

*WE RECOGNIZE THAT EACH OF US ARE JUST ONE FLOWER
IN A COLOURFUL BOUQUET OF HUMANITY. WE MAY COME
FROM DIFFERENT CORNERS OF THE WORLD, BUT TOGETHER
WE ARE WHAT MAKES OUR COMMUNITY BLOOM.*

A portrait of Homan Chan, a man with dark hair, wearing a dark blue suit jacket, a dark shirt, and a patterned tie. He is holding a bouquet of greenery and blue flowers. The background is a plain, light-colored wall.

Homan Chan

*Director, Settlement
and Language Bank Centre*

HONG KONG

When Homan joined ISC 14 years ago he was a front-line worker. Now he oversees the Settlement & Language Bank Centre.

“Today as a Director my job is very different. I always need to ask how we can improve our services and help people,” Homan says.

He notes that he’s still full of energy, and can now be a mentor to new employees. He teaches counselors how to support newcomers through their hardest times.

“I’m happy in my job,” he says. “Every day you hear people say thank you and you see that what you’ve done has had an impact.”

Aruna Devulapally

Assessor

INDIA

As a language assessor Aruna listens attentively to her clients’ grammar and pronunciation, but she also hears their stories. She helps them weave a web of stability and security as they enter a new country.

“Each day is a new day,” she says, “and each assessment is a new opportunity to learn.”

Her ability to view challenges as a chance for growth has allowed her to help her clients find the resources they require, and has also helped Aruna, who is originally from India, to set down her Canadian roots. The more time she dedicates to her work, the greater will be her legacy of commitment, empathy, and compassion.



Lissell Himede

Former Integrated Women's Mentorship Program mentee

EL SALVADOR

When love brought Lissell to Calgary from El Salvador, the process of getting recognized as a lawyer in Canada seemed daunting.

"To be honest, I didn't know what to do, where to go," she says.

Lissell learned of ISC's mentorship program for professional women and quickly signed up. The wealth of knowledge her mentor passed along helped Lissell's optimism blossom.

"Sometimes when you don't know about something, it seems impossible," she says. "But the more you learn, you see it's not as bad as you'd originally thought."

Now Lissell's work at an immigration consultancy firm helps international business stars come to Canada and achieve their goals, making Canada a better place.



Jadranka Hodanic

ESL/Career Counselor

CROATIA



When Jadranka was a young girl living in Croatia, she dreamed of being a fashion designer. She spent her spare time drawing beautiful dresses.

Her parents weren't necessarily enthusiastic about her goal. They told her: "You will be hungry." They knew a life of art wouldn't bring automatic fame and fortune.

Grown-up Jadranka was undeterred. She enrolled in art school, and today makes beautiful paintings – many of them Mediterranean landscapes.

"The paintings just come from my memories," Jadranka says. "Perhaps I keep them alive that way."

Through painting, Jadranka tells her younger self that, in so many ways, her dreams have come true.



A CELEBRATION
OF THE
BLOOMING
OF NEW LIVES,
NEW LEADERS,
AND NEW
MEMBERS
OF OUR
COMMUNITY.

Highlights

28,000	Volunteer hours
740	Volunteers
21,559	Beneficiaries
572	Workshops
146	Countries
133	Languages spoken

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.

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

Rita Bhattacharjee

Accountant

BANGLADESH

For Rita, cooking for her family goes above and beyond necessity; it is an intimate form of love.

“I love to cook whatever my daughter loves,” she says, adding that her daughter’s favourite dish is sweet and sour chicken.

With the familiar scents of Bengali spices wafting through her kitchen, Rita seasons her home with tenderness. Cumin, cinnamon, cilantro, and red chilli powder take Rita back to her childhood with her family in Bangladesh.

Rita carefully garnishes the chicken with green chilis, creating a perfect balance of flavours. In the same way, Rita balances her work as an ISC accountant while creating a humble home that is both comfortable and secure.



Hanif Kassam

ISC Board Member

TANZANIA



Hanif has found solace in community work. He joined the ISC board in 2007 and takes pride in sharing his financial expertise with the organization.

“My dad always said to give back, and I preach the same thing. Volunteering is important to me. It grooms us and gives us humility,” he says.

He’s trying to bring to Calgary the same sense of community his family enjoyed when they moved to Toronto from Tanzania a generation ago.

“Imagine what newcomers have gone through,” he says. “I want to tell them they’ll be okay. They just need a little hope. A shoulder to lean on. We all need that.”

Marie Dieme

*Volunteer in the Mosaic
pre-school program*

SENEGAL

Marie volunteers in the Mosaic pre-school program. She lives the life she wants Mosaic's children to have – one filled with hard work, play, and friendship. These constants ground her. They keep her moving forward in a new country when life isn't predictable.

Marie reminds the children to be nice to each other. She'll say: "When you play with your friend, don't fight. Be nice. You have to share toys."

In return, her tiny students offer her the life lessons she needs as a newcomer.

"Children are funny," she says. "If you have problems, go be with children. You'll forget your problems."



Adanech Sahilie

*Settlement and Integration
Counselor*

ETHIOPIA

"Helping others is my priority," says Adanech. Her deep consideration for others and passion for aiding those around her traces back to her roots in Ethiopia where she was a high-school teacher, and later a counselor for people diagnosed with HIV.

"I was able to give hope to the hopeless," she says.

Adanech arrived in Calgary in 2010 in search of new opportunities. Today, having forged her own path, she creates opportunities for new immigrants as a Settlement and Integration Counselor.

"At the end of the day, I feel the satisfaction," she says.



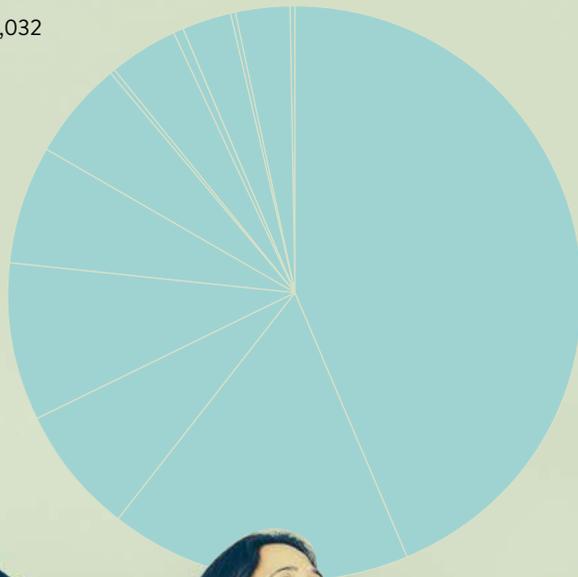
Supporters and Funders

We would like to thank all those who provided financial support to Immigrant Services Calgary in 2012–2013.

TOTAL REVENUE FOR THE 2012-2013 FISCAL YEAR – \$7,675,032

43.74%	CIC
16.91%	Alberta Human Services
7.35%	Public Health Agency of Canada
8.92%	United Way
6.44%	City of Calgary – Family and Community Support Services
5.54%	Calgary and Area Child and Family Services
0.34%	Alberta Enterprise and Advanced Education
3.98%	Others
0.40%	Calgary Learns
0.13%	Service Canada
2.66%	Casino and Immigrants of Distinction Awards
0.45%	Corporations/Foundation
2.99%	Safe Communities Innovation Fund
0.15%	The Calgary Foundation

Total funding: \$7,675,032



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 130 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
- 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
- Pre-arrival support
- In-home support program
- Crisis counseling
- Pre-school programs



Report from the Board

There are so many good reasons to establish your roots in Canada, a place where all have the privilege of an education, health care, and human rights and dignities. We are the second largest nation in the world and we have one of the world's lowest population densities. More than half of people around the world say they would abandon their homelands, leave loved ones behind and go to the unknown in the pursuit of a better life in Canada.

Immigrant Services Calgary (ISC) provides services daily to those who have made the voyage. There is no better place than one that values diversity and is inclusive. We live our mission of offering newcomers a comprehensive settlement agency, working with them to make Canada home. We assist immigrants and their families in participating fully in this integrated and cohesive society.

The year 2012 was about integrating newcomers whose desire it is to become Canadian, with Canadians who recognize the talents, educational background and diversity that newcomers bring to our society. We take newly landed immigrants through the process of settlement in our country, to citizenship, language assessment and referrals, and ultimately to a place where they can contribute back through employment and community investment. We ease the journey for the newcomer and enrich the culturally rich Calgary that we all love.

We are eager to celebrate the success that will come our way in 2013. As an academic with the University of Calgary, I spend a great deal of my time working in Afghanistan to improve cross-cultural challenges and barriers in education but my work in Calgary and most especially my work with ISC is equally as important. I am pleased to be working with such a dedicated team of staff and Board volunteers who understand the importance of integrating newcomers. Immigrants know before they arrive that they are coming to a country that will value their diversity and provide opportunities and support. We at ISC know that what they bring with them will greatly enrich Calgary and Canada as a whole.

Thank you to all of the funders, donors, members, staff, volunteers, partners, and stakeholders who make our work possible and provide newcomers and Canadians with the gift of new beginnings.

Sincerely,

Dr. James Frideres

Chair, Board of Directors
Immigrant Services Calgary



Report from the CEO

Amazing things happen in five years. Organizations and their people are continuously faced with challenges, forced to make difficult decisions, and compelled to keep up with changing markets and new technologies. Our numbers are up, our services are multiple, our staff are ready to serve, and our reach has been significantly augmented. We are from over 140 countries, we provide services to over 20,000 beneficiaries, we have over 700 dedicated volunteers providing over 31,000 hours of support—this is *reason to celebrate!*

For more than 36 years, ISC has built many connections in the Calgary community. We partner with like organizations providing services to immigrants and their families. We are dedicated to our mission, vision, and values and move through the complexities of each day knowing our cumulative efforts have supported many. This is a sound reflection of the highly productive teams at our agency.

Our *Mosaic and Family Resource Centre* supports every family member, our *Settlement and Language Bank Centre* provides settlement and long-term integration, translators who speak in our client's native tongue, and employment coaching and mentorship. The *Immigrant Language & Vocational Assessment-Referral Centre* assists in improving linguistic, educational, vocational and employment goals. "mobile assessments" are a reality today through our itinerant efforts!

The Westin was bustling with award recipients with high achievements! Our 17th Immigrants of Distinction Awards Gala brought individuals, corporations, and government to celebrate the success. Merit was everywhere in the room!

Five amazing years for me as the CEO have confirmed for me that with the support of our funders, donors, staff, and volunteers, we have another stellar year ahead.

We are creating a new Canada together!

Respectfully,

Din Ladak, B.Sc., BSW, MSW

Chief Executive Officer
Immigrant Services Calgary

Crystal Li

Management Consultant
with Accenture

CANADA

As a Canadian of Chinese descent, Crystal values her cultural traditions, like celebrating the Chinese New Year.

Crystal also volunteers as an employment coach through the Skills to Succeed program designed by her employer, Accenture. She says her service allows her to connect to her roots and to her parents' struggles as immigrants.

"It's something that touches pretty close to home," Crystal says, "and it opens my eyes to newcomers' current challenges and opportunities."

Crystal's roots in Canada spread through the individuals she coaches. In the process, not only does she help others grow, but she also blooms and understands more about her family.



Jassim Al-Mosawi

Senior Family Support Programs Coordinator

IRAQ

At an age when most young Canadians are graduating high school, Jassim was surviving in a desert as a refugee. He spent seven years in a camp on the border between Saudi Arabia and Iraq. When he finally arrived in Canada, he was determined to shape a positive future for himself.

"I had nothing in the refugee camp," he says. "At least in Canada I had hope."

Today, Jassim helps newcomers lay a solid foundation so strong communities can be established. He coordinates a handful of family support programs at ISC while raising four children. Jassim strives to help his children enjoy the privileges and opportunities that he never had.



Willis and Sherry Lu

ISC Volunteers

TAIWAN

Willis and his daughter, Sherry, are paving the way for a new trend at ISC: families volunteering together.

Willis and Sherry came to Calgary from Taiwan in 2009. At first, Canada wasn't necessarily as they had expected. Helping at ISC made the transition smoother.

"I love getting to meet new friends and sharing ideas," says Sherry, who works with the Youth Volunteer Program (YVP).

Willis learned that, despite being new to Canada, he has so much to share. He teaches English and computer classes for Chinese seniors.

"I can always learn something new at ISC," Willis says, "but I can also use what I know from Taiwan."



SETTLEMENT AND LANGUAGE BANK CENTRE

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. In order to accomplish these goals - we provide information, orientation and referral services, cultural interpretation, document translation services, supportive counseling, and employment-related services.

Our goals are to empower newcomers to overcome barriers such as language, cultural, social, and financial, in order to successfully integrate. We also provide information services and programs that promote self-reliance and facilitate access to community resources.



Strategic focus: Holistic beneficiary-centric service approach

In the year 2012–2013, ISC's Settlement and Language Bank Centre (SLBC) has assisted more than 5,000 immigrants and refugees in their settlement and integration processes. Our settlement counselors realize that relocating and rebuilding one's home in a new country is a stressful process, and that newcomers struggle with many barriers and challenges along the way. As such, we choose to adopt a service approach that is holistic, beneficiary-centric and collaborative to empower newcomers to shape their best possible lives in Canada. This approach helps us identify the needs of our beneficiaries and their families in five distinct yet interrelated aspects (physical, emotional, psychological, social, and intellectual) and enables us to address their immediate concerns. As well we determine longer term needs in order of priority, arriving at a beneficiary-centered intervention plan that is effective and far-reaching in impact. In the past year, SLBC delivered a comprehensive array of programs and services to address the physical, emotional, psychological, social and intellectual needs of immigrants and refugees, aiming to enhancing their knowledge, support networks, personal capacities and well-being. Significant milestones for the year include:

- New satellite office at Our Lady of Guadalupe Church in the Northeast Calgary
- New settlement service centre at the Calgary Public Libraries
- New "Smart Tips for Newcomers" group orientation sessions at the Calgary Public Libraries
- New collaborative initiatives, e.g., community kitchen, ESL corners, coffee and conversation groups, kidney disease screening clinics, and legal clinics for immigrants
- Commencement of Mentorship in Action, a national-level project that provides mentoring and employment opportunities for internationally educated professionals
- ISC's first Corporate Partners Appreciation Reception was hosted in collaboration with ISC's ILVARC and Mosaic Family Resource Centre

Success Story

Recently, a program staff received a thank-you letter from a beneficiary which spells out succinctly the positive, far-reaching impact of our holistic service approach, not only addressing the immediate concerns of the beneficiaries but also their longer term needs and the needs of their families.

“Being a newcomer here in Canada, our family faces a lot of challenges like other new immigrants. One of them is integrating our kids to Canadian culture. Without relatives and only few friends, I have to find a way in which we could be successful in our new life here in Canada.

My son learned to travel on his own, even if it was far. He is very excited to wake up in the morning if he has a volunteer schedule. I believe that I made the right decision for my son by giving him the chance to get involved in a community that makes him a better person. He develops his independence and his interpersonal skills through different workshops and volunteer works offered by this program. Because he enjoyed the volunteer work that he had, he spread the word and encouraged some of his classmates and friends to also join this program.

I am very thankful to Immigrant Services Calgary for this youth program as it really helps them integrate with the community, giving them the chance to be better people. I’m hopeful that programs like this will continue for a long time.”

Settlement Centre

Leading countries of origin – 15

China 19%
 India 9%
 Colombia 6%
 Korea 6%
 Pakistan 6%
 Ethiopia 5%
 Iran 5%
 Eritrea 3%
 Afghanistan 2%
 Vietnam 2%
 Sudan 2%
 Russia 2%
 Philippines 2%
 Nigeria 2%
 Mexico 2%

Beneficiaries
 5,381

Number of services provided
 16,800

Number of services provided
(including email & phone call)
 33,252

Workshops
 136

Top ten languages

Mandarin
 Spanish
 Korean
 Arabic
 Punjabi
 Urdu
 Farsi
 Amharic
 Tigrinya
 Russian

Services provided in 44 languages.

Language Bank

Total beneficiaries served
 1,479

Pages translated
 3,805

Documents translated
 1,964

Languages in which services were provided

58

Interpretations
 834

Anuradha Ramkumar

Integrated Mentorship Program (IMP) Coordinator

INDIA

Though Anuradha was a chemist in India, she took her move to Canada as an opportunity to explore her other passions. Now the coordinator for the Integrated Mentorship Program (IMP), Anuradha uses her voice to help others discover the very skills that will help them to plant their roots in Canada.

“Canada is so open. I can say what I want and, more importantly, I know that my voice will be heard and that it will be respected,” she says. Anuradha is certainly right about her voice being heard. You can hear her before you see her, and her contagious laughter resonates wherever she goes.



Josephine Yam

ISC Board Member

PHILIPPINES

Blazing trails is in Josephine’s genes. As a senator in the Philippines, her grandfather fought for human rights.

“I was just so amazed at his eloquence,” she says.

Josephine became a lawyer – just like her grandfather. She is now a qualified Lawyer in Canada, the U.S., and the Philippines. Josephine is now pursuing her master of laws in environmental law and climate change. She wants Calgary’s newcomers to have the same courage to persist with their journeys. Josephine sits on ISC’s Board, sharing her invaluable legal advice.

“This role is extremely personal to me. It makes me so fulfilled to see that I’m using my volunteer time on things that make a difference,” she says. “It continues to be a journey. As an immigrant, the journey never ends.”



IMMIGRANT LANGUAGE AND VOCATIONAL ASSESSMENT- REFERRAL CENTRE (ILVARC)

Mission and Goals

ILVARC's primary mission is to provide English proficiency and first language literacy assessments, ESL and career counseling and referrals.

ILVARC provides information on and referrals to language, education and training programs to support the advancement of our beneficiaries' linguistic and vocational goals. Operating as the sole centralized language assessment and referral centre in Calgary, we also determine eligibility for the federally sponsored Language Instruction for Newcomers to Canada (LINC) Program.

Our beneficiaries

ILVARC serves individuals of all backgrounds, a large percentage of whom possess academic or technical skills yet are often faced with language challenges and other barriers. By determining the current level of English proficiency and first language literacy, educational background, work experience and career goals, our first-language counselors develop action plans for our beneficiaries and refer them to the most suitable LINC/ESL programs. They also link them with bridging programs, skills training, employment programs and services as well as accreditation bodies. In addition, beneficiaries are connected to either in-house or external settlement services for support in their settlement and integration process.

Due to the high numbers of immigrants arriving in Calgary from in-land and abroad, we have seen an increased demand for services in 2012. Recent changes in the LINC/ESL and Canadian citizenship policies have also caused a greater number of beneficiaries to seek ILVARC's assistance. ILVARC continued to respond to this demand by carefully balancing the allocation of available resources in its central as well as off-site locations and by employing prudent strategies to maximize efficiencies and facilitate timely access.

Our impact

In response to identified needs and trends, we offer workshops that are professionally hosted. Through these workshops we enhance the employability and career related skills of educated but not yet integrated immigrants and link them to employment bridging programs and accrediting bodies which assist them with labour market integration.

Beneficiary satisfaction is very important to us, and we determine our success from feedback provided in the client satisfaction questionnaire. Over 90% of those surveyed expressed a high level of satisfaction and appreciation of ILVARC's services and a follow-up standard questionnaire further indicated that over 92% were enrolled or pre-registered in ESL and/or other programs.

Our reach

ILVARC is committed to continue improving access to services for under-served, multi-barriered, isolated and underprivileged newcomers to Calgary and surrounding areas as well as for underserved ethno-cultural community groups. To that end, ILVARC staff worked tirelessly to strengthen community connections by increasing our assessment and referral services in various Calgary geographic areas, particularly in the north east communities of Calgary at the Genesis Centre and periodically on demand in Calgary's surrounding areas such as Canmore, Banff, Cochrane, High River, and Okotoks.

A Leader in the field

In 2012–2013 the professional experience and expertise of ILVARC’s certified language assessment team served to further advance the needs of ESL service providers across the province and nationally by presenting at conferences, hosting workshops and participating in the development of specialized assessment tools and pilot projects.

One of the highlights of the year was ILVARC hosting the LINC 20th Anniversary celebration marking two decades of success of this federally funded English language training program for newcomers to Canada and ILVARC’s pivotal role in the LINC assessment and referral service provision in Calgary during these past 20 years. Beneficiaries, funders and service providers celebrated the successes of LINC and its partnerships with ILVARC.

“In our support to newcomers we plant the seeds of hope, direction and encouragement. With our assistance throughout the settlement process, nourished with inspiration, stimulated by empowerment, the seeds sprout, grow and bloom into the fruit of their success.”

Krystyna Biel, Director
Immigrant Language and Vocational Assessment – Referral Centre

Success Story

Jayathilake Ranawake

A lawyer from Sri Lanka, Mrs. Jayathilake came to Canada in September 2008. Through ILVARC Mrs. Jayathilake was able to have her English proficiency assessed and she was referred to the LINC program to improve her language skills. She found a full time job in the food service industry while attending evening classes. Her ESL/Career Counselor at ILVARC provided her with information about employment bridging programs, and Mrs. Jayathilake later joined a Legal Assistant Diploma Program in order to work in an area related to her professional experience. Presently, she is pleased to see herself working in a relevant field and delighted with her job as a Legal Assistant.

Leading language groups served by ILVARC

	PERCENTAGES
Punjabi/Urdu/Gujarati/Hindi	16.4%
Mandarin	11.5%
Spanish	10.3%
Tagalog	9.2%
Arabic	7.3%
Persian (Farsi, Dari)	5.3%
Amharic	3.9%
Russian/Ukrainian	3.3%
Tigrinya	2.8%
French	2.6%

Referrals

	NUMBER	PERCENTAGES
A. Access Language Training Opportunities	26,061	42.1%
B. Advanced Vocational/Career/Employability Goals	5,841	9.4%
C. Enhanced Educational Opportunities	6,494	10.5%
D. Access Support Services	23,491	38.0%
TOTAL	61,887	100%

Statistics

Beneficiaries	12,732
Sessions	20,266
Assessments	7,879
Languages Spoken	132
Countries of Origin	145

Other services provided

*Offsite assessment
and referral services at*

1,000 Voices of the
Genesis Centre of Community Wellness:

701 assessments
795 counselling sessions

Banff, Canmore, Okotoks,
Cochrane and High River:

107 assessments
79 counselling sessions

Buvana Raman

Accountant

INDIA

The Calgary Stampede has a way of bringing out Calgarians' undercover alter egos – a part of themselves they perhaps didn't know existed. At the 2012 Stampede, Buvana was a cowgirl.

Wearing matching cowboy hats, Buvana and her family navigated the Stampede-sized crowds. These crowds were comforting to Buvana, a seasoned veteran of the busy streets of Southern India. In this unexpected way, her Indian and Canadian worlds collided, and today she's able to call both countries home.

The carnival rides were a bigger shock. Still unfazed, soft-spoken Buvana recalls the experience with a laugh, adding: "I wish Stampede came every month."



AGRIUM 2013 IMMIGRANTS OF DISTINCTION AWARD FOR ORGANIZATIONAL DIVERSITY



Agrium, winner of the 2013 Immigrants of Distinction Award for Organizational Diversity, is committed to improving the performance of crops that feed the world responsibly. Agrium is also a great place to work. Its leadership continuously strives to support their greatest asset: their people. Doing so involves creating a culturally diverse team.

"A key ingredient in being a profitable and effective company is having a well-rounded workforce," says Jim Grossett, Agrium's Senior Vice President of Human Resources. "As we continue to have more and more employees located around the world we've got to continue to make sure that everyone is committed to embracing diversity."

MOSAIC FAMILY RESOURCE CENTRE

Mission

The Mosaic Family Resource Centre is committed to supporting healthy families and healthy communities through holistic and collaborative service delivery.

Our goals are:

- To promote school readiness and success in school for children and youth of immigrant background
- To provide support for parents through counseling, information sharing, and referral
- To provide support for immigrant and refugee families in transition
- To develop community collaborations and partnerships that will promote and enhance increased community participation for immigrant and refugee families

Strategies employed: Programs and services

In 2012–2013, the Mosaic Family Resource Centre offered 12 innovative programs and services including:

- Licensed pre-school programs
- Parents and tots programs
- In-home support program
- Afterschool skill-building programs for children age six to twelve years
- Programming to increase protective factors for youth at risk
- Pre- and post-natal programs
- A men's program that provides information and support
- Parent-child enrichment programming
- Family literacy programs
- Outreach and counselling services that provide extra support for individuals and families in risk situations

Success for the Mosaic Family Resource Centre means...

- Working together with communities to assess current needs and develop programs to meet those needs.
- Promoting program participants as partners in the planning, implementation and evaluation of programs.
- Working with families and communities to ensure that children and youth have opportunities for optimum development.

Results

- Beneficiary satisfaction is essential to the ongoing success of the Mosaic Family Resource Centre and a guide for future planning. *In 2012–2013, 91% of beneficiaries surveyed rated service quality as excellent.*
- Programs consistently meet or exceed output targets.
- Ongoing development of community partnerships and collaborations that support healthy families.

Success Story

“Sara,” age 15, fled the Sudan with her family and came to Canada as a refugee. Her pre-migration experiences taught her how to be tough and how to survive. Her mother has depression and her father traveled outside of the city for employment. This situation required Sara to be a primary caregiver for younger siblings and left her without sufficient parental support.

Sara developed a negative reputation in school and was expelled for bullying and violence. She had become involved with youth who were known to police and increasingly found herself in risky situations. When she returned to school, Sara was referred to the Youth Inclusive Neighbourhoods (YIN) program by the school guidance counselor.

During a program workshop Sara shared that she often had trouble finding an acceptable way to vent her anger and frustration. Participation in the YIN program provided Sara with tools to support her in coping with her frustrations, a new social network, and support in developing positive leadership and life skills. Sara has shared with facilitators that these tools, and the knowledge that she has a “safe person” that she can call when she needs help, have helped her walk away from potentially violent situations.

Statistics

Total participants served: 1,967

Total number of children age 0–6 years: 531

Total number of children/youth 7–16 years: 190

Countries of origin: 67

Leading countries of origin:

India 22%	China 21%
Pakistan 18%	Sudan 8%
Philippines 7%	Afghanistan 6%
Eritrea 5%	Korea 5%
Egypt 4%	Colombia 4%

Number of workshops provided to beneficiaries: 338

Languages spoken by beneficiaries: 57

Hours of service provided: 51,985



A close-up photograph of a person's hands holding a small, blue thistle flower. The person is wearing a blue top. The background is a soft, out-of-focus blue. The text 'COMMUNITY IMPACT' is overlaid in white, sans-serif font on the left side of the image.

COMMUNITY IMPACT

Connecting with the community is an integral part of Immigrant Services Calgary. In order to support diversity and cooperation within the community we work hard to build collaborative ventures with newcomers and their families, community associations, faith groups, ethnocultural community associations, NGOs and educational institutions. We believe that creating an environment that supports every person in achieving his or her full potential requires cooperation and facilitation from our 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. By eliminating barriers and building awareness of the experiences immigrants face, the foundation is set for our beneficiaries to grow and flourish in our great city.

Community events

Immigrant Services Calgary (ISC) hosted a few notable events outside of our most prestigious Immigrants of Distinction Awards for 2012–2013. In partnership with the Conference Board of Canada ISC hosted the Leaders' Roundtable on Immigration. The focus of this event was “optimizing immigration and integration” and our objectives were to engage all stakeholders to discuss the latest insights on Alberta’s immigration and integration agenda. We welcomed Mayor Naheed Nenshi as our keynote speaker and he addressed the policies, principles and practices of Immigration to Canada from the Calgary perspective.

ISC hosted an open house in celebration of Language Instruction for Newcomers to Canada (LINC) and their 20th Anniversary. Immigrant Language and Vocational Assessment-Referral Centre (ILVARC) is proud to be the only language assessment centre in Calgary mandated to determine eligibility of our newcomers for the LINC program and we celebrate this continued relationship.

Our corporate partners are very important to ISC and this year we hosted our first annual Corporate Partnership Appreciation Event. Our corporate partners, through their employees, provide support and mentorship via our employment bridging services, our Integrated Mentorship Program (IMP), and our Multicultural Achievement Program for Learning Employers (MAPLE) program, which provides internship opportunities for internationally educated professionals. We are inspired by our corporations who provide opportunities for their employees to volunteer and we are most impressed by the professionalism these employees bring forward.

OUR VOLUNTEERS:

VOLUNTEERING IS CONTAGIOUS

We have daily experiences at Immigrant Services Calgary that exemplify the benefits of volunteering and showcase its ripple effect. One of our senior computer class volunteers was so excited by seeing how youth participants interacted with the seniors—sharing their computer knowledge—that he promptly encouraged his daughter to sign up as a volunteer. She is now volunteering with our Youth Volunteer Program.

One of our youth volunteers shared with her mother the need for office support as she thought a similar role would be a great opportunity for her mother. Her mother has been volunteering with ISC for over four months and is a great addition to the volunteer team. Volunteering is contagious! It is clear to see from these two stories that the benefits are worth spreading around!

“WHEREVER A MAN TURNS
HE CAN FIND SOMEONE
WHO NEEDS HIM.”

Albert Schweitzer

Results

This year Immigrant Services Calgary (ISC) has noted some exciting new trends as a result of volunteers who have committed to giving back to our community and who are encouraging others to do the same. Our organization thrives because of the goodwill of so many, and we are proud to boast an increase in volunteers this year at an astonishing 12%.

We are delighted to have seen an increase in employment coaches in this fiscal year. A trend we can attribute to the increasing rigor of our outreach and recruitment efforts and countless word-of-mouth referrals from our existing volunteers. Several employment coaches who participate in their corporate volunteer recruitment fairs have encouraged their colleagues to volunteer with ISC. This is instrumental in the success of our clients, as although they are professionally accredited, they need assistance in building their resumes and their confidence in this new and different culture.

We conducted several discussions with employment coaches who wanted to expand their roles as volunteers by using their professional knowledge to contribute in enhancing the skills of ISC’s volunteers. Two of our employment coaches, who have backgrounds in the medical field, created a cultural interpretation training session called, “Interpretation in a Medical Setting: What You Should Know.” Participants said the session provided them with the necessary tools to improve their roles as interpreters. Another employment coach with a background in human resources is developing a training session for both office support workers and new employment coaches. The topics will focus on developing professional resumes and how to access the job market by using online tools.

We celebrate and appreciate the gifts brought to our organization through our volunteers, and we have one very important thing to say – *Thank You*.

IMMIGRANTS OF DISTINCTION AWARDS

BUSINESS – Mazhar H. (Mike) Shaikh

COMMUNITY SERVICE – Amal Mohamed

HADASSAH KSIENSKI – Umashanie Reddy

LIFETIME ACHIEVEMENT – Sid and Bronia Cyngiser

ACHIEVEMENT UNDER 40 – Hayato Okamitsu

ORGANIZATIONAL DIVERSITY – Agrium

YOUTH SCHOLARSHIP RECIPIENTS – Mariam Awara, Angelica Lai, Henry Su, Amrita Bhattacharjee, Hassan Riaz

Our 2013, 17th Annual Immigrants of Distinction Awards was the *Celebration of the Blooming of New Lives, New Leaders & New Members of Our Community*. Mayor Nenshi said it best when he said “these awards will inspire you and fill you with new hope for our community. The stories of the nominees and winners affirms that the success of one is the success of all of us.”

As always the evening proudly celebrated new Canadians and immigrants who have contributed so much to the Calgary community. We were truly delighted to have as our Masters of Ceremonies the entertaining, funny and charming duo Doug Dirks of CBC Calgary and Linda Olsen from Global. We had a packed house and a sold out show with more than 600 guests. The evening was a combination of inspiring speeches, delightful entertainment, and (most importantly) the inspiration that can only come from our esteemed finalists and award recipients. We have learned from many that this evening provided an assortment of delights and had the same flair as a night at the Oscars.

Our CEO, Din Ladak began the evening by recognizing the many people who contributed to the success of ISC in 2012–2013 – and over the past 35 years.

The night was truly a celebration, recognizing the accomplishments, partnerships and connections of people in both the business and not-for-profit sectors. The event also emphasized the importance of working together to make Calgary a truly diverse and welcoming city.

As always, the award recipients were the highlight of the evening. Their amazing stories of accomplishments were truly inspiring and ISC was delighted to host such an impressive group, from youth with curricula vitae that far exceed their years, to holocaust survivors. The successes of the award winners – in all walks of life – highlight how embracing our diverse and multicultural values can lead to innovation, positive connections, and stronger communities. Their success stories also showcase Canada as an example for the rest of the world.

HISTORY OF IMMIGRANT SERVICES CALGARY

For over 35 years, we've been working with newcomers to make Canada home. Starting as a small agency run by volunteers, we have grown into a large organization dedicated to providing comprehensive programs and services. As we move forward in to 2013, we celebrate the stories and connections of the people we work with.

1977 Immigrant Services Calgary, under the name of the Calgary Immigrant Aid Society, 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 Calgary. 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 the family as they make Calgary their home.

1997 The Immigrants of Distinction Awards is 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 welcomes the new Chief Executive Officer. Immigrant Services Calgary begins providing services to Temporary Foreign Workers to meet the unique needs of this population.

2009 Funding from the Provincial Government and the City of Calgary enables the Youth Inclusive Neighborhoods and After School Programs to commence.

2010 Immigrant Services Calgary launches new website.

2011/12 Immigrant Services Calgary celebrates 35 years of service to the community

2013 The Immigrants of Distinction Awards Gala – SOLD OUT!

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Din Ladak (*ex-officio*)
Chief Executive Officer

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IN THE END, WHEN EACH OF US BLOSSOMS, ALL OF US BLOOM.