



Inspiring New Stories

Immigrant Services Calgary
2014 – 2015 • Annual Report



table of **Contents**

Report from the Board.....	4	Our Funders.....	12
Report from the CEO	6	Our Donors	13
ISC at a Glance: Our History.....	8	Board of Directors.....	14
2014-2015 Highlights	11	Programs & Services.....	15



Inspiring New Stories



celebrates not only the success of newcomers in their professional and business endeavors, but also in bringing new, innovative and positive impact to Calgary's community.

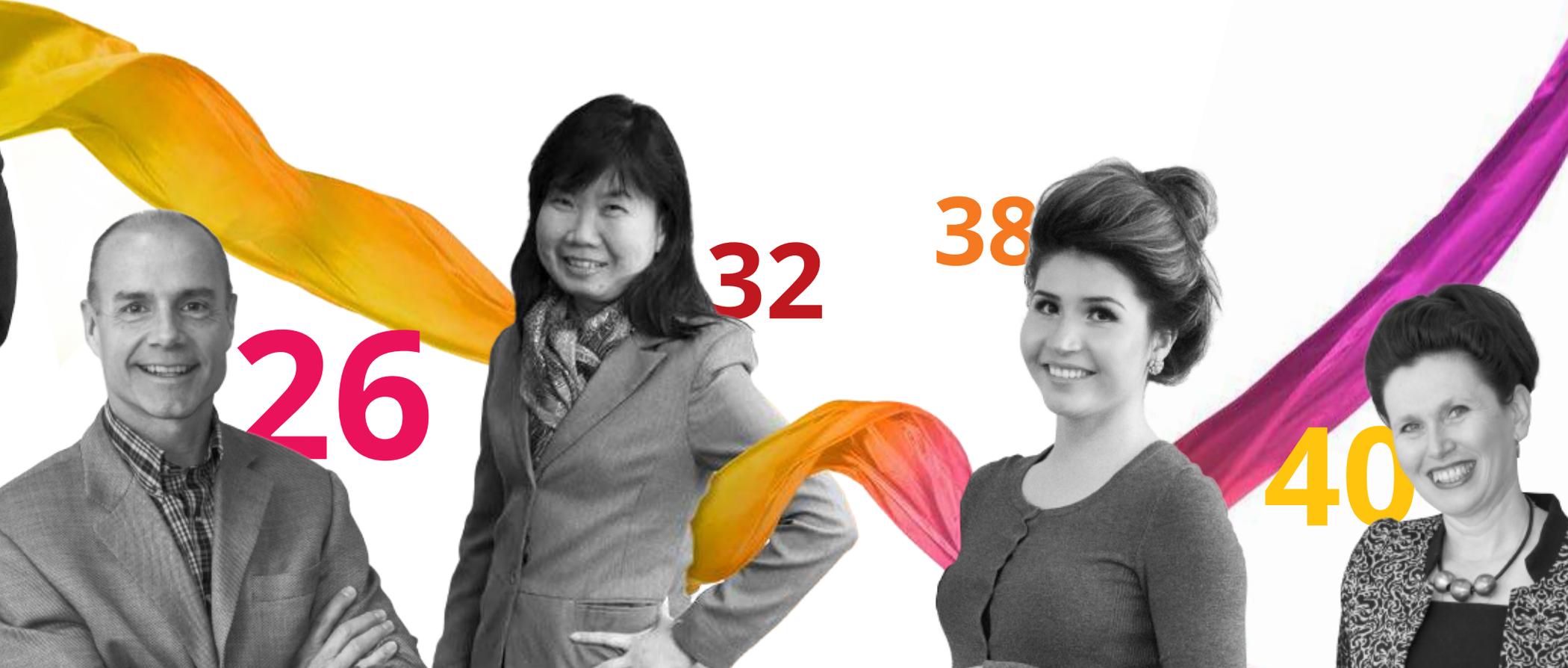
Settlement and Language Bank Centre16

Volunteer Program.....20

Immigrant Language and Vocational Assessment Referral - Centre.....28

Mosaic Family Resource Centre.....34

Immigrants of Distinction Awards41



report from **The Board**

Calgary is one of the greatest cities in the world to live in – Mayor Nenshi was named the “Most Outstanding Mayor in the World” in 2014. As a well-respected mayor, his tireless support of inclusion trickles down to the broader community and solidifies our city as one that is all-encompassing by nature and rich in diversity.

As a Board volunteer for Immigrant Services Calgary (ISC) for more than seven years and the current Board Chair, my passion for supporting Calgary’s diversity through my work at ISC grows with each passing year. As a working professional in the banking industry, I have been exposed to many different agencies and my commitment to this organization is rooted in the holistic approach used to support newcomers through all stages of integration. Over the past year, I have worked with the Board and agency staff to continue to incorporate this holistic approach and build it into the strategic direction that supports our beneficiaries.

Each individual that walks through our doors comes with a different background, world perspective and story. ISC provides services and support to thousands of beneficiaries each year, meeting them exactly where they are on their journey. Imagine being an immigrant or refugee, leaving your country with the hope of making a new life—while your heart is filled with gratitude for Canada’s acceptance and hope for your future, you come with questions, doubt, and confusion around Canadian culture and language barriers. You may have come for the purpose of a better life for your children, requiring you to leave your family and friends behind and your valued social and family support. You could be an Internationally Trained Professional (ITP) who has

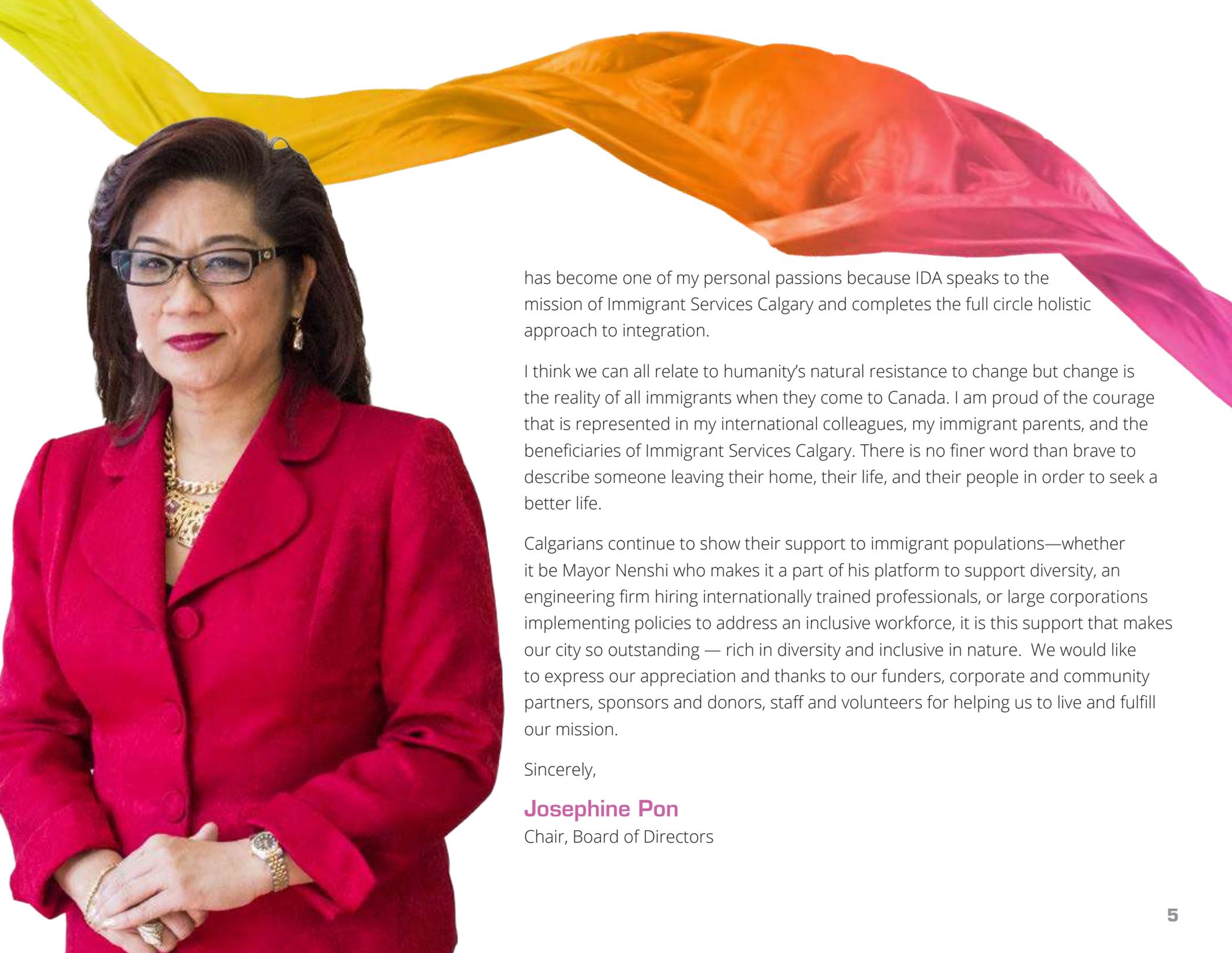


Each individual that walks through our doors comes with a different background, world perspective and story.

been told there are many job opportunities in Canada but when you arrive, you repeatedly hear that you need “Canadian Work Experience” which is very difficult to obtain without employment.

These are just a few of the stories that are the reality of our beneficiaries. Through the scope of our programs and services, ISC can confidently address the needs of our clients—and we do. We support newcomers in overcoming the challenges of life situations through access to needed community resources, English assessment and language training, finding adequate housing, providing family counselling and helping them to obtain their dream job in Canada.

I have been privileged to lead the Immigrants of Distinction Awards (IDA) over a six year period and I have learned from that experience that Immigrant Services Calgary, while addressing the challenges of our beneficiaries annually, also showcases the achievements of Calgary’s immigrant populations. Individuals who may have once come through our doors needing support now are exceptional leaders in areas of business, community service and professional endeavors, just to name a few. This awards ceremony, soon to be celebrating its 20th year,



has become one of my personal passions because IDA speaks to the mission of Immigrant Services Calgary and completes the full circle holistic approach to integration.

I think we can all relate to humanity's natural resistance to change but change is the reality of all immigrants when they come to Canada. I am proud of the courage that is represented in my international colleagues, my immigrant parents, and the beneficiaries of Immigrant Services Calgary. There is no finer word than brave to describe someone leaving their home, their life, and their people in order to seek a better life.

Calgarians continue to show their support to immigrant populations—whether it be Mayor Nenshi who makes it a part of his platform to support diversity, an engineering firm hiring internationally trained professionals, or large corporations implementing policies to address an inclusive workforce, it is this support that makes our city so outstanding — rich in diversity and inclusive in nature. We would like to express our appreciation and thanks to our funders, corporate and community partners, sponsors and donors, staff and volunteers for helping us to live and fulfill our mission.

Sincerely,

Josephine Pon

Chair, Board of Directors

report from **The CEO**

Embedded in every life there is a story and we at Immigrant Services Calgary get a glimpse each year into more than 27,000 inspiring stories which represent our beneficiaries. When someone shares with us the challenges they face and the triumph in overcoming them, it is very real and individualistic. My dedicated team is essential to the people we provide services for, and in-turn, we have the good fortune to walk with them on their journey through each stage of their integration process. Whether we are addressing the settlement needs of individuals through our Settlement and Language Bank Centre, supporting the needs of families through our Mosaic Family Resource Centre, meeting the fundamental requirements for language assessment and connections to language training through the Immigrant Language and Vocational Assessment-Referral Centre or engaging our many volunteers in the broader community through our Volunteer Program, we do it because we understand the value of that first point of contact, support and connection to a newcomer and the value they bring to our community.

We recently highlighted the inspiring stories of great leaders in the Calgary community through our 19th Annual Immigrants of Distinction Awards. The story of each nominee does not begin when they are nominated or walk on to the stage at the Immigrants of Distinction Awards Gala. Often their stories begin in the same ways that our beneficiary stories do, and the success of the nominees and recipients inspires Calgary's diverse community.

Canada was founded by immigrants and regardless of where they come from, newcomers arrive with unique skills and experience, a variety of new perspectives, and a strong desire to embark on a better life and succeed in Calgary. While it is important to understand their motivation for coming, it is equally vital to think about why we need to continue to embrace them. We know that the growth of our economy, building leadership in business and remaining competitive in world markets as well as building our nation relies heavily on the value immigrants and refugees bring to our community.

As we continue to invite and welcome the arrival of newcomers, support their integration into our city and foster their development into community leaders, we also map out the foundation for our future, improve our position in the global economy and continue to build on the benefits of diversity.



*This inspires
great hope into
the hearts
and minds
of our newcomers.*

At Immigrant Services Calgary, we are deeply committed to successful integration of newcomers and building on best practices, new knowledge, as well as the existing and new partnerships to support the needs of today and the future. As we do so, we would like to thank our valued funders, community and corporate stakeholders, Board of Directors, as well as our dedicated staff and volunteers for being committed to walk this journey with us and our beneficiaries.

Sincerely,

Krystyna Biel

Chief Executive Officer



ISC at a glance: **Our History**

1977

Immigrant Services Calgary, under the name of the Calgary Immigrant Aid Society, is established as the first settlement agency in Calgary.

1981

The Settlement Program begins receiving funding from the provincial government.

1985

The Immigrant Vocational and Language Referral Centre (IVLRC), the forerunner of ILVARC, is established.

1978

Two staff members begin providing full-time services to immigrants arriving in Calgary.

1982

Public education and outreach by the agency as well as the service provision to newcomers continues to increase through the support of the Federal Government. Immigrant Services Calgary begins offering the Citizenship Preparation Program.

1993

The services of IVLRC are expanded to offer centralized eligibility assessment and referral for Language Instruction for Newcomers to Canada (LINC) and its name is changed to the Immigrant Language and Vocational Assessment - Referral Centre (ILVARC).

1994

The Mosaic Family Resource Centre is established to meet the individual and collective needs of the immigrant families as they make Calgary their home.

2007

After 30 years as the Calgary Immigrant Aid Society, the agency launched its new identity as Immigrant Services Calgary; continuing their focus on making a difference in the lives of immigrants.

2014 - 2015

ISC received a national award from CIC's - International Qualifications Network for the success of its MAPLE 2.0 - Mentorship in Action Project as well as a certificate of recognition from the Prime Minister's office commending ISC for its commitment to helping newcomers build successful lives for themselves and their families. Similarly, our Mosaic Family Resource Centre was presented by the Public Health Agency of Canada with a Recognition Award for the Community Action Program for Children.

1997

The Immigrants of Distinction Awards is launched to recognize the important contributions that immigrants make to the Calgary community and to proudly mark ISC's 20th anniversary.

2012

Immigrant Services Calgary celebrates 35 years of service to the 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.

2014 - 2015
Highlights

Volunteer Hours

This Year **30,112**
Last Year 30,000

Workshops

This Year **908**
Last Year 719

Volunteers

This Year **753**
Last Year 730

Countries

This Year **188**
Last Year 156

Beneficiaries

This Year **27,515**
Last Year 25,160

Languages Spoken

This Year **161**
Last Year 141

thank you to

Our Funders



● Citizenship and Immigration Canada
49.57%

● Ministry of Jobs, Skills, Training and Labour
15.95%

● United Way of Calgary and Area
8.70%

● Public Health Agency of Canada
6.41%

● City of Calgary - FCSS
5.46%

● Calgary Region Child and Family Services
5.29%

● IDA and Casino
1.54%

● Alberta Innovation and Advanced Education (includes Calgary Learns)
0.80%

● The Calgary Foundation
0.66%

● Service Canada (Employment and Social Development Canada)
0.33%

● Canadian Women's Foundation
0.32%

● Ministry of Alberta Human Services
0.27%

● Others
4.70%

thank you to
Our Sponsors & Donors

Sponsors

Agrium Inc.
The Association of Science and Engineering
Technology Professionals of Alberta (ASET)
Bow Valley College
The Calgary Foundation
Chirag Shah Professionals Corporation
The City of Calgary – FCSS
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DIRTT Environmental Solutions Ltd.
Mrs. Lorna and Mr. Roger Smith
Pierson's Funeral Services Ltd.
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Ms. Geraldine Tanis
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Ms. Hilary Lungu
Ms. Mei Ying Chen
Mr. Nguyen Ton
Mr. Raymond Cheung
Dr. Robert Robinson
Mr. Vi Nghiep Chau

board of
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Ms. Nicole Jelley	Vice-Chair
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Ms. Jayashree Bhat	Secretary
Mr. Gabriel Png	Director
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Mr. Yohannes Afework	Director
Mrs. Anny Quon	Director
Mr. John Patino	Director
Mr. Robert Blain	Director
Mr. Paul Avender	Director
Mr. Roland Osske	Director
Ms. Hala Dehais	Director
Mr. Adam Foster	Director

our Programs & Services

Immigrant Services Calgary is one of Alberta's longest-serving and most comprehensive settlement agencies. The agency takes an integrated approach to helping individuals and families settle into life and work in the Calgary community.

Our programs and services include:

Support for newcomers in settling and integrating to life in Canada

Information about community services and referrals

Pre-arrival support

First-language support

Citizenship and education classes

Interpretation and translation services

Assessment of English and literacy skills

Information, guidance and referrals to LINC/ESL classes

Community-based programs

Community development

Pan-Canadian initiatives

Community consultations

Volunteer opportunities

Career, educational, and vocational counselling

Mentorship opportunities

Employment workshops and information

Labour market integration

Family literacy programs

Pre-and post-natal programs

Pre-school programs

Child and youth programs

In-home support program

Parent support groups

Men's program

Senior's program

Crisis and supportive counseling

Public education

Settlement and Language Bank Centre

Guidance through responsive programs and services

The Settlement and Language Bank Centre (SLBC) of ISC is dedicated to collaborating with immigrants and refugees, three levels of government, corporate and community partners, and other stakeholders to help newcomers transition successfully into Canadian life. The diverse cultural and language capacities of our staff and volunteers play an instrumental role in SLBC's delivery of services, which aim at empowering newcomers to overcome obstacles to settlement, including language, cultural, social, and financial barriers. Integrity, equity, empathy, and accountability are at the forefront of our core values.

Highlights of ongoing service

SLBC stays true to the proven holistic, beneficiary-centred approach in providing effective and meaningful support to address the ever-changing needs of newcomers. Highlights for the 2014-2015 year include:

1. Enhancing Accessibility – Recognizing the importance of making settlement services easily accessible to a diversified clientele, ISC has been establishing satellite offices at strategic locations in different quadrants of the city. Observing that there was insufficient availability of immigrant service providers in the south region of Calgary, ISC opened our 7th satellite office at the Fish Creek Public Library in October 2014. The new location saw an immediate positive response from residents in the surrounding neighborhoods, with many potential clients and interested stakeholders visiting the office on the opening day.

The high number of client contacts at this and other satellite locations clearly confirms the effectiveness of decentralization in increasing the awareness, visibility, and accessibility of ISC services.

To further enhance accessibility, ISC is taking greater advantage of the pervasiveness of social media and is developing an interactive online settlement platform to benefit newcomers. The platform will serve as a portal to accurate, useful settlement-related information and resources, and facilitate user connection with credible information sources and reputable service providers.

Additionally, in collaboration with our valuable community partners, ISC is continually implementing community-based initiatives in easily accessible neighborhood locations to serve beneficiaries with limited mobility. Two of our new initiatives are i) the Multicultural Cook & Learn community kitchen project, which takes place at three different quadrants of the city, targeting isolated immigrant seniors, and ii) the Homework Club for newcomer children and youth, which takes place at a Calgary Housing Complex in the northwest.

2. Enhancing Employability – Rebuilding careers in Canada is a primary concern for skilled newcomers. SLBC provides a wide range of employment services to internationally-educated professionals (IEPs) through our Integrated Mentorship Program, MAPLE 2.0 – Mentorship in Action, and Employment Bridging Services. Our three employment teams work to empower IEPs to overcome barriers and re-enter their fields of expertise in the local labor market. ISC offers career counseling, employability workshops, industry-specific information sessions, corporate connection and professional networking opportunities, mock interviews, gender-based support groups, as well as one-on-one professional mentoring and employment coaching to enhance job-readiness and improve the employment prospects of IEPs. ISC collaborated with a number of corporate employers to host an employment fair in February 2015 to connect newcomers with available job opportunities. Moreover, in cooperation with our community and corporate partners, ISC offered two Alternative Careers information sessions to help IEPs better understand how they can use their skills, experience and expertise in related and meaningful careers. The successful matching of international talents with local employers has created a far-reaching impact in the lives of newcomers, the local labor market, and the Canadian society as a whole.



3. Enhancing Cross-cultural Communication – Through the provision of interpretation and translation services, the Language Bank has helped to bridge language and cultural gaps, opening doors for many newcomers to access valuable employment and education opportunities as well as beneficial community resources and needed services. The consistent high demand and the unanimous positive feedback received from newcomers and service providers attest to the quality and value of our services. The Language Bank continues to develop effective strategies and adopt best practices, including the prioritization of service requests, upgrading of translation software, development of new document templates, as well as the enhancement of capacities to accommodate on-site translations and highly technical interpretation requests.



Did You Know?

900

Language Bank staff and volunteers delivered more than 900 interpretation sessions pertaining to community services, domestic violence, legal and medical issues in 2014-2015.

2,200

More than 2,200 translation requests were completed including the translation of academic documents, employment records, passport stamps, driver's licenses, and other settlement-related documents.

7

ISC opened its 7th satellite office at the Fish Creek Public Library in October 2014.

SLBC | Statistics

Leading Countries of Origin:

China	22.9%
India	17.2%
Iran	11.7%
Ethiopia	8.8%
Pakistan	8.4%
Korea	8.1%
Colombia	7.7%
Eritrea	6.4%
Iraq	4.2%
Vietnam	3.5%

169

Countries of Origin

12,428

Beneficiaries Served

20,746

Services Provided



Top Ten Languages



Volunteer Program

ISC is grateful to our 753 volunteers who contributed 30,112 volunteer hours in the 2014-2015 fiscal year! Whether a newcomer to Calgary with the desire to gain exposure and experience or a native Calgarian wanting to get more involved in the community, the ISC volunteer team is a genuine reflection of our city's diversity, passion, and vibrant culture!

We have seen an exciting trend of volunteers encouraging their family members to get involved with ISC. Doing something meaningful together has helped our participants improve their relationships and cohesiveness as a family. We also have second generation volunteers who want to give back to ISC because our agency had helped their parents when they first immigrated to Canada. This is truly inspiring and heart-warming!

We have seen an increase in employment coaches, a trend that can be attributed to the increasing rigor of our outreach and recruitment efforts along with stellar word-of-mouth referrals from existing volunteers. A number of employment coaches who attended volunteer recruitment fairs had encouraged their colleagues to volunteer with ISC. This has given us access to a vast array of professional backgrounds, and in-turn has proved to be extremely beneficial in helping our clients with resume writing and job targeting.

A new volunteer position – Community Volunteer – was introduced in 2014 to support the increased number of community-based initiatives and provide opportunities for volunteers to contribute to the communities where they live and work. Community volunteers are given opportunities to support vulnerable groups, meet residents and other stakeholders, establish stronger community ties, and take ownership

for creating positive social change that will enhance the inclusiveness, cohesiveness, vibrancy and resilience of their own neighborhoods and local communities.

Our specially-designed Youth Volunteer Program continues to support immigrant and refugee youth who are at risk of social isolation. Through information sessions and skill-building workshops, community engagement opportunities and volunteer placements, newcomer youth are exposed to the Canadian way of life and diverse cultures, while learning about community needs and available resources and how they can make a difference through serving vulnerable groups. Besides increased civic engagement, youth participants also benefit from opportunities to enhance their social and support networks, communication and interpersonal skills, as well as their leadership potential and personal capacities.



96.4%

benefited from their
volunteer experience



4,358.70

cumulative total of contributed hours by youth volunteers



98.9%

would recommend volunteering with ISC to their friends and family

80

number of ISC youth volunteers



beneficiary

Harnam Kumar

Harnam immigrated to Canada from India with his wife and younger sons in 1998 under the sponsorship of his eldest son. Life was difficult in the beginning but Harnam worked diligently to establish himself in the furniture industry and to make Canada home. He retired in 2010 and the initial feeling of leisure and freedom soon gave way to boredom and a sense of purposelessness. Harnam, although in Canada for many years, still fostered insecurity around his English and had difficulty understanding the Canadian accent exacerbating a feeling of isolation and a sense of disconnectedness.

In November 2010, Harnam learned about ISC's Community Initiatives for Immigrant Seniors Program (CISP). He embarked on English classes and computer literacy programs tailor-made to suit the unique learning needs of immigrant seniors. His enthusiasm for learning helped him to develop quickly in conversational English. Harnam's newly developed skills allow him to do his banking online, plan transit trips, book medical appointments and use email, Facebook and Skype to stay in touch with his friends and extended family. His self-image and confidence has improved, so much so, that he became a volunteer with the CISP program and is giving back in a variety of ways. He mentors his peers and has established friendships, contacts in the community and a good social and support network. He extended his volunteer activities and became the Vice President of the Guru Ravidass Immigrant Seniors Association in 2013.

Harnam's skill development through the CISP program coupled with his dedication and community focus does not go unnoticed! He has been nominated by Calgary Catholic Immigration Society for the Immigrant Seniors Award, invited to act as counsel for the City of Calgary's focus group entitled "Creating a more Age-Friendly Calgary", and played an active role in a Mount Royal University nursing student study resulting in a project entitled Learning English Together Socially, that helps immigrant seniors in the broader Calgary community improve their English speaking and listening skills.

Harnam is a cheerful and engaged senior and he represents hope for our new CISP members. He is always ready to lend a helping hand, continues to contribute to the community and is an active citizen leading a fulfilling life that gives him a great sense of belonging and contentment. He truly is an inspiring role model!

I have come a long way since I joined the program



volunteer board member

Adam Foster



Adam Foster is a native born Calgarian who says this city is “family and career focussed, dedicated to success and has an unquestionable amount of energy and passion” which is a good reason for immigrants to choose it each year! Adam has been a Board Director for Immigrant Services Calgary for a year now but his relationship with the agency began with his desire to support the development of immigrant skills through our employment programs. “Communities are developed by developing the people who live in them” says Adam.

Accenture is a global management consulting firm that goes beyond noticeable differences to create an environment that welcomes all through diversity and inclusion. As a Strategist for Accenture, Adam is able to bring his corporate philosophies, business acumen and passion for analytics to the Board and to our clients in a variety of ways. Adam lives experientially with a clear vision and plan for his life

and understands that work is a very big piece of our lives so it needs to be approached with clear direction and passion to have success and mitigate challenges.

Like Adam, Immigrant Services Calgary and its staff have a clear vision, passion for supporting immigrants and a focus on the greater good. In working with the agency Adam says he “feels more connected to the city and the newcomers that exist within it”. Each story has embedded within it, sacrifices, challenges and hope and there is no better way to showcase this but through the agencies’ Immigrants of Distinction Awards. This is an event that takes the audience on the immigrant journey in a very special way and it is “inspiring” says Adam.



*I feel more connected
to the city and the
newcomers that exist
within it.*

volunteer board member

Roland Osske



Calgary has over 1.1 million people with a growing immigrant population and “our city would lose out if we did not have settlement services” says Roland Osske, Board Director for Immigrant Services Calgary. As the son of German farmers who immigrated to Canada and a Human Resources professional, Roland knows that the valuable services offered by Immigrant Services Calgary not only contribute to the productive lives of immigrants but are crucial to a workforce in need of trained leaders with qualifications and skills.

Born in Southern Ontario and raised on a farm for the first 18 years of his life, Roland is no stranger to hard work and the challenges immigrants face in order to thrive in Canada. Roland’s personal accomplishments range from completing an MBA to trekking to Mount Everest Base Camp and he believes his good communication skills, compassion and ability to work hard and well with others contribute to his leadership abilities in his work and volunteer activities. Whether he is working as a volunteer with the Cerebral Palsy Association in Alberta, providing mentorship through the Futurpreneur Canada, a non-profit assisting young entrepreneurs, or mentoring with Immigrant Services Calgary’s MAPLE 2.0 program, Roland is a “maestro” in leadership.

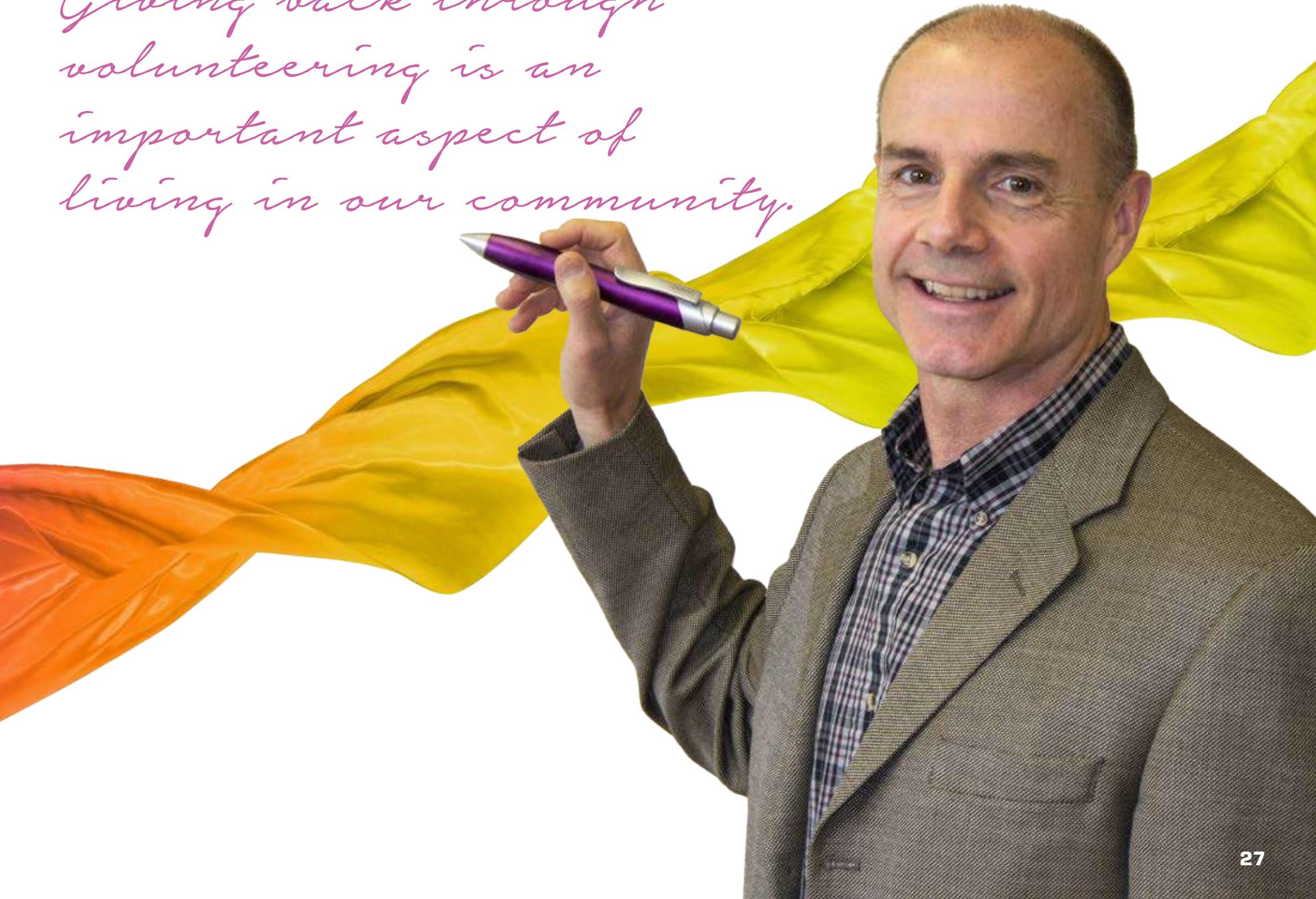
Roland moved here in 1997 and says his “love of the city is due to the proximity to the mountains, accessibility to hiking, skiing, and snowshoeing, fresh air and the cultural energy that is rich throughout Calgary.” He first became involved with ISC as a corporate partner and

mentor and now sits on the Board as a Director. He became interested in volunteering with ISC because it is “well-run, has dedicated staff and a strong winning team”.

Roland’s guiding principles include “keeping it simple, creating flow not friction and thinking through the box”. He describes ‘thinking through the box’ as “building on past experiences (inside the box) and incorporating innovative new thinking (outside the box) to problem solve in ways that blend our creativity, challenges and achievements for better outcomes”. Roland’s value add is his leadership skills and Human Resources work and he says “if I can make corporate and non-profit work life better for even one person, I’ve had a positive impact—giving back through volunteering is an important aspect of living in our community”.



*Giving back through
volunteering is an
important aspect of
living in our community.*



Immigrant Language and Vocational Assessment – Referral Centre (ILVARC)

Beneficiaries must have their language proficiency assessed so they can enroll in the training they need to further their language and career goals. It is for this reason that ILVARC is one of the first places many immigrants and refugees visit upon arriving in Calgary.

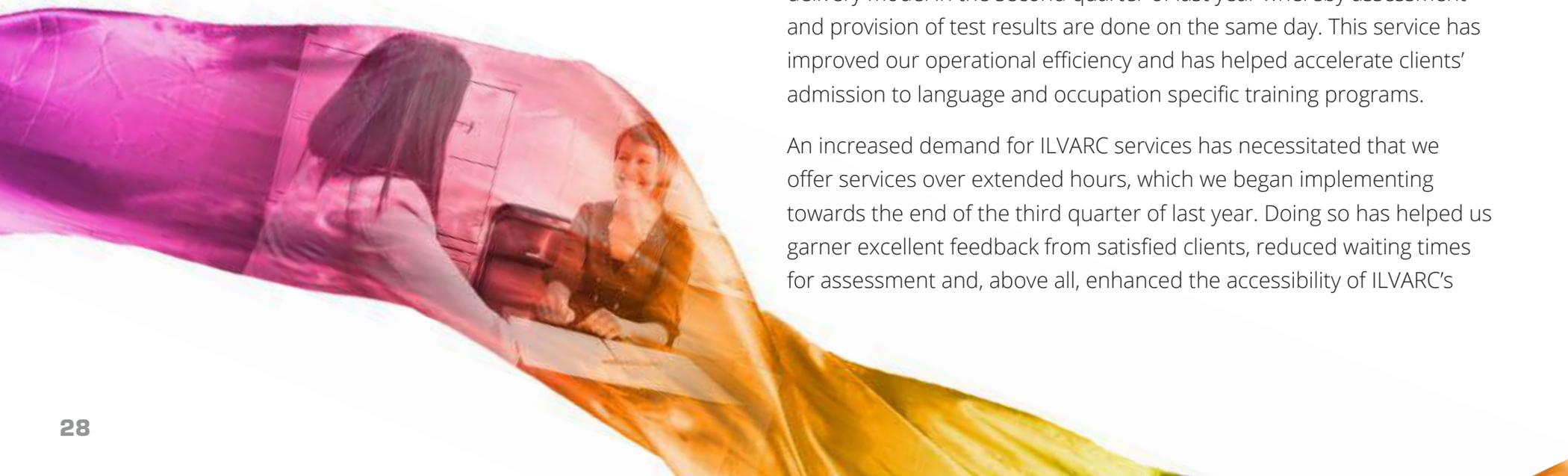
ILVARC provides one-stop comprehensive English assessment and referral services for immigrants and refugees in Calgary. To facilitate the process of language acquisition as well as education and career planning, ILVARC provides language assessment to measure the readiness and proficiency level of an adult immigrant learner. The assessment results are used to refer the learner to a language training or education program best suited to their needs. ILVARC also determines beneficiaries' eligibility for the federally sponsored Language Instruction for Newcomers to Canada (LINC) program as well as provides referrals to other language training opportunities. By

linking clients to different training opportunities as well as to a variety of other services and financial resources, we help them further their educational, vocational and in career goals. ILVARC language assessors and ESL/Career Counselors are certified professionals whose skills and knowledge are an integral component on the path to settlement, providing a welcoming, encouraging and informative resource to immigrants in Calgary.

Last year, ILVARC experienced a successful year. We continued to expand our services and increase efficiency. To address the diverse needs of beneficiaries and to facilitate meaningful participation of immigrants and refugees in LINC, ESL and other settlement programs and services, ILVARC has been working very closely with relevant service providers and the results have been valuable and very beneficial.

To further expedite service delivery, ILVARC adopted a new service delivery model in the second quarter of last year whereby assessment and provision of test results are done on the same day. This service has improved our operational efficiency and has helped accelerate clients' admission to language and occupation specific training programs.

An increased demand for ILVARC services has necessitated that we offer services over extended hours, which we began implementing towards the end of the third quarter of last year. Doing so has helped us garner excellent feedback from satisfied clients, reduced waiting times for assessment and, above all, enhanced the accessibility of ILVARC's



scope of services over a suite of time slots. In addition, ILVARC continues to offer itinerant services at 1000 Voices of the Genesis Centre of Community Wellness located in Northeast Calgary as well as in Canmore to the beneficiaries facing multiple barriers. Always seeking new ways to improve itinerant services and make them more efficient and accessible to newcomers, ILVARC has partnered with Bow Valley College and Canmore Campus, and has participated in the Canadian Language Benchmarks Placement Test (CLBPT) Remote Pilot Project funded by CIC and developed by the CCLB. ILVARC is hopeful that the remote CLBPT assessment will become a part of the language assessment landscape at some point in the future.

ILVARC's LINC Directory, and Directory of ESL Programs and Services for Immigrants and International Students in Calgary continue to be valuable resources for beneficiaries and ILVARC partners.

Overall, last year, ILVARC experienced a great year of success and continued to respond to a high demand for its services. We maintained a prominent profile in the community for our role in assisting immigrants.



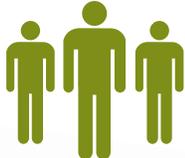
Did You Know?

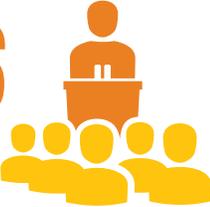
ILVARC continued to provide quality workshops on a wide range of topics consistent with the needs of its clients in realizing their language, educational, vocational and career related goals.

This year we provided **73** workshops
to **1,081** participants.



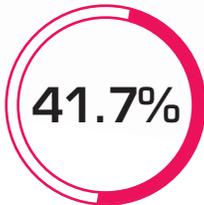
ILVARC | Statistics

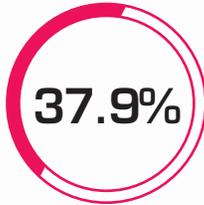
 **13,148** Beneficiaries

21,346  Sessions

73  Workshops

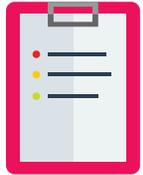
Referrals

 **41.7%** **26,694** Access Language Training Opportunities

 **37.9%** **24,240** Access Support Services

 **11.3%** **7,202** Advance Vocational/ Career Employability Goals

 **9.1%** **5,812** Enhance Educational Opportunities



8,691
Assessments Completed



132 Languages Spoken
by Beneficiaries



Top 10 Language Groups Served by ILVARC

Punjabi/Urdu/Gujarati/Hindi	1,728
Spanish	1,336
Arabic	1,181
Mandarin	1,116
Persian (Farsi, Dari)	988
Tagalog	820
Tigrinya	414
French	400
Amharic	396
Korean	329
Other	3,359
TOTAL:	12,067*

* Not including workshop (1,081 participants)

beneficiary

Linda Suwito

Linda came from Indonesia under the Skilled Worker category in August 2012. Her 20 years of education back in her home country have provided her with a background in finance and a career in accounting.

Upon arrival, she immediately had her proficiency in English assessed at ILVARC. Her CLBPT results were 3, 2, 5, and 4 for the skills of listening, speaking, reading, and writing respectively.

Linda was advised by an ILVARC Counselor to register with a LINC program in the city to enhance her language skills. Upon completion of her LINC program and obtaining her LINC graduation certificate, she was referred by ILVARC to a bridging program for foreign-trained accountants, which was chosen based on her educational/occupational goals. She successfully completed her program and returned again to ILVARC for her ELTPA post assessment wherein she scored well in her listening,

speaking, reading, and writing: 8, 8, 9, and 7 respectively. Upon completing her internship with a financial firm, she was delighted to be offered a permanent position there.

“Keep learning and do not be afraid to make mistakes because there are important lessons in them. The keys to success are hard-work, persistence, good attitude, building relationships, networking and continuous learning. ILVARC gave me support, guidance, confidence and an opportunity to make connections. Thank you ILVARC!”

*The referral centre
gave me support,
guidance, confidence
and opportunity.*



Mosaic Family Resource Centre

The Mosaic Family Resource Centre is a place of possibilities—a place of positives, opportunity and a place of growth.

Strong families are the backbone of any society, and we are committed to working together with families and communities to support the successful integration of immigrant families. The Mosaic Family Resource Centre has three main areas of program focus:

1. Children and Parents

In child development, the key component is relationship. In our busy and overprescribed world, it is easy to push our family relationships to the background, especially when parents are establishing themselves in a new country.

All early childhood programs provided at our downtown centre or at our community-based locations work together with families to develop a foundation for healthy child development from conception to school entry. Through prenatal health, new parent support, skill development, effective communication, role modeling and parent-child literacy activities, families work together in preparing children to take the next step into the school system.

- **Healthy Start Calgary**
- **Mosaic Preschool Program**
- **Child & Parent Community-Based Learning Program**
- **Mosaic Parents and Tots Program**
- **Multicultural Family Literacy Program**
- **Parent-Child Enrichment Program**

2. Youth and Family

As children grow into youth, a new set of challenges arises for families. Youth may challenge traditions and peers may become as important in a youth's life as family. Working together with schools, community partners and families, the Mosaic Family Resource Centre programs strive to develop a shared understanding of how youth view the world and support them in becoming compassionate, competent and stress-resilient adults. Programs such as RESPECT and the Open Door Project focus on establishing healthy and gender equitable relationships while the Mosaic Afterschool Program and Club Kismet support youth in maintaining academic and social success.

- **Mosaic Afterschool Program**
- **RESPECT**
- **Open Door Project**
- **Club Kismet**



3. Family Support

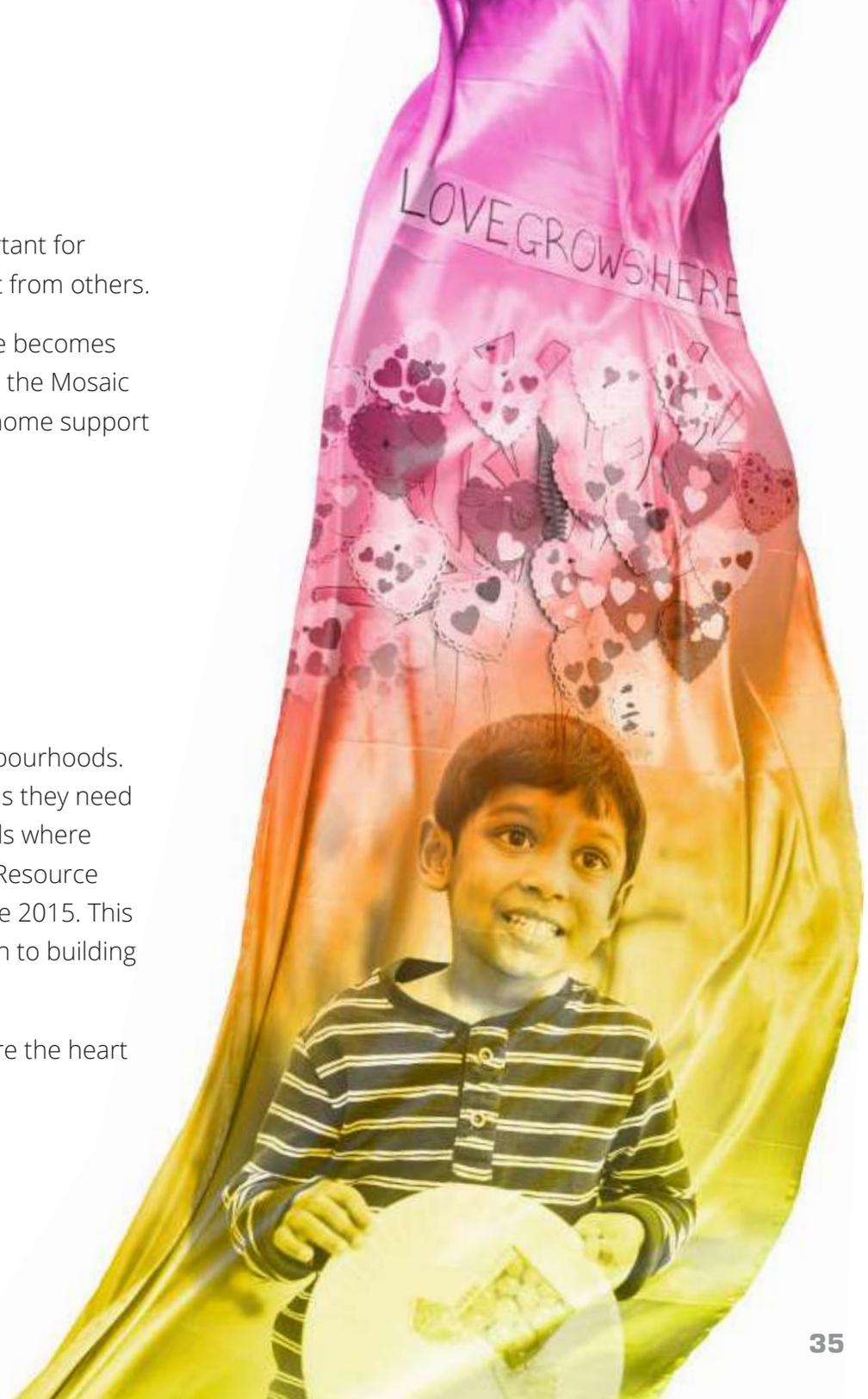
The family is the most significant influence in a child's life, and it is important for parents to know they don't have to be at a crisis point to ask for support from others.

When parents need to talk with someone about their concerns, when life becomes overwhelming, or when there is a need for a more in-depth intervention, the Mosaic Family Resource Centre is there to help. We provide counselling and in-home support services by referral or by appointment.

- **Multicultural Men's Program**
- **Multicultural In-Home Support Program**
- **Multicultural Outreach Connections Program**
- **Mosaic Counselling Program**

It is often the simple things that help families feel at home in their neighbourhoods. When families feel isolated, it can be challenging to make the connections they need to involve them in their communities. In order to identify neighbourhoods where there is a need for additional programs and services, the Mosaic Family Resource Centre has embarked on an Asset Mapping project that will run until June 2015. This project is working across programs to ensure a comprehensive approach to building community capacity.

All of these programs have one thing in common: family – and families are the heart of the Mosaic Family Resource Centre.



510



IMMIGRANT SERVICES
CALGARY

MOSAIC CENTRE



Mosaic Family Resource Centre | Statistics

 **59,914**
Hours of Service Provided

309 
Workshops

  
Children 622 Youth 170 Adults 1,147

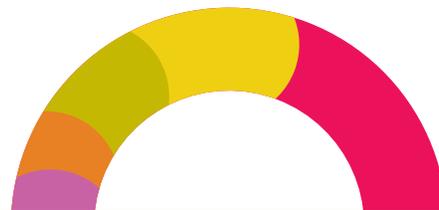
1,939
Beneficiaries Served

Leading Countries of Origin

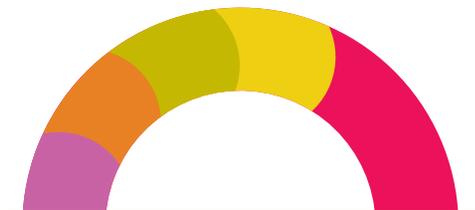
● India	23.90%
● China	13.74%
● Pakistan	9.21%
● Nigeria	4.16%
● Nepal	3.87%

Leading Languages

● Punjabi/Hindu	23.33%
● Mandarin/Cantonese	13.69%
● Urdu	7.68%
● Spanish	7.23%
● Arabic	5.35%



Countries of Origin **54**



Languages Spoken **42**

beneficiary

Gulamiz Haidari

Before enrolling in the preschool program at the Genesis Centre, Gulamiz Haidari and Imam Nazari described their home life as chaotic and exhausting. Their son Muqaddas, aged 4, struggled with cooperation and emotional regulation, and Gulamiz was concerned about him transitioning to Kindergarten. Both parents were also concerned about the influence of Muqaddas' behavior on their daughter Ariya, aged 3.

The onset of the program was a rocky start for the children; however, after a few weeks, there was a shift in behavior observable in both Muqaddas and Ariya. Muqaddas became engaged with activities involving cars, trucks and the water and sand table. He was observed singing and dancing during circle-time. He truly enjoyed doing yoga, as evidenced by his contagious laughter during his attempts to stretch like a cat. Ariya was observed building a strong connection with one of our volunteers. She loved to dance like a ballerina and through craft activities, we learned how much she loved pink and long, curly hair.

Gulamiz and Imam were both amazed at the impact of the program on their children. Imam chuckled while he discussed hearing his children sing at home. He marveled at how many new words they have learned since beginning the program. He felt more engaged with his son,

especially sharing in his growing curiosity about "everything!". Seeing the changes in Muqaddas' behavior, Gulamiz was less worried about him moving to kindergarten. She found the resources provided during parenting workshops around positive discipline were most useful in helping manage her children's behavior. She keeps copies of the handouts she received so she can refer to them often.

Overall Gulamiz and Imam noted a significant shift as a result of the program and could relate to Muqaddas and Ariya excitedly packing their bags for pre-school two days before the actual program!

*We were amazed at the
impact of the program
on our children.*



IDA Recipient

Vania Dimitrova

*Immigrant Services Calgary
was like a second home to me.*

Our clients choose Immigrant Services Calgary (ISC) for the start of their journey in Canada and reach out for support through our many programs and services. They eventually find jobs and explore avenues to express their talents while building community. They become known for their accomplishments and sometimes nominated for awards such as the Immigrants of Distinction Awards (IDA). Vania Dimitrova is an immigrant who exemplifies this evolution.

Born in Bulgaria, Vania was pregnant when she immigrated to Canada in the late 90's with her then husband and two small children. She sees herself as a "risk taker" and while it was difficult in the beginning, the fruits of her hard work and determination have been recognized through her work, so much so, that she recently was the recipient of the Arts and Culture Award at the 2015 IDA. Vania sees art everywhere, expresses herself through her work and gives back by helping youth develop their creativity through artistic expression. She says art "helps her through the

difficulties of life, is her spiritual connection and gives her energy to move forward"

In reflecting back on the early days of needing support through our services Vania says with fondness that ISC was a "second home" to her. She felt so passionately about our work that she eventually volunteered with us before reaching out to her broader community. A sense of belonging is important to a newcomer and Vania, as a thriving member of our community, represents hope for our new immigrants, she is a great example of the full circle holistic approach to integration that embodies our mission.





Immigrants of Distinction Awards

On March 6, 2015, ISC hosted the 19th Annual Immigrants of Distinction Awards. This year's theme was 'Inspiring New Stories' which celebrates not only the success of newcomers in their professional and business endeavors, but also in bringing new, innovative and positive impact to Calgary's community. The event hosted a full room of guests from all levels of government, the corporate community, and the voluntary sector to celebrate the accomplishments of Calgary's immigrants.

Recipients

Achievement Under 40 Award

Ariam Wolde-Giorgis

Arts and Culture Award

Vania Dimitrova

Business Award

Girish Agrawal

Community Service Award

Gurmit Kaur Sarpal

Hadassah Ksienski Distinguished Service Award

Carolina Dalglish

Lifetime Achievement Award

Dr. Chan Wirasinghe

Organizational Diversity Award

Rogers

Youth Scholarship Award

Mahtab Dhaliwal, Nilufer Hasanova, Syeda Kinza Rizvi, Vidhya Bavalana & Ziad Paracha



Immigrant Services Calgary is looking forward to celebrating its 20th IDA in 2016!



 Immigrant Services Calgary

 @askISC

 Immigrant Services Calgary

www.immigrantservicescalgary.ca

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