

IMMIGRANT SERVICES CALGARY

**ANNUAL  
REPORT**

2011  
*to*  
2012



*How We Connect*

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IMMIGRANT SERVICES CALGARY

*A New Beginning,  
A Better Canada*

## HIGHLIGHTS

**VOLUNTEER HOURS**

31,981

**# VOLUNTEERS**

660

**# BENEFICIARIES**

20,485

**WORKSHOPS** for Beneficiaries & Volunteers

643

**# COUNTRIES**  
of origin of beneficiaries

141

**LANGUAGES SPOKEN**  
by staff & volunteers

80

***Some of the things that attracted me to Canada were the diversity of its population, the ease of integration for newcomers, its stand on human rights and reputation for peacekeeping and international development.***

I left *Ethiopia* after high school and spent 5 years in India completing an Engineering degree. I then spent some time in Italy before coming to Canada.

**YOHANNES AFEWORK**

***Board Member***

I have lived in and called Canada home for more than half my life. **The joy of being Canadian is being a participant in this integrated and cohesive society.** ISC has provided me with that opportunity - working with a diverse group of Canadians inspired me to help new immigrants contribute to this society.



***When I first came to Canada I was scared to meet new people - everything was very different. But every time I come to the Healthy Start program I connect with other moms and build friendships.***

I am active in the Indonesian community in Calgary. I go to Indonesian church and my family eats Indonesian food and speaks Indonesian at home.

**ELY HARTANDI**

***Beneficiary of Healthy Start Calgary and ILVARC programs***

My husband flew back to **Indonesia** from Calgary in 2010 to look for me and bring me to Canada.





I came to Canada from *China* to get a better education so that I can dream and explore and aim for my goals.

***Immigrant Services Calgary helps me a lot. Especially the volunteer program. It enables me to practice my English in public, discover myself and give back to the community.***

**PETER GUAN**

***Volunteer  
Member of the Youth Advisory Council***

Immigrant Services Calgary has held many events that helped me connect with other cultures. For example, Afrikadey: Creative Youth Showcase. This event celebrates the achievements and contributions of Black Canadians.

I am a born and raised *Calgarian*. My mom is originally from Japan and my dad is from Hong Kong. I still feel a strong connection with the countries where my parents are from.

***The first question I ask every client I meet with is what brought them to Canada? Their answers always remind me what a great country we live in.***

I like to think I'm well travelled but sometimes the people I meet with have moved here from countries that I have never even heard of!

I am third generation *Canadian*. My family is English on my mother's side and Austrian and Czech on my father's side.

***I think it's important to take part in Canada's overall traditions but then also in your family's culture.***

Volunteering at ISC is always one of the highlights of my week. I get to meet people from other countries and use my knowledge to help them make Canada their home.

**JESSE HO & JACQUELINE SCHULTZ**

***Volunteer Employment Coaches***



I am from *Cuba*. I moved to Calgary in April 2009. I met my husband here; my parents and the rest of my family are not in Canada.

***I often meet with my Cuban friends. We cook. We dance. We listen to Cuban music. My father came to visit me a few months ago and he loved Calgary.***



**ARELYS SOSA**

***Volunteer Mentor in the Integrated Women's Mentorship Program***

I was a client of ISC's Integrated Women's Mentorship Program. They helped me learn and understand the culture so I became more confident of my education, skills and experience and I was able to succeed in getting a job as an Engineer in my field of expertise. **After my success, I decided to become a mentor myself.**

My wife was instrumental in my move to Calgary from *India*. We met in India but were married here.

***My family embodies many cultural traditions and values from my home country.***

Canada has given a lot to my family and me. I received my MBA at McGill University, commenced a very rewarding career and started my family here.

**VEENU NARULA**

***Board Member***

A few years ago I re-connected with an old friend from India living in the USA. I shared with him my great Canadian immigration experience and showcased our city. He was so influenced by my experience that he decided to emigrate to Canada!



***My connection to my homeland can never be broken. I make sure that my daughters are aware of their origins and that they don't forget their first language.***

My family came to Calgary from *Sarajevo, Bosnia and Herzegovina*. Because of the war we had to leave everything behind and flee.

I've lived in Calgary for almost 20 years. My daughters went to school here, graduated from university and got jobs. After so many years here I feel more at home here than in my country of origin.

**BILJANA TRATNIK**

*Employee  
Assessment Team Leader*

In spite of my well established teaching career back home, when I came to Canada I felt as if I had lost not only all material possessions but also my identity. I think this is a common feeling for many immigrants, especially refugees. When I was offered a job here I felt appreciated for my qualifications, skills and experience.

**Helping immigrants and refugees to restore their confidence and achieve their goals is my way of giving back to the agency and society.**

ISC has been my ticket to the wonderful mosaic of diverse cultures, backgrounds, customs and values.



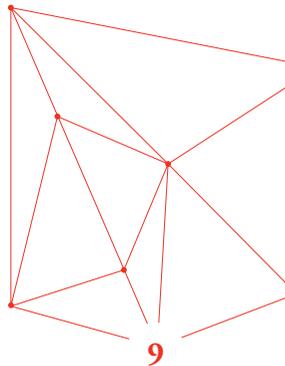
No one can forget the places they come from! Memories keep me connected to *Burundi*, my country of origin.

## CONSTANCE MBONICIZANYE

*ILVARC Client*

***I considered Canada my home country the first day I arrived in Calgary!***

Immigrant Services Calgary has been a big part of my life because of the help and support they have given me. Without ISC I would not be who I am today.



*Bangladesh* is my country of origin. I have lived in Calgary for 36 years. I have seen my children grow up here, go to school, and finally settle down.

**SHAMSUL HUDA**

*Volunteer*

***My association with ISC dates back over 20 years that I have volunteered as a translator and at the Income Tax Clinic.***

There is a large Bangladeshi community in Calgary. The Bangladesh Canada Association of Calgary, of which I have served as President, holds numerous get-togethers and cultural events.

I take annual trips to Bangladesh to get away from our Calgary winters!



*Egypt* is my country of origin. I'm very fond of Egyptian cinema and music and keep up with them even from here.

***ISC is my second home. I have enjoyed serving newcomers for many years. It has been so interesting getting to know all the different ways people live.***

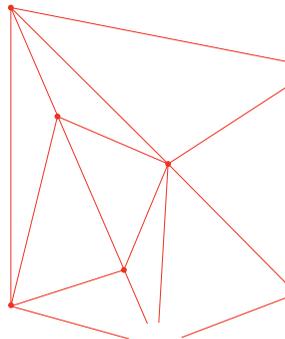
**EVELEEN GUIRGIS**

***Employee  
Settlement/Integration Counselor***



My daughter got married and moved back to Egypt to live with her husband. I call her everyday.

I am so attached to Calgary and I never want to stay away for long. I feel safe here and I love it.



We visit *Lebanon* whenever we can. I still cook our traditional food and we speak Lebanese with the kids.

## DANA OBEID

*Volunteer Employment Coach  
and Translator*

Newcomers often feel overwhelmed. It is important to tell them that there is a solution to every problem. And that there are many people who will help them!

***Diversity among  
Calgarians enriches  
our thoughts and  
widens our horizons.***



My parents came here from *India* in the early 80s. Canada was a mysterious place for Indians at that time. My dad actually had no idea what kind of country he was coming to.

**SIMRAN GILL**

*Employee  
Youth Inclusive Neighbourhoods and  
Mosaic Afterschool Program Coordinator*

Though I was not born in India, I still feel connected to the spiritual aspect of the country. My family stays connected to India by speaking Punjabi at home, wearing traditional clothing and staying in touch with family and friends.

***I have watched many immigrants struggle to integrate into Canadian society. Through working at ISC I gained the resources to provide support to newcomers.***

At ISC I have learned about many different cultures, including my favourite aspect: all the different foods!



My extended family is part of a large Chinese diaspora living in *Vietnam*.

My parents came to Canada to improve their socioeconomic situation.

**VINCENT VONG**

*Volunteer Employment Coach*

I was born and raised in Calgary but I am very fortunate to have attended Chinese language school and to have learned Cantonese from my parents.

***For new immigrants the first step to connecting with Canada is to obtain employment they can be proud of. I try to facilitate this connection.***

ISC Volunteer Support team members come from a wide range of cultures. It's always fantastic to hear about the amazing things they've seen and done.



My family is from *Sudan* but I was born and raised (until I was 8) in Egypt. I like going to Sudanese parties where there is a lot of dancing.

***I have a lot of fun in the Youth Inclusive Neighbourhoods program. It's good to have somewhere to go after school.***

**ADUT AKOL**

***ISC's Youth Inclusive Neighbourhood program***

My school has two main cultural groups: Sudanese and Filipino. At school people usually stick to their own cultural group but at YIN (Youth Inclusive Neighbourhood program) we all hang out together.





# HOW WE CONNECT



# How We Connect

THE MANY CONNECTIONS OF



## OUR OBJECTIVES

### IMMIGRANT SERVICES CALGARY IS COMMITTED TO BEING:

- A well managed, financially accountable, sustainable agency
- Beneficiary-centred and accessible
- A recognized leader with well trained staff and effective volunteers
- Engaged with our community

#### *Our Mission*

Immigrant Services Calgary is committed to being a comprehensive settlement agency working together with immigrants and their families to make Canada home.

#### *Our Vision*

Immigrants and their families participate fully in an integrated and cohesive Canadian society.

#### *Our Values*

We are passionate, collaborative, accountable and ethical leaders in settlement services. We believe that people come first. We are committed to quality services for a diverse Canadian community.

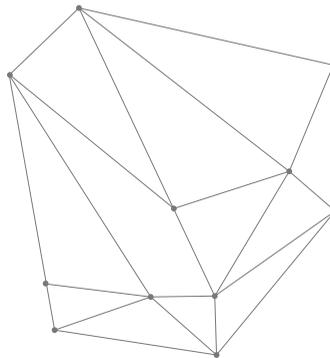
# INTEGRATED APPROACH

*One Agency.  
Many Services.  
Many Benefits.*

**Immigrant Services Calgary is one of Alberta's longest serving and most comprehensive settlement agencies.** Providing assistance in over 70 languages, Immigrant Services Calgary takes an integrated approach to helping individuals and families settle into life and work in Calgary and surrounding areas.

## OUR SERVICES INCLUDE:

- Support for newcomers in adjusting to life in Canada
- Information about community services and referrals
- Citizenship classes
- Interpretation and translation services
- Assessment of English and literacy skills
- Community based programs
- Community development
- Career, educational and vocational counselling
- Employment workshops and information
- Canadian school system preparation programs
- Pre- and post-natal programs
- Volunteer opportunities
- First language support
- Mentorship opportunities
- Parent support groups
- Child and youth programs
- Family literacy programs
- Men's program
- Seniors' program
- Public education
- Labour market integration
- Pan-Canadian initiatives
- Community consultations



## REPORT FROM THE BOARD



**In many ways 2011 could be called a year of change.** Across the globe financial markets continued to demonstrate volatility and uncertainty. The Arab Spring, fuelled by desire for change and propelled by new technologies, saw revolution spread across nations. These events showed us how the world is increasingly interconnected. We are all global citizens, connected by technology, migration and the sharing of ideas.

**2011 saw increasing support from major Canadian organizations for immigration and migration.** Statistics Canada has projected that by 2031 over 80% of population growth in Canada will be from newcomers. The Conference Board of Canada and leading economists have also made a case for increasing immigration. They tell us that immigration will provide much needed skills, innovation and creative thinking - which ultimately will improve Canada's ability to compete globally.

And while the relationship between Canada and our newcomers must be mutually beneficial, at ISC we believe that to achieve our vision - immigrants and their families participating fully in an integrated and cohesive society - support for newcomers must be about more than economics, it is about putting people first.

Much of our work in 2011 focused on easing the barriers for all newcomers who desire to become Canadian citizens. In order to ease their journey and to support the diverse and sustainable Canada we all love, we continued our work to strengthen our connections to stakeholders, including all levels of government, corporations, and service providers.

**Over the past year, Immigrant Services Calgary has been busy strategically realigning how we provide services.** Some of our key initiatives included:

- Support for the development of the City of Calgary's "Welcoming Community Framework"
- Holding community events focused on discussion and collaboration
- Moving to a model that emphasizes service provision in the community - in the places where newcomers live and work
- Increasing the number and value of partnerships with businesses, organizations, and communities across Calgary
- Holding the 16th Annual Immigrants of Distinction Awards (IDA)

This year Immigrant Services Calgary will celebrate our 35th anniversary. **On a personal note, I have been a member of the Board since 2004, and over these seven plus years I have seen the agency grow and develop in ways that continue to make me proud to be a volunteer.** ISC is a well-run organization where people are passionate about helping people. I look forward to seeing how we will meet the challenges and opportunities beyond our 35th year.

Eleanor Roosevelt, United Nations diplomat, humanitarian, and First Lady of the United States once said, "The future belongs to those who believe in the beauty of their dreams." At Immigrant Services Calgary our dream is a cohesive and multicultural society that welcomes immigrants while honoring their contributions. We believe in the beauty of our dream and we will work with all Calgarians to help make it real.

Thank you to all of the funders, donors, members, staff, volunteers, partners and stakeholders who make our work possible.

Sincerely,

**Alicia Backman-Beharry**, B.A. (Hon), LL.B.  
Chair, Board of Directors  
*Immigrant Services Calgary*

# REPORT FROM THE CEO

**2011 was a year that demonstrated how we are all connected.**

Through family ties, technological advances, the global economy and new media, the world has truly become an interconnected place. This year, Immigrant Services Calgary celebrates 35 years of making connections.

In 2011, Immigrant Services Calgary worked hard to build and maintain our connections with the Calgary community.

We established new community sites, including one at the Genesis Centre of Community Wellness, which offer programs and services to our clients where they live and work. **Our new approach has helped us reduce barriers and increase our ability to reach our beneficiaries.**

To increase knowledge-sharing and collaboration we have been building connections with agencies across Canada. For example, our Pan-Canadian Multicultural Achievement Program for Learning Employers (MAPLE) is an initiative in partnership with agencies in Ottawa and Vancouver.

Throughout 2011 our agency continued to establish strong connections with Calgarians. In partnership with Enbridge we held a sold out event called “Mayor Nenshi and Denise Chong. In Conversation”. Our Mayor and noted author Denise Chong provided valuable insights about what it means to be Canadian and how we can help support newcomers to reach that goal.

Our agency’s increased focus on collaboration between all levels of government, businesses, communities and service agencies led to our second community event of the year. At “Inspiring Workforce Innovation: Immigrants as Innovators,” keynote speaker Diana MacKay from the Conference Board of Canada led a panel of Calgary business leaders in discussing how Calgary can attract, retain and integrate a global workforce.

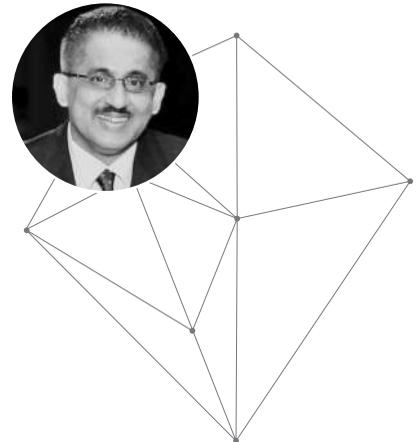
**In 2011 we continued to serve our beneficiaries by providing a holistic service model - a diverse range of programs and services designed to meet the needs of newcomers and families as they make Canada home.** In addition to language assessment services, settlement services, career support, and translation and interpretation services, we increased our family programming. Well being is connected to all aspects of life, and we recognize that support for the whole family eases the transition to life in Canada.

In the past three and a half decades, this agency has seen hundreds of thousands of people walk through our doors. Through our dedicated board members, volunteers and staff we have been honoured to play a role in many amazing stories of connections to the world.

We all share points on this path towards creating a country of equity and diversity. **Through our shared vision and connections, we will create a better future for everyone. We are all connected.**

Thank you for your support over the past 35 years.

**Din Ladak**, B.Sc., BSW, MSW  
Chief Executive Officer  
*Immigrant Services Calgary*





# IMPACT ON THE COMMUNITY

**Connecting with the community is an integral part of the activities of Immigrant Services Calgary. To support diversity and cooperation within the community we work hard to build collaborative ventures with newcomers and their families, community associations, faith groups, ethno cultural community associations, NGOs and educational institutions.** We believe that creating an environment that supports every person in achieving their full potential requires cooperation and facilitation from the entire community, including business and government.

**Our focus is to create connections within the community to support our beneficiaries and to celebrate diversity with our partners.** We are also committed to reducing and eliminating barriers by supporting advocacy and building awareness of the experiences immigrants face. •

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## COMMUNITY EVENTS

In 2011-2012, Immigrant Services Calgary continued to partner with community agencies to support and host events to support the needs of our beneficiaries.

Two community consultations were hosted by ISC to discuss diversity and being Canadian. The focus at these events was on how to continue to cultivate innovation and multiculturalism through settlement practices at multiple levels.

Our signature event, the Immigrants of Distinction Awards inaugurated the celebration of our 35th anniversary.

## COMMUNITY PROGRAMMING

Immigrant Services Calgary also focused on providing more community based programming to increase access for those outside the city core. In January 2012 we began providing weekly programming in the Genesis Centre of Community Wellness to support newcomers in Calgary's Northeast quadrant.

In 2011-12 Immigrant Services Calgary also worked collaboratively with small ethno-cultural and faith groups to ensure that all of Calgary's newcomers are aware of and have access to settlement supports. Our outreach team has grown and is expanding relationships and connections.

## MISSION AND GOALS

**Immigrant Services Calgary's Settlement and Language Bank Centre (SLBC) provides services that support and facilitate the settlement and integration of immigrants and refugees in Calgary.** We do this by providing information, orientation and referral services, cultural interpretation, document translation services, supportive counselling and employment-related services.

**Our goals are to empower newcomers to overcome barriers (including language, cultural, social and financial barriers) so that they can successfully integrate into Canadian society.** The SLBC also provides information, services and programs that promote self-reliance.

## STRATEGIES EMPLOYED: PROGRAMS AND SERVICES

### *Settlement Services*

This year we increased our ability to address the settlement and integration needs of isolated and under-served ethnic communities through decentralization of services. Community collaboration and "walk-into-the-community" approaches were employed hand-in-hand.

### *Decentralization*

To enhance the accessibility of our services and the visibility of our agency we successfully established four new satellite offices and four new service centres in strategic community locations. Services such as new client intake, information and referral, supportive counseling, group orientations and settlement workshops are offered at these new locations. Response to this new initiative has been unanimously positive.

### *Community Collaboration*

In the past year we invested heavily in expanding our community network and establishing collaborative relationships with new community partners. Our key partners are organizations that are often the first points of contact for newcomers to Canada. These include faith groups, ethno-cultural organizations and grassroots community groups. Our community partners have helped us to identify existing and emerging newcomer needs, bridge communication and cultural gaps, break down resistance to mainstream assistance, and solidify the agency's presence in the community. In return, our community partners have benefited from our expertise, experience and support.

### *Language Bank*

The Language Bank faces a large quantity and wide range of requests from a diverse clientele. To meet this demand in 2011-12 we significantly enhanced the efficiency and quality of our

services by adopting new technologies, streamlining operations and prioritizing service requests. One of our successes was the case where a special stream of translation service was facilitated through the development of electronic templates for frequently requested documents. These templates greatly enhanced the quality of many types of translations and increased our productivity.

## RESULTS

### *Settlement Services*

- Surpassed annual output targets in settlement and integration services
- Achieved outstanding beneficiary satisfaction ratings
- Established new satellite offices at the Genesis Centre, the Dashmesh Culture Centre, the North of McKnight Community Resource Centre and the Vietnamese Community Association
- Offered new service centres at various community locations through our community partners
- Established new collaborative relationships with faith groups, ethno-cultural organizations, community associations, educational institutions, corporate partners and mainstream service providers

### *Language Bank*

- Surpassed all annual output targets for both interpretation and translation services
- Achieved top rating in beneficiary satisfaction
- Enhanced efficiency, capacity, service quality and delivery
- Effectively bridged the cultural and communication gaps between beneficiaries and mainstream agencies - especially in situations involving domestic violence, legal and medical concerns
- Effectively opened doors for newcomers to access community resources and/or employment and educational opportunities



## SUCCESS STORIES

### *Settlement Services*

**Through our community outreach efforts, we established a new mutually beneficial partnership with a well-established ethnic faith group.** The partnership helped the group make big strides in the areas of community outreach and newcomer support services.

With over 35 years of history in the community, this faith group possesses a unique and valuable asset: a strong and dedicated volunteer pool. **While many of their volunteers are willing to contribute time and effort to serve newcomers in their community, it was identified that additional knowledge and resources in volunteerism, as well as expertise and training in settlement services would increase their effectiveness.** To address these needs, we discussed the idea of collaboration. We started by helping them identify existing resources, strengths, limitations and service gaps. Then we worked out a collaboration plan. Our settlement counselors visited their weekly tutoring/ESL program to conduct information workshops for new immigrant parents during the children's tutoring sessions. We also designed and conducted a training module for their volunteers. The module covered information on community resources, concepts of volunteerism, codes of ethics, professional boundaries and common issues encountered in outreaching, serving and supporting newcomers.

These initiatives were very well received. **The volunteers told us that following**

**their training they felt supported, equipped and much more confident in providing assistance to newcomers.** In particular, they were able to put their knowledge of community resources to good use in addressing the needs of the many newcomers within their congregation and community who were reluctant to approach mainstream service providers. Our expertise, experience and resources helped the faith group enhance its effectiveness and capacity to support the newcomer population in their community. In turn, they helped us further our goal of supporting the settlement needs of newcomers in Calgary.

### *Language Bank*

Mrs. Esteves\* immigrated to Canada from Colombia with her husband and baby at the end of 2010 under the skilled immigrant category. **Soon after arrival, Mrs. Esteves approached Immigrant Services Calgary's Immigrant Language and Vocational Assessment-Referral Centre (ILVARC) to secure access to the Language Instruction for Newcomers (LINC) program to learn English.** She wanted to enroll in an English class as soon as possible so that she could improve her language ability and obtain a job to help support her family.

**Like many newcomer women with small children, Mrs. Esteves needed to find an English class with child-minding support,** so she was placed on a waiting list for available classes. When she received notice that she could begin the LINC program at a community agency, it was requested that she bring a translated immunization record for her baby on the first day of class.

For the translation, Mrs. Esteves was referred to the Language Bank by one of ISC's settlement counselors. She requested a rush service for the translation of her baby's immunization record so that she could continue her English studies.

The translation of the document was not an easy task because it required knowledge of professional medical terminology as well as special document formatting. In view of Mrs. Esteves' need, the on-site translation team processed and completed Mrs. Esteves' request within the same day.

A happy ending followed. With the translated document in place, Mrs. Esteves successfully enrolled in the LINC program, and with childcare for her baby at the same centre she was able to focus on her studies with total peace of mind.

**She is now confident that with improvement in her English skills she will soon be able to find a good job and achieve her personal and career goals.** Mrs. Esteves expressed much gratitude to our translation team as our service had provided her with an open door to grasp a valuable opportunity and enabled her to take a big step toward realizing her dreams in this new country. •

\*Names and identifying references have been changed to protect confidentiality.

SETTLEMENT CENTRE	
<b>LEADING COUNTRIES OF ORIGIN</b> <i>of Beneficiaries</i>	<b>BENEFICIARIES</b> served
China 19%	<b>4,602</b>
Colombia 8%	.....
India 8%	<b>NUMBER</b>
Pakistan 6%	<b>OF SERVICES</b>
Ethiopia 5%	<b>PROVIDED</b>
Afghanistan 3%	to Beneficiaries
Eritrea 3%	<b>14,220</b>
Iran 3%	.....
Iraq 3%	<b>NUMBER</b>
Korea 3%	<b>OF SERVICES</b>
.....	<b>PROVIDED</b>
<b>WORKSHOPS</b>	including emails & phone calls
<b>152</b>	<b>35,220</b>
.....	.....
<b>SERVICES</b>	<b>COUNTRIES</b>
<b>PROVIDED IN</b>	of Origin
<b>44</b>	<b>150</b>
<b>LANGUAGES</b>	

LANGUAGE BANK	
<b>TOTAL BENEFICIARIES</b> served	<b>LANGUAGES</b> in which services were provided
<b>1,401</b>	<b>56</b>
.....	.....
<b>PAGES TRANSLATED</b>	<b>DOCUMENTS TRANSLATED</b>
<b>3,269</b>	<b>1,799</b>
<b>INTERPRETATIONS</b>	
<b>923</b>	

# IMMIGRANT LANGUAGE & VOCATIONAL ASSESSMENT-REFERRAL CENTRE (ILVARC)

## MISSION AND GOALS

**ILVARC's overall mission is to provide quality services in the areas of English proficiency and first language literacy assessment, ESL and career counseling and referral services to immigrants and refugees in Calgary and surrounding communities.** To accomplish this goal, ILVARC helps its beneficiaries to access language, education and training programs that will help them to achieve their linguistic, educational, vocational and employment goals. ILVARC also helps beneficiaries by providing referrals to settlement and other support services in the community. ILVARC is the only language assessment centre in Calgary mandated to determine eligibility for the federally sponsored Language Instruction for Newcomers to Canada (LINC) program.

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## STRATEGIES EMPLOYED: PROGRAMS AND SERVICES

**Guided by current immigration trends, ILVARC provides services to a variety of beneficiary groups including economic class, family class and refugee class.** As each category requires unique service approaches, ILVARC has concentrated its efforts on supplying personalized services. Using this approach we have been able to help immigrants reach their goals more efficiently. We have also been able to fast-track immigrants with sought after skills and experience to fill current and anticipated labour gaps and shortages in Alberta.

**A large percentage of our beneficiaries possess university/college education or technical/vocational training from countries around the world.** Despite their high level of education and experience, the majority were unemployed or underemployed at the time of service provision. ILVARC's ESL/career counselors assisted these beneficiaries in developing pathways specific to their backgrounds, language and career goals. They also ensured that they were connected to needed programs and services in order to create a support network for them and their families.

ILVARC has played a significant role in guiding clients towards appropriate

bridging programs, skills training, employment programs and services, accreditation bodies and other support services that assist immigrants in achieving professional success.

ILVARC is committed to improving access to services for under-served and underprivileged newcomers to Calgary. **This year ILVARC facilitated equitable access to programs and services by increasing our community presence and facilitating community connections.**

## RESULTS

**Thanks to efficient service delivery ILVARC was able to reach out and support 12,542 beneficiaries this year.**

Feedback from beneficiaries gathered through client satisfaction questionnaires is vital in measuring our success. **We are happy to report that over 90% of our beneficiaries surveyed were extremely satisfied with the services that they received from ILVARC.**

### *Meeting the demands of beneficiaries and the labour market*

One avenue that ILVARC has taken to meet demand and increase client satisfaction has been to facilitate regular workshops and information sessions. Responding to information identified through individual counselling sessions

regarding beneficiary needs and labour market trends, ILVARC offered a variety of workshops specializing in skilled employment, career planning, and job search strategies. We also offered many workshops focussing on professional designations in industry sectors such as engineering, trades, health care, finance and accounting. These workshops provided a platform for beneficiaries to learn about employment issues directly from area experts. They also provided excellent networking opportunities. Overall, ILVARC provided 47 information sessions and workshops to 863 participants.

### *Expanding our reach*

**In 2011-12 ILVARC implemented flexible and innovative ways of service delivery to meet the unique needs of beneficiaries who cannot access our services through our usual channels.** To expand our reach, ILVARC commenced service delivery once a week at 1000 Voices, a community and human services area located within the Genesis Centre of Community Wellness in northeast Calgary. ILVARC, along with other ISC departments, continued to work in collaboration with other service providers to facilitate access to needed programs and services for residents living in northeast communities. **In addition, ILVARC adjusted its model of service delivery and began providing periodic, on-demand assessment and**

**referral services in communities such as Cochrane, Canmore and High River.** In 2011-12 we provided assessments for 42 beneficiaries and counseling and referral services to 45 beneficiaries in these communities.

## SUCCESS STORIES

One of ILVARC's beneficiaries was advised to take LINC classes at one of the many service providers in Calgary. An outstanding student who utilized all the resources available to him to improve his English, he was selected to deliver the graduation speech upon completion of his courses. Thanks to the guidance from his ILVARC ESL/Career Counselor he is currently attending a trades program.

Between October and December 2011 three ILVARC ESL/career counselors organized and facilitated a series of informational workshops on small business and self-employment. There was a great interest in these workshops and a waiting list to attend was soon started. In total, 193 participants benefited from this workshop series.

**One of the participants attended this series with the hope of learning how to start her own business.** In a letter of appreciation for the guidance and connections that she received from ILVARC, she wrote: "Your perception and encouragement regarding the idea I had to start my small home-based business was crucial. You provided helpful advice - and the opportunity to attend the Business & Self Employment series was a timely experience in my process. I found it interesting, useful and effective."  
**The participant has since registered her own esthetics business with the City of Calgary.**

IMMIGRANT LANGUAGE AND VOCATIONAL ASSESSMENT-REFERRAL CENTRE (ILVARC)	
<p><b>ILVARC Referrals • 2011/2012</b>  <i>Number / Percentages</i>            .....</p> <p><b>A Access Language Training Opportunities</b>            26,243 / 44%</p> <p><b>B Advance Vocational/Career/ Employability Goals</b>            6,113 / 10%</p> <p><b>C Enhance Educational Opportunities</b>            4,983 / 9%</p> <p><b>D Access Support Services</b>            22,331 / 37%</p> <p>.....</p> <p><b>TOTAL 59,670 / 100%</b></p>	<p><b>BENEFICIARIES</b>            served  <b>12,542</b>            .....</p> <p><b>SESSIONS</b>  <b>20,604</b>            .....</p> <p><b>ASSESSMENTS</b>            Completed  <b>7,463</b>            .....</p>
<p><b>LEADING LANGUAGE GROUPS</b>  <i>Served by ILVARC</i>            .....</p> <ul style="list-style-type: none"> <li>• Mandarin 12.60%</li> <li>• Punjabi/Urdu/Gujarati/Hindi 12.55%</li> <li>• Spanish 12.09%</li> <li>• Arabic 9.15%</li> <li>• Tagalog 5.83%</li> <li>• Amharic 5.66%</li> <li>• Persian (<i>Farsi, Dari</i>) 4.40%</li> <li>• Russian/Ukrainian 3.32%</li> <li>• Tigrinya 2.99%</li> <li>• Korean 2.57%</li> </ul>	<p><b>LANGUAGES</b>  <b>SPOKEN</b> by            Beneficiaries of            Services  <b>132</b>            .....</p> <p><b>COUNTRIES</b>            of Origin  <b>141</b></p>

## MISSION AND GOALS

**The overarching goal of the Mosaic Family Resource Centre is to support healthy families and healthy communities.** To achieve this goal we take a holistic and collaborative approach to providing programming and support for immigrant and refugee families. **An additional goal for 2011-2012 was to increase our capacity to provide neighbourhood services and to reach out to isolated newcomers.**

## STRATEGIES EMPLOYED: PROGRAMS AND SERVICES

In 2011-2012, the Mosaic Family Resource Centre offered 12 innovative programs, including:

- A pre- and post-natal program
- Licensed preschool programs
- In-home support programs
- Afterschool skill building programs for elementary age children and youth
- A program to increase protective factors for youth as they transition to adulthood
- A program to provide information and support for immigrant fathers
- A program to promote healthy nutrition and exercise for children ages 3-12 years and their families

To secure space for program delivery and access to essential programs, the Mosaic Family Resource Centre engaged with multiple stakeholders to develop new community partnerships and collaborations. **To maximize opportunities for outreach we increased our presence at neighbourhood resource fairs and other community events.**

Our group was proud to make presentations at several conferences and symposiums including the Alberta Gang

Reduction Strategy Symposium: Shaping the Future 2012, and the recent National Metropolis Conference. These presentations raised the profile of the Mosaic Family Resource Centre and increased awareness of the challenges families face in the resettlement process.

Mosaic Programs continue to be effective in supporting participants as leaders through involvement in all areas of programming including planning, implementation and evaluation.

## RESULTS

- Increased access for our beneficiaries to community resources and recreational opportunities
- Provided the Mosaic Preschool program in two new communities to families
- Opened a new site of the Healthy Start Calgary Program at the Genesis Centre for Community Wellness where we now provide services to new mothers one morning per week
- Collaborated with Calgary Community Kitchens on the Good Food Box Program which provided over 100 food boxes to families

## SUCCESS STORIES

It is said, "A journey of a thousand miles must begin with a single step." In the past year, the Mosaic Family Resource Centre took a giant step toward building our capacity to meet the needs of our constituents in their communities.

With the support of our funders, beneficiaries and community partners, we increased the scope of community-based programming in multiple locations for the Multicultural Men's Program, the Mosaic Preschool Program, the Youth Inclusive Neighbourhoods Project, the Child Health Initiative Project and the Mosaic Afterschool Program.

Through a partnership with the University Of Calgary Faculty Of Medicine, eight first year medical students participated in a two month internship working with families in the area of social determinants of health.

Our involvement in initiatives such as the Early Childhood Development Mapping Project and UpStart Calgary supported the development of networks of professionals, community members and policy makers who work together to ensure that all children have the best possible start in life. •

## MOSAIC FAMILY RESOURCE CENTRE

### LEADING COUNTRIES OF ORIGIN

*of Beneficiaries*

- China 36%
- India 20%
- Pakistan 14%
- Philippines 7%
- Colombia 6%
- Mexico 6%
- Vietnam 4%
- Egypt 3%
- Iraq 2.47%
- Sudan 2.09%

### BENEFICIARIES served

1,940

### WORKSHOPS for Beneficiaries

363

### LANGUAGES SPOKEN by Beneficiaries

43

### COUNTRIES of Origin

70

### HOURS OF SERVICE provided

54,101

# IMMIGRANTS OF DISTINCTION AWARDS



"This event is what this province is!" So said Premier Alison Redford to the audience of the 2012 Immigrants of Distinction Awards. Over the last 16 years, Immigrant Services Calgary has been proud to host this gala awards ceremony which recognizes and honours the evolving nature of the heart and soul of our city and our country.

As always, the evening proudly celebrated new Canadians as well as Canada's heritage. The gracious Masters of Ceremonies, Doug Dirks of CBC Calgary and Linda Olsen of CTV Calgary, led over 500 guests through an evening of colour, diversity and celebration while helping Immigrant Services Calgary inaugurate our 35th Anniversary celebrations.

Immigrant Services Calgary Board Chair Alicia Backman-Beharry and CEO Din Ladak began the evening by recognizing the many people who contributed to the success of ISC in 2011-12 - and over the past 35 years.

The Honourable Donald S. Ethell, Lieutenant Governor of Alberta shared his thoughts on the changing face of Alberta and the positive effects of diversity. Other speakers included Mr. Devinder Shory, MP; Minister of Service Alberta, the Honourable Manmeet Bhullar and Mayor Naheed Nenshi.

The night was a true celebration, recognizing the accomplishments of Calgarians in the service of newcomers to Canada. The event also emphasized the

importance of working together - building relationships and making connections - to make Calgary a truly diverse and welcoming city.

As always, the highlight of the evening was the announcement of the recipients of the Immigrants of Distinction Awards. This year's recipients come from all walks of life and their successes exemplify how embracing our diverse and multicultural populations can lead to innovation, positive connections and stronger communities. Their success stories also showcase Canada as an example for the world. •

## SPONSORS

Community Leader: *Family & Community Support Services (FCSS)* • Business Leader: *Scotiabank, Bow Valley College and Enbridge* • Champion: *The United Way of Calgary and Area, ATB Financial and Atlantic Financial* • Advocate: *The Calgary Foundation, the Harry and Martha Cohen Foundation, and Stewart, Sharma, Harsanyi* • Friend: *DIRTT Environmental Solutions, CGA Certified General Accountants, and Devry Institute of Technology* • Pursuit of Excellence in Education: *the Print Shoppe, Genworth Financial Canada, Pierson's Funeral Service, Econolodge Inn and Suites Calgary NW and Econolodge Motel Village NW* • Media: *the Calgary Herald, CBC, CTV, Shaw, OMNI diversity television and Radio Sabrang* • In-kind: *The Westin, Rare Method, Cargill, CRJ Photography, Sophia Models International, Luxe Artistry, and Latin Sound and Evolution.*

*The 16th Annual*  
IMMIGRANTS OF DISTINCTION  
AWARDS GALA

March 16, 2012

### 2012 Immigrants of Distinction Award Recipients:

Arts & Culture

*Jacek Malec*

Business

*Baldev Shergill*

Community Service

*Dr. Geetha Ramesh*

Distinguished Professional

*Dr. Bejoy Thomas*

Hadassah Ksienski

*Bob Khan*

Youth Scholarship recipients

*Janriu (Peter) Liu*

*Silvana Echevierri*

*Michael Deng*

*Julia Qin*

*Vasanth Ranganathan*





# HISTORY OF IMMIGRANT SERVICES CALGARY

*For nearly 35 years we have been working with newcomers to help them make Canada home. Starting as a small agency run by volunteers, we have evolved into a large organization dedicated to providing comprehensive programs and services. As we prepare for our 35th anniversary, we celebrate the stories and connections of the people with whom we work.*

- 1977** • Immigrant Services Calgary, under the name of the Calgary Immigrant Aid Society (CIAS) is established as the first settlement agency in Calgary.
- 1978** • Two staff members begin providing full-time services to immigrants arriving in Calgary.
- 1979** • 50,000 refugees arrive in Canada. Immigrant Services Calgary leads an interagency meeting of more than 30 community groups working together to assist refugees. Immigrant Services Calgary grows to four full-time staff.
- 1981** • The Settlement Program begins receiving funding from the provincial government.
- 1982** • Public education and outreach by the agency continues to increase through the support of the Federal Government. Immigrant Services Calgary begins offering the Citizenship Program.
- 1984** • Immigrant Services Calgary receives the Agency of the Year award from the United Way of Calgary and Area.
- 1985** • The Immigrant Language Vocational Assessment Referral Centre (ILVARC) is established.
- 1986** • Research into immigrant family resettlement leads the agency to begin providing family programming.
- 1993** • The Carver model of governance is officially adopted by the agency's Board of Directors.
- 1994** • The Mosaic Family Resource Centre is established to meet the individual and collective needs of families as they make Calgary their home.
- 1997** • The Immigrants of Distinction Awards are launched to recognize the important contributions that immigrants make to the Calgary community.
- 1998** • The Calgary Multicultural Healthcare initiative is launched to develop a framework for accessible and equitable health care.
- 2002** • Immigrant Services Calgary receives the United Way of Calgary and Area's Spirits of Gold Diversity Award.
- 2003** • Career bridging services begin to be provided by the agency to assist newcomers in overcoming challenges to participating in the workforce.
- 2007** • Immigrant Services Calgary celebrates 30 years of working in the Calgary community.
- 2008** • Immigrant Services Calgary begins providing services to temporary foreign workers.
- 2009** • Funding from the Provincial Government and the City of Calgary enables the Youth Inclusive Neighborhoods and Mosaic After School Programs to commence.
- 2010** • Immigrant Services Calgary launches a new website. Child Health Initiative Project funding is approved.
- 2011** • Services educating newcomer parents and children on healthy lifestyles begin.
- 2011 to 2012** • Immigrant Services Calgary prepares to celebrate 35 years of service to the community

# OUR VOLUNTEERS

**Over 660 volunteers supported the agency in the 2011-2012 fiscal year, contributing a total of 31,981 volunteer hours.** Working with dedication, passion and goodwill, their roles include board member, interpreter, translator, employment coach, income tax clinic volunteer and many others.

We are proud of the diverse and rich range of volunteers who support our mission - native-born Canadians and immigrants, youth and seniors, and all those in between. Our volunteers enhance the quality and capacity of our services. Their value to ISC is priceless and we greatly appreciate their contributions.

**To support our volunteers, we provide them with orientation sessions and ongoing training in handling challenging positions and situations.** For example, we offer cross-cultural competency training to enhance their skills in working with clients from different cultures. We also provide Core Competency Training

for our Cultural Translators and Cultural Interpreters who are called on to assist clients at hospitals, medical clinics, legal offices, social service offices and shelters throughout the city.

**Our Youth Volunteer Program continued to grow in 2011-12. This program encourages youth to get involved in their communities through volunteer placements and to explore Canadian culture through educational activities.** In the 2011-12 fiscal year, our youth participants contributed an impressive 3007 volunteer hours while providing inspiring examples of leadership and commitment.

**In 2011-12 we also built upon our relationships with corporate partners in order to encourage volunteerism among their employees.** As a result, our Success Coaching program experienced significant growth thanks to the participation of many professionals who helped many newcomer jobseekers looking for skilled positions.

One of the trends we saw in 2011 was that of former Immigrant Services Calgary beneficiaries returning to help as volunteers. They benefited from our services and now want to give back. One volunteer said,

*"I benefited greatly from ISC services. I had resume and interview help from volunteers, which prepared me for the job market. For a particular position, a mock interview was arranged and it really helped me do well. I thank them again for their support and guidance. I look forward to volunteering with Immigrant Services and I will be glad to support any client who might require my support."*

Many of our volunteers work or study full-time, and we appreciate their energy and commitment as they go the extra mile to support our mission. **Thank you to all of our volunteers for your time, dedication, knowledge and talents. You have helped make Canada home for many newcomers!** •

VOLUNTEERS	
# VOLUNTEERS	WORKSHOPS FOR VOLUNTEERS
660	81
.....	.....
TOTAL VOLUNTEER HOURS	COUNTRIES of Origin
31,981	94

# SUPPORTERS / FUNDERS

We would like to thank all those who provided financial support to Immigrant Services Calgary in 2011-2012.

TOTAL REVENUE FOR THE 2011-2012 FISCAL YEAR

**\$7,684,866**



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