

# ANNUAL REPORT

2017 - 2018



Central Vancouver Island  
**Multicultural Society**

**CENTRAL VANCOUVER ISLAND MULTICULTURAL SOCIETY**

**101 – 319 Selby Street, Nanaimo BC V9R 2R4**

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# BOARD OF DIRECTORS



## BOARD OF DIRECTORS

**Dr. Graham Pike, Board President**

*Dean, International Education, Vancouver Island University*

**Paul Winn, Board Vice-president**

*Lawyer - retired*

**Mindy Kailly, Board Treasurer**

*VP, Finance & Treasury, Coastal Community Credit Union*

**Maureen Shakespeare, Board Secretary**

*Department of Citizenship and Immigration - retired*

**Peter Sikora**

*Chartered Professional in Human Resources (CPHR) - retired*

**Wendy Young**

*Director of Finance, Vancouver Island University*

**Gerald (Gerry) M. Laporte, MEng, PEng, cfc**

*Canadian Naval Officer - retired*

**Anthony (Tony) Ogbechie**

*Investment Consultant, Canadian Imperial Bank of Commerce*

The all-volunteer Board of Directors is the governing body of CVIMS. It provides strategic direction, sets policy and provides governance oversight for the Society.







## A MESSAGE FROM THE PRESIDENT

**I**t has been a very busy and successful year for CVIMS. Following the appointment of Jennifer Fowler as Executive Director in October, the Society has continued to provide outstanding services for newcomers to the central Vancouver Island region. The number of clients served increased by 15% over the year and I would like to thank the staff and volunteers for their hard work and dedication to meeting the needs of newcomers as they transition to their new home. As our neighbourhoods become more diverse, it is clear that the expertise and support of CVIMS is critical to the successful integration of newcomers into our community.

CVIMS has embarked upon a strategic planning exercise that will guide the direction of the Society's work over the next few years. A collaborative initiative of the Board and staff, the strategic plan sets out clear goals in the areas of communications, business development, community engagement, human resources and program & research. The Board is excited by the vision that has been created and we look forward to the new opportunities that it will create.

A highlight of the year was the establishment of the Newcomers' Emergency Fund, set up with a substantial donation from the family of Ghazi Farooq

and a contribution from the Board. The Fund is a fitting tribute to the tireless humanitarian work of Ghazi Farooq around the world and, especially, in the Nanaimo community. Ghazi was a friend and mentor to so many newcomers and an inspiration to us all.

I am grateful for the diligent work of Board members over the past year. I would like to thank Winnie Wong, who has completed her mandate, for her many years of service and to welcome Tony Ogbechie to the Board. We look forward to another productive and successful year ahead at CVIMS.

**Dr. Graham Pike, Board President**  
*Dean, International Education,*  
*Vancouver Island University*



**F**irst, I would like to take this opportunity to thank the staff and the Board of Directors of CVIMS, and the community for making me feel so welcome to CVIMS and to the City of Nanaimo. I came on-board as the new Executive Director in October 2017 and feel privileged to be able to work for such an important organization in this community with staff who genuinely care about the clients that we are supporting.

Over the course of the year we have been able to provide services to nearly 1400 Newcomers looking to start a new life in Canada and support them in joining the community of Nanaimo. The Local Immigration Partnership (LIP) is a new community initiative that we are facilitating to support them in this journey. It is premised on the conviction that successful settlement and integration is a mutually-beneficial process that involves both immigrants and the broader community engaging in a process of mutual learning and inter-relatedness. The LIP is both an ethical and economic call to create a better and stronger community together. The community has shown strong support in the need for a LIP as it aims to make Nanaimo a more welcoming city.

We have transitioned from providing resettlement services, which means we no longer hold the contract for bringing in Government Assisted Refugees (GARs). This is no reflection on the organization's or the community's support for GARs, but a decision to scale back on communities that will bring in GARs. We still see continued support from the community in bringing in Private Sponsored Refugees (PSRs) so we continue to provide all services to PSRs and continue to support the cohort of GARs who have arrived.

With a strong labour market on the Island, and

through great support from Nanaimo employers, our clients have also been successful at being offered many employment opportunities. With support from the province we have expanded our Career Paths program and continue offering Job Ready services to our clients.

Knowing that youth are the future, our programs that support the development of young people (the Daycare, HIPPY and Youth Program) all had great accomplishments this year. One highlight is a group of youth who came together for a Newcomer Youth Forum Theatre Project. As immigrant and refugee youth in Canada, concerns around stereotypes, discrimination, racism, and marginalization are realities. The Newcomer Youth Forum Theatre Project worked with newcomer and refugee youth participants, to design and present a public performance on the topic of belonging.

With much gratitude to the Farooq family for their initial generous donation, in November 2017, the Board of Directors announced an initiative to develop a fund to provide emergency support for Newcomers to the community. The fund is named the "Ghazi Farooq Newcomers Emergency Fund" in recognition of the contribution and support that Dr. Ghazi and Mrs. Janet Farooq have provided to many Newcomers/immigrants and refugees in the community and to CVIMS over the years. Donations to the fund can be made on our website.

It has been a sincere pleasure to join the CVIMS family and the community of Nanaimo. I look forward to being a part of the many successes ahead for CVIMS, and more opportunities to enjoy all this community has to offer.

**Jennifer Fowler,**  
**Executive Director**





# COMMUNITY





## COMMUNITY PARTNERSHIPS

The partnerships that we build within our community are very important to us. This is just a sample of our representation on community committees ...

- Nanaimo Economic Development Committee
- BCSIS Advisory
- Pathways to Prosperity Advisory
- Immigration Integration Advisory Committee, AMSSA of BC
- Nanaimo Youth Advocates Meeting
- Community Coordination for Domestic Safety Committee
- Seniors Connect
- EPBC Case Management Meetings
- Thorne Consulting / WorkSafe BC
- Career Paths Advisory Committee
- VIU ECEC Community Advisory Committee
- VIU WUSC Local Committee
- Greater Nanaimo Early Years Partnership Committee, Cultural Engagement
- Nanaimo Filipino Canadian Association
- Vancouver Island Visayan Association
- BC TEAL Board
- VIU conference committee representing BC TEAL and EAL providers on Vancouver Island

## IN THE COMMUNITY

### We Speak Translate Training



The **WE SPEAK TRANSLATE** project is a first of its kind collaboration between Google Translate and the Inter-Cultural Association of Greater Victoria (ICA) utilizing the Google Translate app for refugee resettlement and newcomer inclusion in communities. On June 12, 2017 we hosted a Brown Bag Lunchtime Training for the community. The event was well attended by community members, business owners, service providers as well as many of the CVIMS staff!



**ONE COMMUNITY:  
OUR CITY  
OUR STORIES**

*An Evening of Storytelling* **JUNE 27**  
**THE PORT THEATRE** 7:00 - 9:00 pm

**An opportunity to hear 6 storytellers from different ethnicities and diverse age groups reflecting on their personal experiences and how this can help to shape Nanaimo's future**

**FREE ADMISSION & EVERYONE WELCOME**

A partnership of:

In celebration of Canada's 150 Anniversary

On Tuesday June 27th, (Canadian Multiculturalism Day) between 7 pm and 9pm we held an evening of storytelling - an opportunity to hear 6 storytellers from different ethnicities and diverse age groups reflecting on their personal experiences and how this can help to shape Nanaimo's future. It was an open event held at the Port Theatre and all were welcome.

These personal experiences provided an important learning resource for present and future generations of Canadians. The storytellers were able to identify their challenges and successes and articulate their vision for a future that includes inclusion, diversity and equity.



## SYRIAN REFUGEE FUND

**A**t the annual general meeting of the Central Vancouver Island Multicultural Society in October 2015, the board of CVIMS proposed to set up a fund to help those Syrian refugees who were coming to Nanaimo to as part of Canada’s mission to accept 50,000 refugees due to the war in Syria.

The Board also proposed to help start the fund by allocation \$20,000 from its reserves and the fund would be open to the public to make donations. In total \$52,425 was raised to assist those refugees who came to Nanaimo with a total of \$51,955 being spent. The funds were allocated as shown.

The fund was closed earlier this year to new donations as Nanaimo was seeing refugees coming from other countries besides Syria and a new fund was set up to be able to help all newcomers within specific guidelines.

It was agreed that the small balance remaining within the Syrian Refugee fund \$469.52 be transferred to the new fund, which has now happened.

CVIMS would like to thank everyone who generously donated to the fund to assist those refugees with help which would not have otherwise been available.

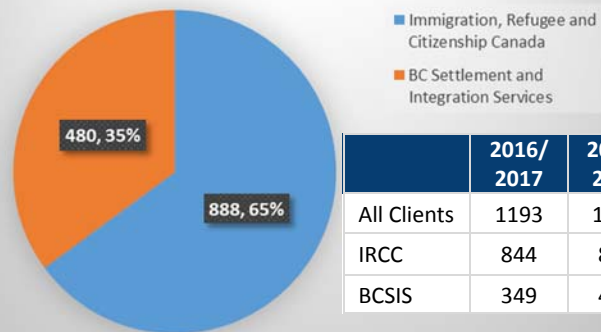
EXPENDITURE	AMOUNT
Dental Work	\$23,614
Medical Expenses	\$5,532
Rental Assistance	\$10,216
Household Items, furnishings, etc.	\$6,112
Travel Assistance	\$4,355
Support for Interpretation	\$1,000
Misc. items	\$1,126
TOTAL EXPENDITURE	\$51,955
TOTAL SYRIAN REFUGEE FUND	\$52,425
Balance transferred to Newcomers Fund	\$469. 52

# STATISTICS

## Total Clients served in the period by funder:

- Immigration, Refugee and Citizenship Canada (IRCC)
- British Columbia Settlement and Integration Services (BCSIS), Ministry of Jobs, Trade and Technology

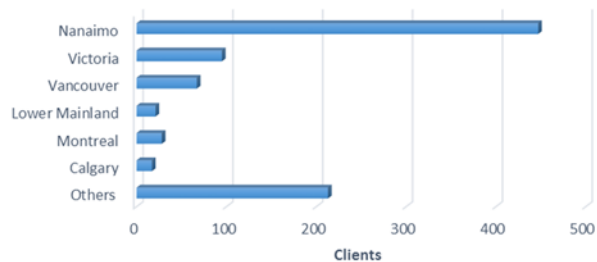
### Total Clients served at CVIMS



	2016/2017	2017/2018	%
All Clients	1193	1368	+15%
IRCC	844	888	+5%
BCSIS	349	480	+38%

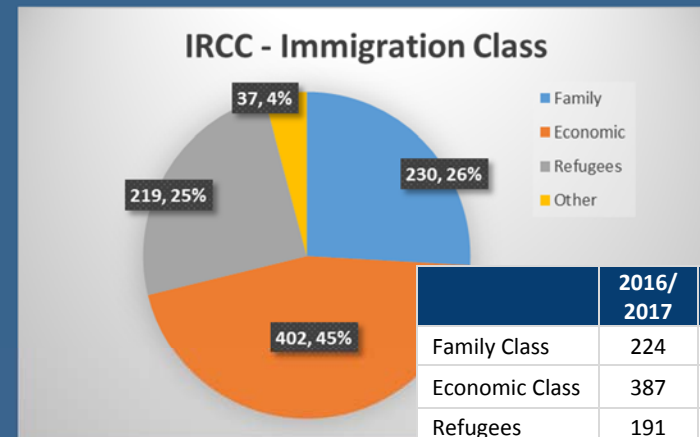
## IRCC clients original intended destination when coming to Canada:

### Cities of Intended destination - IRCC Clients



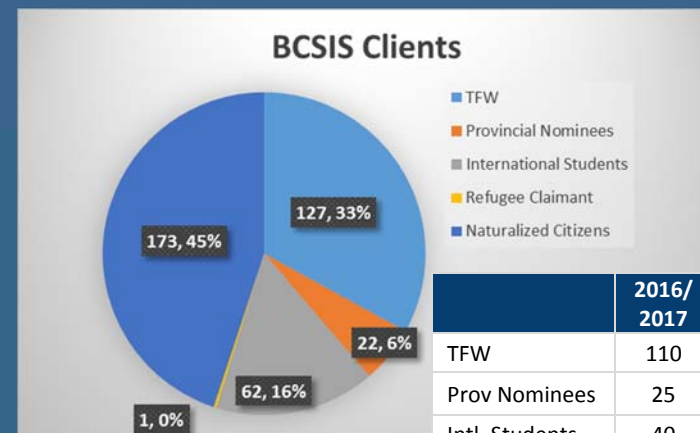
Those clients funded by IRCC who stated that Nanaimo was their intended destination accounted for only half of total clients; therefore 50% of clients are secondary migration meaning they intended or lived in another part of Canada before moving to Nanaimo.

## IRCC Immigration Class of clients served for the period:



	2016/2017	2017/2018	%
Family Class	224	230	+3%
Economic Class	387	402	+4%
Refugees	191	219	+15%
Other Class	42	37	-12%

## BCSIS Immigration Class of clients served for the period:

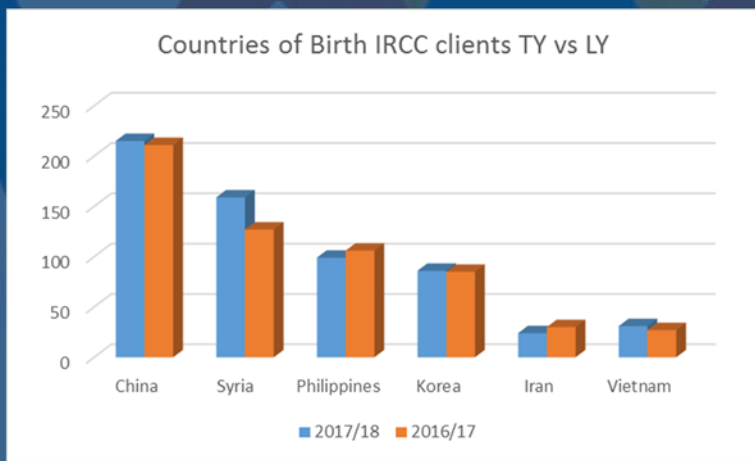


	2016/2017	2017/2018	%
TFW	110	127	+15%
Prov Nominees	25	22	-12%
Intl. Students	40	62	+55%
Refugees	4	1	-75%
Nat. Citizens	170	173	+2%

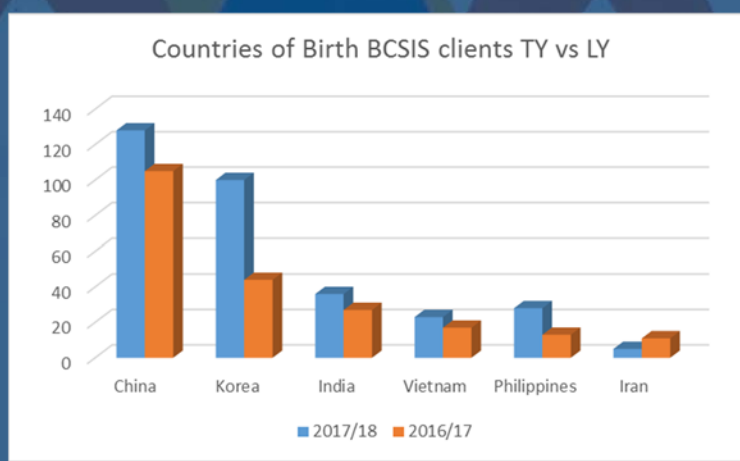


Countries of Birth for clients served at CVIMS:

IRCC Clients



BCSIS Clients



# SETTLEMENT







**S**ettlement Support Services were delivered through drop-in and appointments by Settlement Workers in the year 2017-2018. The Settlement Workers' roles were diverse and varied; ranging from simple one-off information inquiries, to continuously providing extensive individually tailored one-on-one support to isolated and vulnerable clients. We assisted approximately 1368 clients, an increase of 14% over 2016-2017; with 652 new clients and 716 returning clients; 213 new families and 267 returning families.

Throughout the year staff provided a number of community outreach activities to promote community connections among immigrants and with other community service providers. Settlement developed **new partnerships** within the community in general, **Seniors Connect; BC Farmers' Market Nutrition Coupon Program; BC hydro – ECAP program; Access Pro Bono Society of BC.** Outreach activities included but were not limited to community meetings. New **opportunities** for our clients were also created by hosting community partners at the CVIMS facility to deliver their services, such as: **The Kidney Foundation of Canada - BC Targeted Screening Program** in March 2018. This program tested health metrics to identify clients at risk. Settlement workers successfully facilitated venue set ups, clients' promotion and registrations, volunteer interpreter recruitment and participant feedback regarding the health care practitioners' delivery. 40 clients including 5 staff members benefited from it. This partnership

resulted in reduced barriers and increased greater awareness of community resources available to Settlement clients.

Settlement successfully recruited another experienced clinical counselor; Pauline Goh. Goh has provided several workshops about cultural adjustment and stress management for our clients and the participants provided many positive feedbacks. She will provide short term crisis counselling to address client's issues of adjusting to life in Canada.

Settlement Services include offering information sessions to new immigrants. The topics of these sessions range from information on legal, education, health, housing, private sponsorship information, taxation systems in Canada to any other topics many immigrants inquire about. Based on clients' needs **new interest groups** were identified and specific group offerings were created: **Women's Wellness Group, Men's Group, Seniors Group, Multicultural Choir** and **Youth Group** throughout the year. The **Youth Program** offered opportunity for immigrant youth to engage in recreational activities. These activities promote language learning and are combined with life skills development opportunities, including: youth summer activities, VIU National Soccer Championships volunteer opportunity and an English Conversation Group. These activities served to help immigrant youth connect with the broader community, and develop language and cultural confidence.





**T**he **Seniors Program** is tailored to ages 55 & up. The program follows a holistic approach to address the wide set of needs of this group, attention is paid to the spiritual, physical, mental, and emotional factors of health and wellness. Utilizing the knowledge and experience found in our immigrant senior volunteers, participants are guided to enhance their English skills at an informal English conversation group. Understanding that growth and development needs grounding in real world activities, the group enjoys sewing, gardening, artistic expression, exercise, games, and

peer support. Settlements' partnership with Seniors Connect (WELL) facilitates group members' social involvement in the community by creating opportunity for participation in a variety of community activities such as, Zumba Gold; Yoga and others. This involvement helps immigrant seniors to feel a part of the community as they are engaged in different areas of socialization and relationship building.

***Ming Frederick,  
Settlement Team Leader***





# LANGUAGE







## LANGUAGE INSTRUCTION FOR NEWCOMERS TO CANADA - LINC

**T**he Language Instruction for Newcomers to Canada (LINC) program provides newcomers with language learning classes to develop the English skills needed to successfully integrate into society. We offer classes aimed at meeting the needs of a wide range of clients with an equally wide range of ability, from absolute beginners in our Canadian Language Benchmarks (CLB) Level 1 class to individuals approaching the language skills necessary for College level study in our CLB Level 7/8 course. Moreover,

we offer a specialized literacy stream, piloted in 2017, to support individuals requiring identified as ESL Literacy learners, who are unable to read and write in their first language. IN 2017 - 2018 the program served 203 clients.

Instruction throughout LINC @ CVIMs is student centered, with progress being measured through the federally mandated Portfolio Based Language Assessment (PBLA) process. In addition to language skills, settlement related themes are explored that

provide clients with information and the specialized language needed for everyday situations such as finding accommodation, shopping and accessing medical services, to name a few, developed within a communicative focused classroom environment aimed at empowering learners. The LINC program is federally funded and targets clients who are permanent residents and refugees, while also offering a limited number of BC funded seats with more open eligibility criteria. Free childminding is available to clients who require this service.

In terms of client numbers, the following charts provide a snapshot of our client base in 2017 - 2018:

THE TOP THREE COUNTRIES OF BIRTH	
Syria	34%
China	22%
South Korea	9%

MOTHER TONGUE/FIRST LANGUAGE	
Arabic	34%
Chinese	22%
Korean	8%

IMMIGRATION CLASS	
Refugees	45%
Family Class	30%
Economic Immigrants	25%

MAIN PURPOSE FOR ATTENDING	
Participate in Canadian Society	39%
Find Employment	30%
Get and Education	17%
Acquire Citizenship	14%

In comparison to past years, these numbers continue to reflect a change in the client base of the program, with a significant increase in the number of refugee clients continuing to shape our student body.

## ACCOMPLISHMENTS


2017 – 2018 saw the program fully implement Portfolio Based Language Assessment (PBLA). PBLA is a comprehensive, student centered instructional and assessment process used to engage learners in the assessment of language acquisition through ongoing, real world assessment tasks. PBLA shifts instruction to focus on task-based learning through the exploration of language needed to meet real world communication challenges. Clients begin a session by completing a needs assessment to identify their individual learning needs; clients also set

personal goals and are encouraged to reflect on their progress. Clients are provided with a Language Companion Binder containing useful settlement information, and in which they build a portfolio of their ability through the completion of weekly teacher developed and administered assessment tasks. Opportunities for frequent feedback and reflection are included in the weekly learning routines. PBLA was made a mandatory component of all federally funded language programs in 2016.

In the fall of 2017 LINC @ CVIMS piloted an ESL Lit-

eracy stream to assist those learners identified as literacy learners. Typically, literacy learners display a number of characteristics, including an inability to read and write in their first language, completing less than 8 years of education, experienced interrupted education or speaking a first language that lacks a written code. Instruction is tailored to meet their unique learning styles, with a great deal of emphasis on visuals, realia and using oral ability to support a transition to text. Our Literacy Stream was offered off site at Literacy Central.





**T**he administrative and instructional team of the LINC program reviewed and subsequently up-dated a number of operational policies, including our Attendance Policy and Academic Standards & Integrity Policy to better reflect recognized best practices for organizations offering language instruction.

Faculty attended the AMSSA Vancouver Island Regional Conference, participating in professional development sessions and networking with their colleagues at other agencies on Vancouver Island, and from the mainland. This year's conference is hosted at VIU, and our staff hope to both participate and present sessions.

LINC @ CVIMs has been actively engaged with many community partners. In the spring LINC staff hosted an information session for volunteer tutors, providing them with information and resources that could be used to help home-based tutors support language learners in the community. Our Head Language Instructor, and one faculty member, Marian Remenda presented information about LINC and language learning resources to volunteers at Literacy Central, along with the sharing of a resource tool kit for tutors. These efforts were aimed at helping

those individuals working to support newcomer families, especially in the area of language learning. One of our faculty members, Corinne Hamel-Taylor, was also selected to serve as LINC representative on the Provincial AMSSA Board and is currently a co-organizer of the Annual Island Conference, this next year hosted by VIU.

The program is also exploring a number of new initiatives to meet the needs of clients who are not LINC eligible. Information on these will be shared as they develop.

We would like to thank our instructional staff, and all those individuals associated with our LINC program who make it such a great success for their hard work and dedication. On our most recent student survey of satisfaction, 97% percent of students indicated they satisfied with the service they received while 85% percent indicated they would recommend the program to a friend or family member. It is through the hard work and dedication of our staff, and their commitment to helping our clients meet their language learning needs, that we are able to achieve success.

***Gerald Halabura,  
Lead Instructor***

# DAYCARE







**I**t was another busy year in Childminding as we served approximately 90 children and their families through LINC, HIPPY & settlement this last year. This included holding Parent/Teacher meetings with our LINC families to discuss the children’s progress and development, as well as assisting with field trips and special events.

In July we provided childcare for a Women’s Job Ready program. Then in January & February we held another Saturday IPALS program in cooperation with Literacy Central Vancouver Island.

Our community involvement also involved taking part in five Healthy Start to Learning Fairs, Early Childhood Educators of BC Nanaimo branch, ECEBC Island Region Network, and the VIU ECE Community Advisory Panel. Presentations were made to the VIU ECE second year class and PacificCare’s Good Beginnings Family Daycare course this year.

I would like to take this opportunity to recognize the dedicated staff who have helped keep our program at such a high standard – Vania, Olena, Pasco, Denise, Shanthi, Juliet, Djalila and Eman.

Also many thanks to our wonderful volunteers – Fiona Murphy, Irene Hassard, Anna Malerba, Jackie Atkinson, Daisy Zhang, Homa Safaei, Kholoud Madi and Jeremiah Gutierrez for regularly sharing their time and talents with us.

**Sue Luoma,**  
*Children’s Program Manager*



# EMPLOYMENT





**E**mployment Services have supported newcomers to Canada to successfully integrate into our society and labour market for the past 39 years. We offer various federally and provincially funded programs which continue to assist immigrants and refugees to navigate the complex credentialing processes with regulatory bodies, understand the Canadian workplace culture expectations, increase soft skills to be successful in the workplace and much more.

## ACCOMPLISHMENTS

- ✓ **Career Paths for Skilled Immigrants** completed its first year of service which turned out to be a very successful year. Career Paths is an initiative designed to help skilled immigrants in the Vancouver Island North region re-establish their careers in Canada. The service area for this program includes Vancouver Island North and communities such as Port Alberni, Campbell River, Courtenay/Comox, Qualicum, Parksville, Nanaimo and Ladysmith.
- ✓ A collaboration with WorkSafeBC and Thorne Consulting was expanded to include delivery of an additional seven work-safety orientation sessions **Working in BC: Orientation for New Arrivals**. These sessions were delivered alongside our partners at the Immigrant Welcome Centres in Duncan, Courtney and Campbell River. Sessions were attended by 48 newcomers and many of them are utilizing this training on their daily jobs. Feedback from local employers is very positive as safety in a workplace is among highest priorities for them.

- ✓ Continuity of various employment programs including **Employment Program of British Columbia (EPBC) / WORK BC for specialized population** and **Job Ready** as well as employment services under the settlement contract for naturalized citizens, temporary foreign workers, International students who are working or are on post-graduate work permits.

CVIMS EMPLOYMENT SERVICES	# CLIENTS
EPBC / Work BC	185
Job Ready!	45
Career Paths for Skilled Immigrants	12
WorkSafe BC / Thorne Consulting	48
<b>PLUS Services for Employers</b> including Job Boards, Employer Panels, Assistance with Recruitment, Diversity Training	

The Employment Services team has been actively engaged with many community partners and local employers. It is the strength of our community that provides the ongoing support to CVIMS clients and many of them are very successful because of these opportunities.

We also want to acknowledge our funding partners Ministry of Social Development and Social Innovation, Ministry of Jobs, Trade and Technology, Ministry of Advanced Education, Immigration, Refugee and Citizenship Canada (IRCC) and WorkSafeBC.

The dedication and passion of devoted staff is what makes the services meaningful and successful. The employment department is looking forward to another year of delivering services in the Regional District of Nanaimo and North Island Region.

**Angelika Valchar,**  
**Employment Manager**



## JOB READY SUCCESS STORY

**J**erry immigrated to Canada in August 2017. He joined his wife and son, who had immigrated approximately 3 years prior. He has a degree in Architecture and many years of experience in both the Philippines and Saudi Arabia, where he worked as a supervisor overseeing large residential and industrial construction projects. Despite these credentials, he was unable to secure employment in Canada. He joined Job Ready in October 2017. Through the Job Ready program, he gained valuable job search skills, including an understanding of employer expectations in Canada and how to transfer his professional skills into the Canadian la-

bour market. To help expand his job opportunities, he received financial support to complete a Construction Safety Officer course at BCIT. Financial support included tuition, textbooks, and the required safety gear. Through CVIMS connections with the Career Centre in Parksville, Jerry learned of a job opportunity at Quality Drafting in Parksville. Jerry began volunteering at Quality Drafting, while completing the introductory modules to learn about Steel Detailing. With the support of an 8-week wage subsidy offered through Job Ready, he was hired as a full-time Steel Detailer. He loves his new job and is happily settled into his new life in Canada.





## EPBC CLIENTS AND MSE PRECAST SUCCESS STORY

**M**SE Precast is a new company that makes concrete forms for bridges, building, road dividers, retaining walls and custom work. The company started operation in Nanaimo in April and the employer approached our agency seeking skilled workers.

The Employment Team emailed a list of clients that fit the skills set the company was looking for and set

up a resume workshop to help clients build a resume to hand into the employer.

Clients were able to attend a tour of the MSE Precast facility to get an explanation of what type of job the company is hiring for, what type of equipment they use and what they do as a company.

Eight clients were successful in obtaining employment within this company. The Employment Team

helped clients with understanding employment forms and explaining employer expectations for the job. The Employment Program also provided clients with financial support to buy work boots and pants and provided gas vouchers for clients to get to and from work until their first paycheque.

All 8 clients are still employed and coming up on 12 weeks of employment for MSE Precast.




# HIPPY

*Home Instruction for  
Parents of Preschool Youngsters*





A photograph of a woman with dark hair, wearing a light-colored polka-dot top, smiling as she looks at a book. A young child in a green shirt is also looking at the book. The background is slightly blurred, showing a yellow bag and a wicker basket.

**H**ome Instruction for Parents of Pre-school Youngsters (HIPPY) is a school readiness program that is offered to low income, isolated families. HIPPY recognizes the parent, primarily the mother, as the child's first and most important teacher. The thirty week curriculum is delivered to the mother by a Home Visitor. The mother uses the activities and practical information provided in the lessons to develop the cognitive, social, emotional and physical skills of the child.

This year 43 mothers from 10 countries participated in the program. The mothers submitted very positive testimonials at the completion of the program.

Six Home Visitors were employed in the program representing 5 different cultures. Two of those Home Visitors returned from the previous year.

The Group Meetings, which were held off site, continued to be well attended. These group meetings give the mothers the opportunity to share infor-

mation regarding community resources, share personal experiences, stay connected to other parents in the community and socialize. Further, at each group meeting, the mothers are presented the opportunity for personal development and enrichment through presentations by professional guest speakers. Child-minding is provided so the mothers can fully participate without distractions.

The HIPPY Manager and Home Visitors look forward to the commencement of another program year in September. One of the mothers who is currently participating in the 3rd year of the HIPPY program has been hired to begin as a new Home Visitor for September 2018.

**Swedini Halliday,**  
**HIPPY Manager**

## TESTIMONIALS

*"HIPPY program has improved my relationship with my children and cultivated children's learning and reading habits" (A.G.)*

*"I feel that HIPPY is extremely helpful for my son" (C.C.)*

*"This program as well as the Home Visitors are a huge asset to me. The program is easy to understand for both me and my son without being boring" (F.R.)*

*"HIPPY helps my children's development. Also I learned a lot about Canadian culture and English through HIPPY" (S.K.)*

*"HIPPY is an excellent program and my daughter loves it very much" (V.D.)*

*"I really like this program and my 4 year old boy also enjoys HIPPY a lot. He really likes the games and activities. Sometimes, our whole family joins in and we have a great family time" (H.T.)*





## OUR PRIMARY PROGRAM CONTRACTS

Immigration, Refugees and Citizenship Canada  
Ministry of Advanced Education, Skills and Training  
Ministry of Jobs, Trade and Technology  
Ministry of Tourism, Arts and Culture  
Ministry of Social Services and Poverty Reduction  
City of Nanaimo  
United Way

## A VERY SPECIAL THANKS TO OUR DONORS

***April 1, 2017 – March 31, 2018***

City of Nanaimo, property tax exemption  
Mosaic IT, in Kind  
Coastal Community Credit Union  
Knights of Columbus Holy Trinity Council  
Society of Saint Vincent De Paul  
Nanaimo Division of Family Practice Society  
Retired Teachers of Ontario  
United Way Halton & Hamilton  
NRGH Dept of Pediatrics Fundraiser  
Martin Velson Personal Real Estate Corp  
CUPE Local 1858  
Mothers Matter Centre

...and our many, very generous, private donors!

Our sincere apologies if we missed anyone.

Funded by / Financé par:



WelcomeBC



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada





# STAFF

Executive Director: Jennifer Fowler (October 2017)

Assistant Director: Nanette Leather

Program Director: Robert Dawkes

Reception and Client Services: Manoela Curado, Carole Pedler

Accountant: Wendy Pepperdine, Pat Denham

Acting Executive Director: Kelly Mc Bride (until Sept 2017)

## LINC Program

LINC Coordinator: Jillian Yun

Head Instructor: Gerald Halabura

LINC Instructors: Emika Asani, Corinne Hamel-Taylor, Nancy

Hayne, Marian Remenda, Barbara Stasiuk, Maggie Wouterloot

## Employment Program

Employment Manager: Angelika Valchar

Employment Consultant EPBC: Judith Halliday, Charlee

Touchette, Carey Karlsson

Employment Consultant Job Ready: Darcie Gabruck

Facilitator: Wendy Phillips

## Settlement Program

Settlement Manager: Samantha Letourneau

Settlement Workers: Rim Shin, Jennifer Bricker, Ming Frederick,

Ahmad Riz, Daisy Bereska, Larissa Coser, Walid Talhouk

Settlement Admin: Manoela Curado

Youth Activity Worker: Alyssa Madarasz

RAP Coordinator: Walid Talhouk

## HIPPY Program

HIPPY Manager: Swedini Halliday

Home Visitors: Maja Djilas, Enna Kurina, Amy Xing, Kholoud Madi

## Children's Program

Children's Program Manager: Sue Luoma

Children's Program Coordinator: Vania Zanetti

Children's Program Worker: Olena Nagorna-Kryvonos, Pasco Hamburg

On Call: Gail Collins, Denise Jamieson, Shanthi Balija, Juliet Klunder,

Djalila Hasni, Eman Al Zouabi

Contract LINC Assessor: Mary Peters, Edith Ives

Contract Counsellor: Dr. Martine Charles

Contract Janitorial: Regency Commercial Cleaning