

## Finding His Footing: Nicholas Ng'ang's Journey of Resilience and Belonging in Canada



Three years ago, Nicholas Ng'ang moved across the globe from Kenya to Canada. He arrived in Toronto alone, unable to afford to bring any family or friends with him. He came without a job in place, a Canadian citizenship, or connections to local support systems that could help him navigate the challenges of settling into a new country. "That's the sad part. Being alone, I wasn't used to it," Nicholas says.

Nicholas struggled to find work early on. Canada's job applicant tracking system was new and unfamiliar to him. The idea of tailoring his resume for each job application felt unintuitive, and he quickly discovered that not having citizenship or permanent residence made finding employment even more difficult.

But after being connected with a local caseworker, Nicholas was introduced to New Circles, a non-profit organization specifically designed for helping people like him establish themselves. He learned that New Circles offered internships and career support and given how difficult it had been for him to find such opportunities, Nicholas decided to give it a shot.

Through New Circles, Nicholas found more than practical support; he found people who made Toronto feel less overwhelming. The organization's programs helped him better understand the job market, personal finance, credit, and Canadian culture, giving him tools he could use to build a more stable life. Just as importantly, Nicholas found staff who made time for him. He describes them as "very friendly" and willing to talk. As someone who likes to ask questions, Nicholas knows not everyone has the patience to answer them all. At New Circles, he found something different: people who met each question with care, encouragement, and genuine enthusiasm.

Nicholas has worked in customer service for seven years, including nearly three years in Toronto. He hopes to continue utilizing his experience and skills, whether he stays in this line of work or decides to explore new career opportunities. He's grateful to New Circles for their help with his adjustment to life in Canada.

One thing you can't help but notice about Nicholas is his kindness. He goes out of his way to praise New Circles staff for their work.

Nicholas is a compassionate and generous person. We are delighted to see the success he has found in Canada and grateful to have played a small part in his journey.

For people in similar positions to where Nicholas was upon arriving in Toronto, perhaps New Circles can lend a hand just as it did for Nicholas.