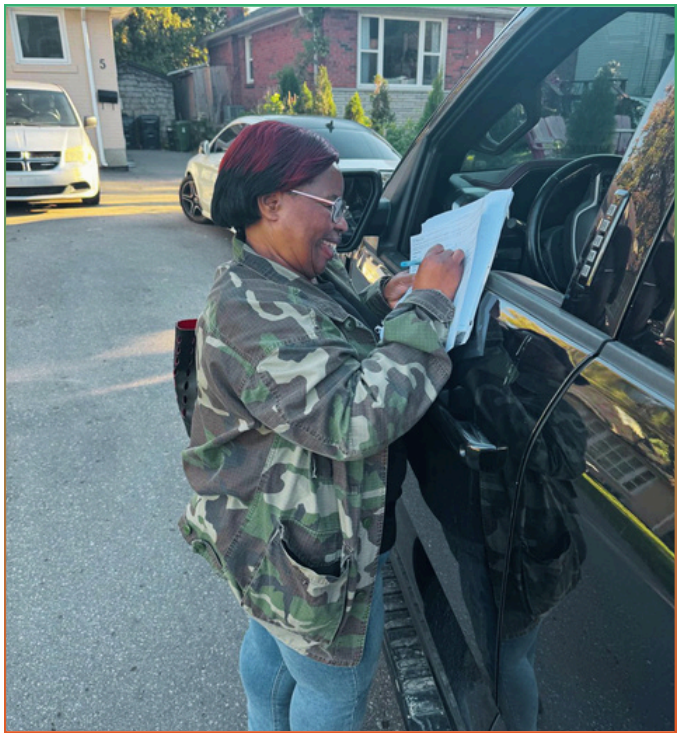

Mama Khanyile signed her lease

Securing a nice house close to work!

"Your support has made this transition feel more hopeful and meaningful. Thank you for not only supporting us with material needs, but also for giving us hope, dignity, and the confidence to move forward."

Josephat (A refugee who found housing!)

Irene, Cultural Ambassador-House Viewing

Walmart Shopping

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Building Partnerships for the Future

Centre for Belonging and Community

A big dream. A small charity. Lots of strong Partnerships.

PARTNER	ROLE	CONTRIBUTION
RAISING THE ROOF	**Community Developer & Operator**	Leads housing vision, development, and ongoing community operations
Daniels love where you live	**Real Estate Developer**	Brings development expertise, capital, and long-term asset stewardship
ARCADIS	**Design & Technical Advisor**	Provides planning, design, and sustainability leadership
REFUGEES & CULTURAL AMBASSADORS	**Community Voice & Cultural Guidance**	Ensure cultural relevance, inclusion, and community connection
20+ COMMUNITY ORGANIZATIONS	**Programs & Social Impact Partners**	Deliver programs, supports, and services that strengthen community well-being
Financing Partners	**Capital & Financial Partners**	Provide financing solutions that make the vision possible

Turning Generosity into Practical Support

Syrian Canadian Foundation contributed $8,000 in gift cards for the **Housemate Initiative** and co-hosted the September 24 distribution event alongside IKEA. IKEA donated household essentials, helping clients access practical items as they navigated transitions out of shelter and into housing.

The event brought community members together around a shared purpose: ensuring that people moving toward independence have access to some of the essentials that make a new place feel like home.

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The Impakt Effect

From Receiving Support to Helping Others Move Forward

Some of the clearest signs of impact are found in the journeys of the people we serve.

Marjorie Lungu was once a resident navigating the same shelter system that Impakt works to help newcomers leave. During Q3, she successfully moved out of the shelter and was subsequently hired by Impakt to support event coordination and shelter outreach.

Marjorie Lungu in center

Her journey reflects the kind of community Impakt is working to build: one in which people are not defined by the challenges they have faced, but are supported to recognize their strengths and contribute their experience to others.

Marjorie's story also echoes **Irene's** journey from the previous quarter. Both illustrate how someone who once needed support can become part of the team helping others navigate change.

For Impakt, this is more than an individual employment outcome. It is a reminder that lived experience is a valuable resource. When people have opportunities to move forward and participate in shaping support, they can help make services more responsive, grounded, and connected to the community.

From resident to team member. From receiving support to helping others find their way.

This is one way belonging takes shape not only through the services an organization provides, but through the opportunities it creates for people to contribute, lead, and build a future alongside others.

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Thank You to Our Supporters

Together, We Make Belonging Possible.

Every step toward a safe home, meaningful employment, and a stronger sense of belonging is made possible by people who believe in the potential of refugees.

To our funders, donors, community partners, volunteers, and supporters: **thank you for standing with Impakt Foundation and the people we serve**. Your generosity, expertise, and collaboration help turn urgent needs into meaningful opportunities and make it possible for refugees to move forward with dignity, stability, and hope.

Be Part of the Change.

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