

CAMEROON: 
BLOC Excellence, Rail-Ndobo,
Bonabéri Po Box 2611
Douala, Litoral Region.
+237 650 579 782



CANADA: 
Suite 201-9182 34A Avenue Northwest
Edmonton AB, CANADA T6E 5P4
+1 780 906 9102 / +1647 674 1050

31th December 2025

PROSDOMA CANADA – 2025 COMPREHENSIVE END-OF-YEAR ACTIVITY REPORT

1. Executive Summary

In 2025, PROSDOMA Canada made significant progress in fulfilling its mission to support migrants and newcomers during their most vulnerable transition period. Through the dedication of committed volunteers including contributions from United Nations Volunteers and strong collaborations with our partners, we delivered impactful settlement, legal, humanitarian, and employment assistance to individuals arriving from crisis-affected regions. Big thank you to our partner **Alberta Computers for Schools** for their timely donation with the following: Ten (10) i5 Dell laptops computer, three professional i7 computers, one medium size HP printer and one O.S windows 11. The year was marked by growth, increased service demand, and breakthrough achievements such as expanding our legal and employment support capacity. Despite resource limitations, PROSDOMA Canada continued to provide accessible, community-centered assistance that improved the lives of newcomers across Alberta.

2. Organizational Goals & Objectives

Our 2025 objectives focused on:

1. Supporting asylum seekers and vulnerable newcomers in navigating immigration and settlement processes.
2. Strengthening newcomer integration through employment support, digital literacy, and professional certifications.
3. Expanding legal guidance, community connections, and referral partnerships.
4. Enhancing organizational visibility, governance, and operational capacity.
5. Offering essential humanitarian and communication support to ensure dignified settlement.

3. Major Achievements (2025)

A. Immigration & Legal Support

- 16 asylum cases guided for individuals from Cameroon, Congo, Senegal, and South Sudan.
- 5 cases approved, granting Protected Person Status.
- 1 denied case appealed and in progress.
- 10 cases awaiting hearing dates.

B. Permanent Residence (PR) Applications

- 7 Permanent Residence applications submitted.
- 2 PR approvals received, with remaining cases pending decisions.

C. Legal Aid, Referrals & Crisis Support

- Assisted 13 newcomers with legal aid connections, food bank referrals, shelter access, and community-based assistance.
- Provided direct guidance, document support, and continuous case follow-up.

4. Successful Projects & Initiatives



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1. Employment Support & Workforce Integration
 - 14 newcomers trained in basic computer skills to enhance job readiness.
 - 3 individuals secured full-time jobs,
 - 2 gained part-time positions,
 - Several others remain actively supported through job search follow-up.

2. Security & First Aid Certification Program

In partnership with Central Protection Services,

- 5 newcomers completed Security Guard and First Aid/CPR training, enabling them to access security-sector employment opportunities.

3. Tax Filing Assistance Program

- 16 individual income tax filed for 2025.

4. Communication & Office Support Services

- Maintained open access to office-based communication services for newcomers:
 - Making phone calls
 - Sending and receiving emails
 - Printing immigration and employment documents
 - Completing online applications
 This service removed significant barriers for individuals lacking digital access or technical experience.

5. Organizational Development Milestones

- Rebuild organization website to meet professional standard.
- Strengthened online presence by launching LinkedIn and Instagram pages in collaboration with United Nations Volunteers.

5. Performance Metrics & KPIs (2025)

| Area of Support | Indicator / Metric | 2025 Result |
|-----------------------------|--|------------------------|
| Immigration Support | Asylum cases filed | 16 |
| | Asylum approvals | 5 |
| | PR applications submitted | 7 |
| | PR approvals | 2 |
| Employment Integration | Newcomers trained in computer skills | 14 |
| | Full-time employment secured | 3 |
| | Part-time employment secured | 2 |
| Professional Certifications | Security & First Aid Training beneficiaries | 5 |
| Basic Needs & Legal Access | Newcomers connected to Legal Aid, shelters, food banks | 13 |
| Tax Filing | Income tax filings completed | 9 |
| | Individuals receiving refunds/NOA | 7 |
| Digital Inclusion | Office communications assistance requests served | Over 100+ interactions |
| Organizational Growth | New social media platforms launched | 2 platforms |



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6. Challenges Encountered & Solutions Applied

Challenge 1: Rising Demand Exceeding Volunteer Capacity

Issue: A rapidly increasing number of newcomers seeking services.

Solution:

- Expanded volunteer recruitment through UN Volunteers.
- Strengthened partnerships with legal and employment service providers.

Challenge 2: Limited Resources and Operational Funding

Issue: High costs associated printing, transportation, and capacity-building.

Solution:

- Prioritized essential services.
- Pursued new grants and began preparing future funding proposals.
- Formed more strategic alliances to share service burden.

Challenge 3: Complex Immigration Deadlines

Issue: Some newcomers arrive with urgent deadlines and limited documentation.

Solution:

- Created faster triage methods and document-check systems.
- Built stronger referral pipelines to immigration lawyers and legal aid.

Challenge 4: Digital Barriers Among Newcomers

Issue: Many newcomers lack computer literacy or access to devices.

Solution:

- Expanded in-office support for printing, emailing, and online tasks.
- Offered digital literacy training to improve independence.

7. Professional Development & Capacity Building

In 2025, PROSDOMA Canada invested in expanding team capacity through collaboration with key partners:

Key Capacity Building Achievements

- Volunteers trained through the Edmonton Chamber of Voluntary Organizations (ECVO) workshops.
- Improved case documentation and client intake systems.
- Enhanced internal communication and reporting processes.
- Ongoing mentorship and collaboration with the Center for Humanitarian Services & Legal Aid Foundation, our principal partner for legal and humanitarian referrals.

8. Partnerships & Collaboration

Partnerships played a critical role in PROSDOMA's achievements.

Major 2025 Partners

- Center for Humanitarian Services & Legal Aid Foundation – legal guidance, referrals, community navigation
- Central Protection Services – security and First Aid/CPR professional training
- Edmonton Chamber of Voluntary Organizations (ECVO) – volunteer development, nonprofit capacity-building
- United Nations Volunteers (UNV) – outreach, social media, administrative and digital support
- Local companies and employers – job placement pathways for newcomers

These partnerships strengthened our ability to meet growing demand and improve



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service quality.

9. Plans & Recommendations for 2026

1. Scale Service Capacity to Match Rising Needs
 - Recruit more volunteers and part-time staff.
 - Secure recurring operational funding.
 - Expand office hours and digital support services.
2. Strengthen Legal Support Capacity
 - Formalize partnerships with more immigration lawyers.
 - Launch a “Legal Information Clinic” for newcomers.
 - Offer more workshops on PR pathways, asylum procedures, and work permits.
3. Expand Employment & Skills Development Programs
 - Introduce training in customer service, warehouse logistics, and hospitality.
 - Strengthen employer partnerships to secure more job placements.
 - Continue scaling computer literacy and job search workshops.
4. Improve Newcomer Well-Being Services
 - Enhance mental health referrals and community support circles.
 - Increase access to emergency supplies, winter essentials, and food support.
5. Strengthen Organizational Governance
 - Expand the Board with diverse newcomer voices.
 - Improve monitoring, evaluation, and annual reporting systems.
 - Launch donor and sponsorship engagement strategies.
6. Community Awareness & Outreach
 - Continue building online presence.
 - Host monthly orientation sessions for new arrivals.
 - Develop newcomer-friendly information guides in multiple languages.

10. Conclusion

2025 was a year of meaningful impact and significant organizational growth for PROSDOMA Canada. Despite increasing demand and limited resources, our volunteers, partners, and supporters enabled us to guide newcomers toward stability, dignity, and hope.

As we move into 2026, PROSDOMA remains committed to expanding capacity, strengthening partnerships, and ensuring that no newcomer faces their journey alone. Together with compassion, professionalism, and collaboration, we will continue building pathways for successful settlement and integration in Alberta.

