

ANNUAL REPORT

2018 - 2019



Central Vancouver Island
Multicultural Society

CENTRAL VANCOUVER ISLAND MULTICULTURAL SOCIETY

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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

Mutual Fund Advisor, HSBC INVESTMENT FUNDS (CANADA) INC

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.





It has been an exciting and productive year for CVIMS! As we begin to think about how to celebrate our 40th anniversary year, we commemorate the vision and courage of the Society's founders who, in 1979, recognized the urgent need to provide supports for new immigrants to our community. Forty years on, CVIMS continues to play a leading role in helping newcomers from around the world become established in their new homes and in creating a vibrant and welcoming community. As we plan for the 40th Anniversary Gala, awards that will be presented to newcomers in various categories, will illustrate some of the outstanding contributions that many newcomers have made to the wellbeing and prosperity of central Vancouver Island.

The work of CVIMS, in the past year as in all previous years, could not happen without the skills and dedication of the staff and volunteers. Under the leadership of Executive Director Jennifer Fowler, much progress has been made in establishing a firm foundation for the future, built around the key goals and innovations outlined in the new Strategic Plan. New collaborative partnerships have been forged with allied organizations, many of which have joined with CVIMS in the development of a Local Immigration Partnership that will further enhance the provision of services for newcomers in our region. The Board wishes to thank and congratulate the staff on their achievements and on the high level of service provided throughout the year.

At the end of this year three Board members, including myself, come to the end of their six-year terms as Directors. It has been a pleasure and a privilege to serve as President of CVIMS for the past three years and I am pleased to leave the Board at a time when the future of the organization, and the community it serves, looks so bright. I would like to extend sincere thanks to Mindy Kailly and Maureen Shakespeare for their exemplary contributions to the work of the Board and to wish new and returning Board members every success in helping to guide the Society in the coming year.

The year 2018/19 was my first full year in the role of Executive Director. The one thing that remained consistent was much conversation on how to celebrate our 40th anniversary next year. Given, next year, my report will look back on how we celebrated this milestone, this report will reflect on how we got here.

Our journey started in 1979, a Task Force was set up to explore setting up a society. In September the society was formed, a board elected, bylaws and constitution were set. In 1980 the Society received its incorporation and an office was opened on Victoria Road. The society held monthly meetings for the public which included evenings of cultural exchange and community sharing. In 1981 the first child care worker and first teacher for the Mom's and Tots program were hired in response to the influx of refugees and in 1982 our first ESL program was started. Our work in the community has always been key to our success. In 1983 we worked on (and won) the first human rights case for college students. In 1987 we expanded our programming further with two 10-week Employment Programs (Provincial).

A major milestone, our 10th Anniversary, was commemorated with a celebration held at Bowen Park, showcasing the impact the society was having in the community. The 20th Anniversary Celebrations (1999) at Bowen Park included entertainment, displays, and the dedication of a plaque to Emily Stark, the 1st female black teacher on Vancouver Island, (1874), on Wesley Street. To commemorate 30th Anniversary, CVIMS was the Recipient of two awards - City of Nanaimo's "Excellence in Social Development" for dedication to community needs.

This is but a mere snapshot of all that has occurred over the past 40 years. As we look back, our success would not have happened without the commitment from the community, the spirit and resilience of our clients, trust from our funders, support from our hundreds of volunteers, guidance from past and present Board members, and, of course, the passion of past and present staff. For this we are truly grateful.

Stay tuned for more next year's report on how we celebrated 40 years, with the intention of 40 more to come!

***Jennifer Fowler,
Executive Director***



COMMUNITY



COMMUNITY PARTNERSHIPS

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

- Nanaimo Economic Development Committee
- BCSIS Advisory
- Pathways to Prosperity Advisory
- The Immigrant Integration Coordinating Committee (IICC), AMSSA of BC
- Nanaimo Youth Advocates Meeting
- Community Coordination for Domestic Safety Committee
- Seniors Connect
- WORK BC Case Management Meetings / GT Hiring Solutions
- Nanaimo Job Developers Group / GT Hiring Solutions
- WorkSafe BC
- Career Paths Advisory Committee
- VIU ECEC Community Advisory Committee
- VIU WUSC Local Committee
- Healthy Start Fairs
- Nanaimo Filipino Canadian Association
- Vancouver Island Visayan Association
- BC TEAL Board
- VIU conference committee representing BC TEAL and EAL providers on Vancouver Island
- PacificCARE Child Care Resource and Referral
- Literacy Central Nanaimo

LOCAL IMMIGRATION PARTNERSHIP

The term ‘welcoming communities’ has been defined in a number of ways but each definition goes to the role communities can play in aiding newcomer integration and shares “...a common understanding...that a welcoming community is a healthy community” (Esses et al. 2010, 9) In the ‘two way street’ model of integration, both newcomers themselves and the established community must take steps to accommodate one another and help all residents to feel valued and included.

Although welcoming attitudes are important, it is not enough for a place to be free of discrimination and inviting of newcomers if policies, programs, and processes are not in place to help new residents become active members of the community.

This was an exciting time for Nanaimo as we embarked on the creation of a Local Immigration Partnership (LIP). LIPs bring the community together to develop local coalitions and community based planning around the needs of newcomers (a person that has been in Canada for 5 years or less). Immigration, Refugees, and Citizenship Canada (IRCC) support LIPs, as they recognize the importance of engagement at the local level.

Local Immigration Partnerships (LIPs) are community-based partnerships that:

- ◆ Foster a systematic approach to engage service providers and other institutions to integrate newcomers;
- ◆ Support community-based knowledge-sharing and local strategic planning; and,
- ◆ Improve coordination of effective services that facilitate immigrant attraction, settlement and integration.

Nanaimo is at the starting stages of its LIP. Working groups have been identified with keys research priorities. As we engage further with community a strategic plan will be created to focus on how we can create a more welcoming community for newcomers.

IN THE COMMUNITY



Newcomer Youth Forum Theatre Project

For immigrant youth in Canada, concerns around stereotypes, discrimination, racism, and marginalization are realities. And as such, The Youth Forum Theatre Project worked with youth participants, to design and present a public performance on the topic of belonging.

Forum Theatre

Interactive Workshop for Newcomer Youth



Are you a newcomer/immigrant youth?
Do you have an immigration story to tell?
Are you interested in theatre and social change?

"EXPLORING THE MEANING OF BELONGING ..."

BEGINNING FEBRUARY 6th 2018

WHAT: An introduction to the art of interactive theatre (Forum Theatre). From games, to storytelling, to the creation and performance of a short Forum Theatre play.
**Please note, not all participants are expected to act in the final performance.*

WHO: Newcomer/immigrant youth (ages 13-18)

WHERE: Freebies for 4 weeks - beginning February 6th 2018

WHERE: John Barley Community School - Chandler Hall

HOW: Contact Larissa at kaiser@belonging.ca to sign-up. Workshop is free, but space is limited.



CENTRAL VANCOUVER ISLAND MULTICULTURAL SOCIETY
#belonging 604-733-8122

Through the use of forum theatre techniques this youth led interactive theatre production was produced. The project provided youth participants with an introduction to the power of acting, stage performance and storytelling as a mean to engage in

community dialogue, and personal transformation. It also informed audience members of the realities immigrant youth face, and assisted in forming a more welcoming city.

Intercultural Mental Well-being Equity Project (IMWEP)

Funded by the City of Nanaimo, the *CVIMS Intercultural Mental Well-being Equity Project (IMWEP)* was an innovative one-year, two-phase project aimed at beginning to bridge Nanaimo's research gap in the area of newcomer's mental health and well-being while making the case for strengthened interagency responses that improve equity.

Phase One was research-based and intended to increase awareness of the strengths and needs of diverse newcomer communities, specifically in the area of mental health and wellbeing. Phase Two is largely informed by phase one and will see initial steps towards improving mental well-being equity in Nanaimo put into action.



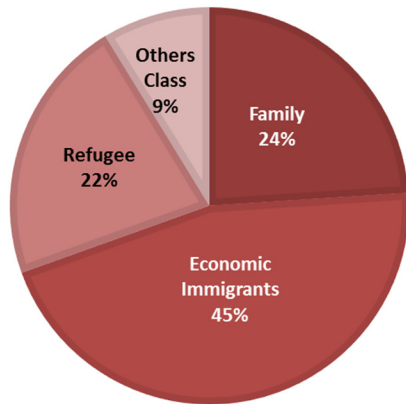
The Sounds of Summer in the OCQ was held throughout the 2018 summer months celebrated many different musical groups are a part of this free 14 concert series in the OCQ - Old City Quarter of Nanaimo. Hundreds of people came out and enjoyed it all every Friday from 12-1pm The events celebrated the many different cultural and ethnic music groups and sought to inform community members of the numerous musical traditions and cultures that live and thrive in Nanaimo. The festival showcased the vibrancy of Nanaimo's multiculturalism through music that encourage participation of the whole community; fostered cross cultural awareness, understanding, community unity and intercultural relationships through the sharing of music; built the capacity and experience of smaller or newer community groups to deliver events through the development of genuine partnerships between community organizations.

STATISTICS

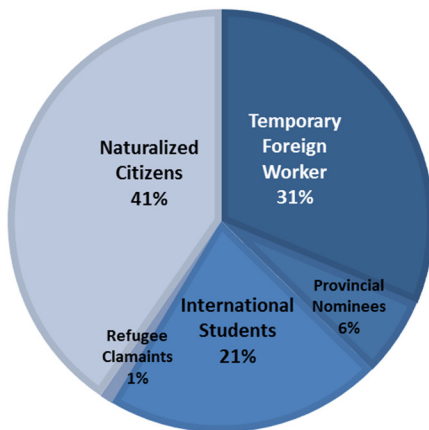
Total Clients served in the period by funder:

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

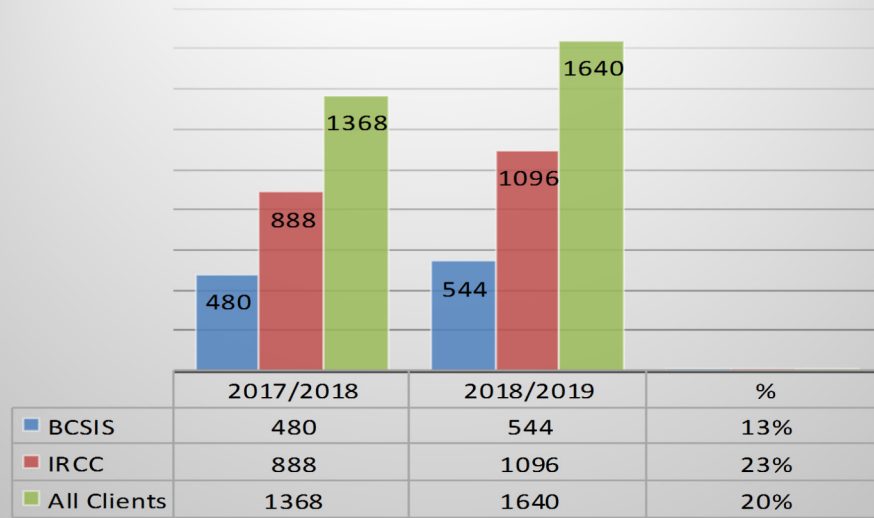
IRCC IMMIGRATION CLASS OF CLIENTS SERVED FOR THE PERIOD 2018/2019



BCSIS IMMIGRATION CLASS OF CLIENTS SERVED FOR THE PERIOD 2018/2019

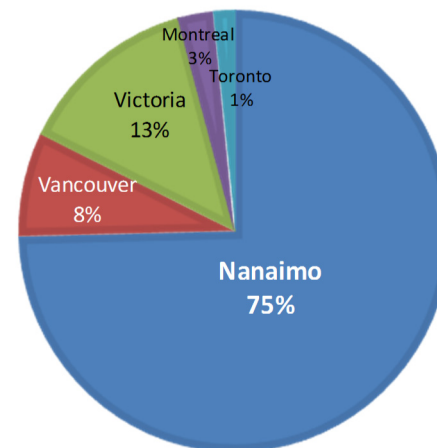


Total Client Served at CVIMS



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.

CITIES OF INTENDED DESTINATION IN 2018/2019



SETTLEMENT



Settlement Support Services were delivered through drop-in visits and scheduled appointments by the Settlement team to approximately 1096 clients; with 544 new and returning clients. The services were diverse and varied; ranging from simple one-time information inquiries, to providing extensive individually tailored one-on-one support to isolated and vulnerable clients. In January 2019, we introduced a “Settlement Worker of the Day”. Clients are encouraged to make appointments to receive services however new arrivals frequently drop into the centre without an appointment. Under the new process, the worker of the day was generally available within a few minutes to conduct a brief introductory meeting and welcome the new arrival, discuss programs, and schedule the first appointment. The response to the change was very positive and new arrivals expressed appreciation for the immediate attention.

Settlement supports included information sessions for new immigrants on a wide range of valuable topics including law, education, health, housing, private sponsorship information, taxation systems in Canada and other sessions tailored to address current topics of interest to newcomers.

Throughout the year staff conducted a number of activities designed to build community connections between immigrants and other community service providers such as the City of the Nanaimo, Parks, Recreation and Culture; Haven Society; Service Canada and Service BC. Staff also represented CVIMS at committee meetings with Youth Advocates and the Community Coordination for Domestic Safety Committee to increase awareness of immigrant needs.

***Ming Frederick,
Settlement Team Lead***





CVIMS SETTLEMENT SERVICES PROVIDED (2018/2019)

Needs Assessment & Referrals (among 887 clients)	1200
Information & Orientation (among 1401 clients)	5664
Information & Orientation Group Activity (1286 attendees)	131 Sessions
Community Connections Group Activity (1289 attendees)	113 Sessions



PROGRAM HIGHLIGHT

CVIMS Youth Program provided opportunities for immigrant youth to engage in recreational activities that promote language learning combined with life skills development. Along with a variety of summer activities, the youth organized a fundraising “Bottle Drive and

Hotdog Sale”. It was a great success! 16 Youth participated on a very hot day in August and their hard work paid off.

They raised \$391.80 in hot dog sales and \$320.60 from the bottle drive for the Youth Program.

We received great feedback from the youth and parents. The program served to connect immigrant youth with the broader community, while increasing language and cultural confidence.

LANGUAGE



SNAPSHOT OF OUR CLIENT BASE

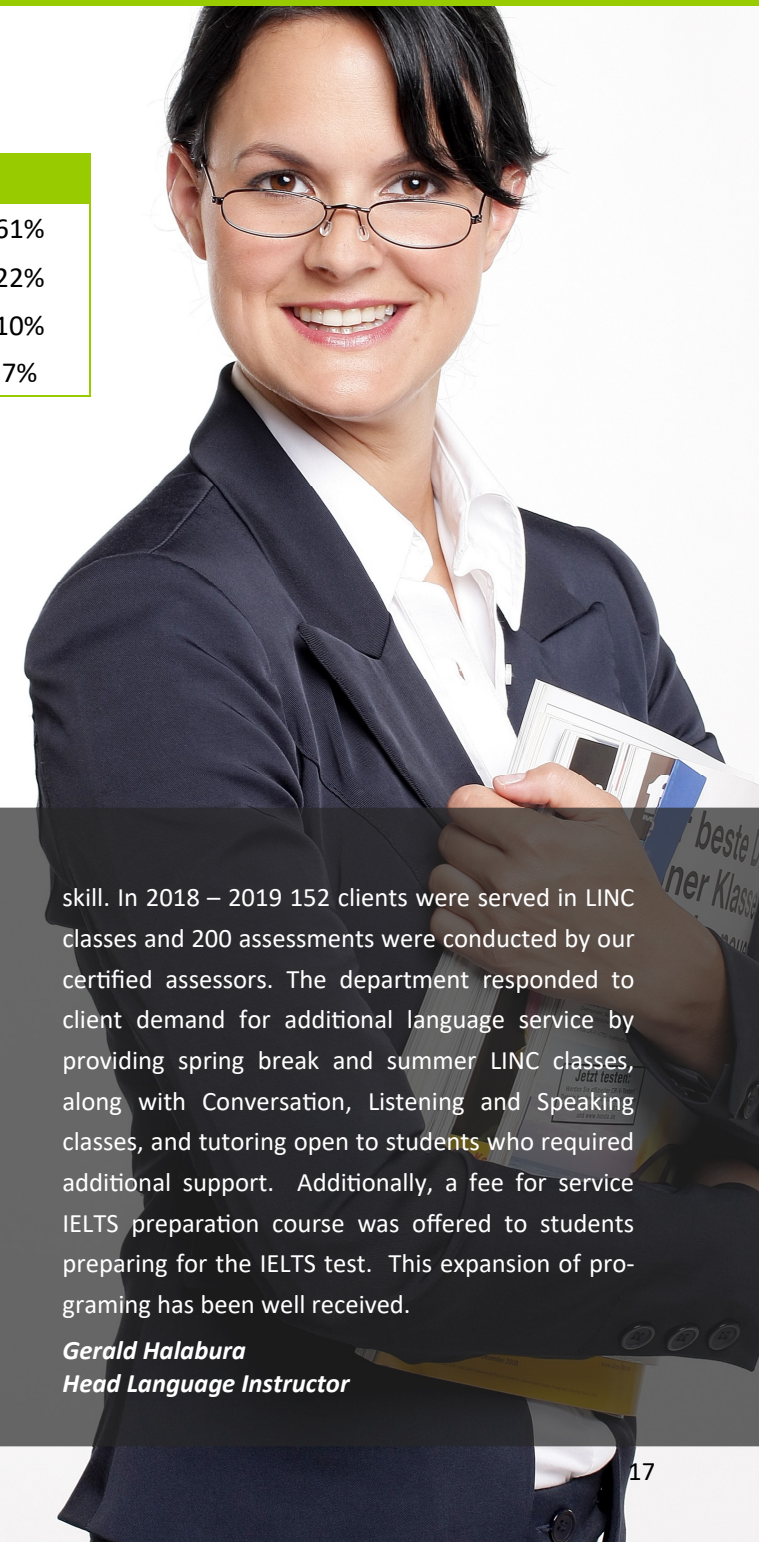
GENDER	
Male	36%
Female	64%

THE TOP THREE COUNTRIES OF BIRTH	
Syria	33%
China	24%
South Korea	6%

IMMIGRATION CLASS	
Refugees	36%
Family Class	34%
Economic Immigrants	22%

MAIN PURPOSE FOR ATTENDING	
Participate in Canadian Society	61%
Find Employment	22%
Get an Education	10%
Acquire Citizenship	7%

MOTHER TONGUE/	
Arabic	35%
Chinese	24%
Korean	6%



CVIMS Language Department helps newcomers gain the English language skills needed for successful integration and to develop the confidence and independence needed to fully engage in the community. The Language Instruction for Newcomers to Canada (LINC) Program offers PRs, TFWs, and refugees English classes at a range of ability levels. Classes offer a thematic curriculum based on the Canadian Language Benchmarks (CLB) exploring topics like housing, employment search, obtaining medical services, Canadian citizenship, community, and shopping


along with vocabulary and grammar study, in all four skills of listening, speaking, reading and writing. Upon completion of a LINC course, students receive a LINC certificate that can be used to demonstrate language proficiency. In addition to LINC training, a specialized Literacy Stream is available for students requiring specialised support in developing the literacy skills needed to be successful. The Department also administers the CLBPT language assessment, useful for both placement in the correct English language program and recognized by some educational and professional programs as a sign of language

skill. In 2018 – 2019 152 clients were served in LINC classes and 200 assessments were conducted by our certified assessors. The department responded to client demand for additional language service by providing spring break and summer LINC classes, along with Conversation, Listening and Speaking classes, and tutoring open to students who required additional support. Additionally, a fee for service IELTS preparation course was offered to students preparing for the IELTS test. This expansion of programming has been well received.

Gerald Halabura
Head Language Instructor

DAYCARE





“Oh the places you’ll go....” Dr Seuss

Indeed the places these little ones will go!

It was a rewarding year in the Childminding program supporting children in Early Years development. Using the BC Early Learning Framework in our observations of children’s development, staff engaged parents through one on one meetings using photos, pictures and documentation to share the children’s successes. Parents left with a better understanding and appreciation of the philosophy that children learn and develop through play experiences in their early years.

Sue Luoma represented CVIMS at several Strong

Start programs from Ladysmith to Lantzville and connected with newcomer families unfamiliar with our society and services. We provided practicum and observation placements for students in the ECE programs at Sprott Shaw and VIU, bringing new learning to both the students and staff.

We foster relationships with community partners, such as participation on VIU ECE Advisory panel to advise the program on current trends and needs in the community, and membership with the PacificCare Society collaborating in workshops and webinar presentations for early year educators and parents.

Camps were held in the spring for youth ages 7-12,

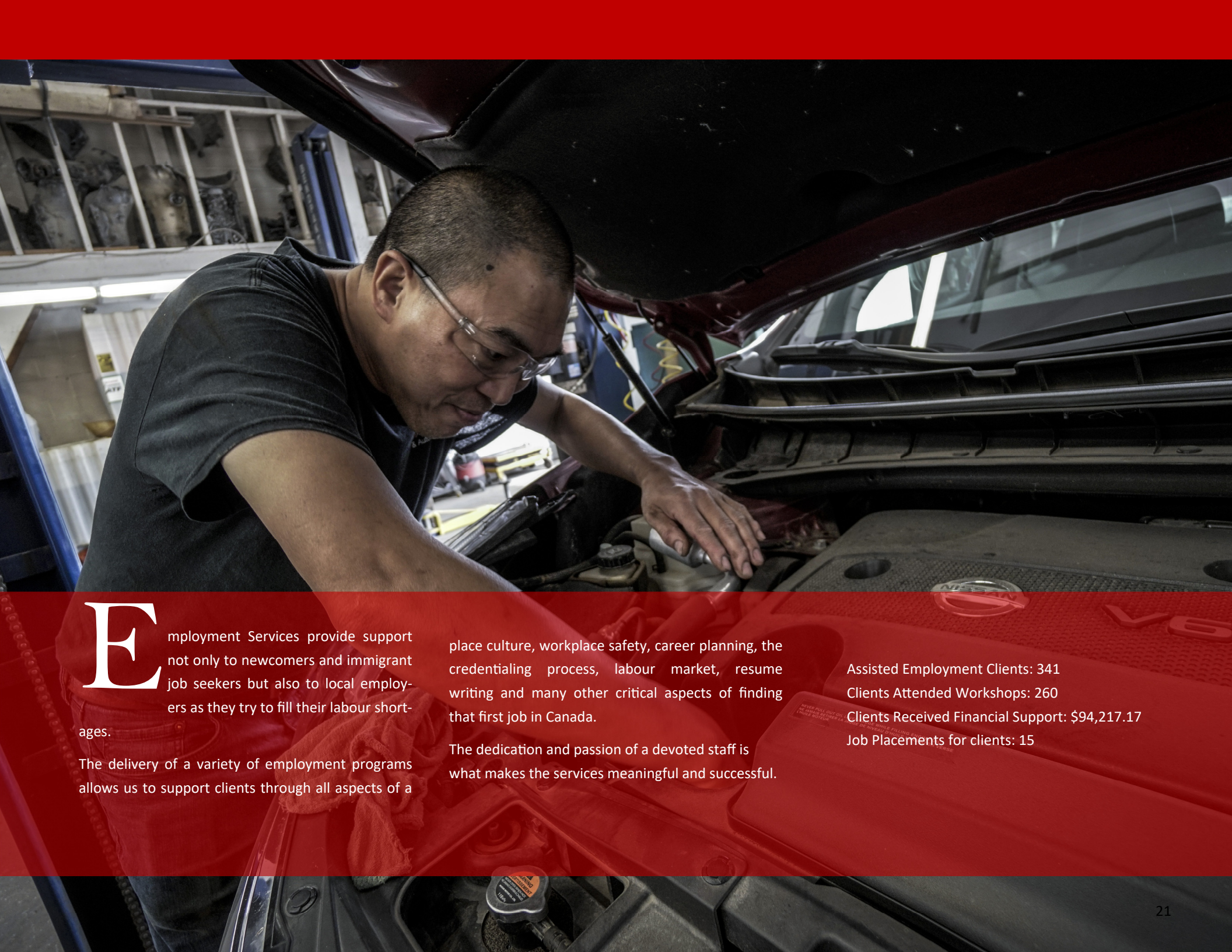
resulting in new peer relationships and connection to the activities available to the youth in the community. Off-site care was offered to parents in the HIPPO program, giving parents an uninterrupted space to learn and seek help with their parental challenges.

What a gift it is to be able to support these children in their own unique settlement process and to know that that these children and families have the strongest scaffolding in place to take them to great places as citizens of Nanaimo.

Vania Zanetti,
Childrens’ Program Coordinator

EMPLOYMENT





Employment Services provide support not only to newcomers and immigrant job seekers but also to local employers as they try to fill their labour shortages.

The delivery of a variety of employment programs allows us to support clients through all aspects of a

place culture, workplace safety, career planning, the credentialing process, labour market, resume writing and many other critical aspects of finding that first job in Canada.

The dedication and passion of a devoted staff is what makes the services meaningful and successful.

Assisted Employment Clients: 341
Clients Attended Workshops: 260
Clients Received Financial Support: \$94,217.17
Job Placements for clients: 15



Ambulance

ACCOMPLISHMENTS

Employment Program of British Columbia (EPBC) / WORK BC for specialized population. We entered and completed the last year of the 7-year contract with GT Hiring Solutions to deliver specialized services to immigrants in Nanaimo community.

Job Ready. The program fulfilled the original 3 year contract; however, in October 2018 we received a 10 month extension while a new RFP rounds were awarded to various services providers across BC. We delivered 5 sessions in the community to a total of **40 participants** of various cultural and socio-economic backgrounds. We said Good-bye to Darcie Gabruck and wished her the best.

Employment Career Paths for Skilled Immigrants Program received expansion in Aug. 2018 to provide a more intense case management support and

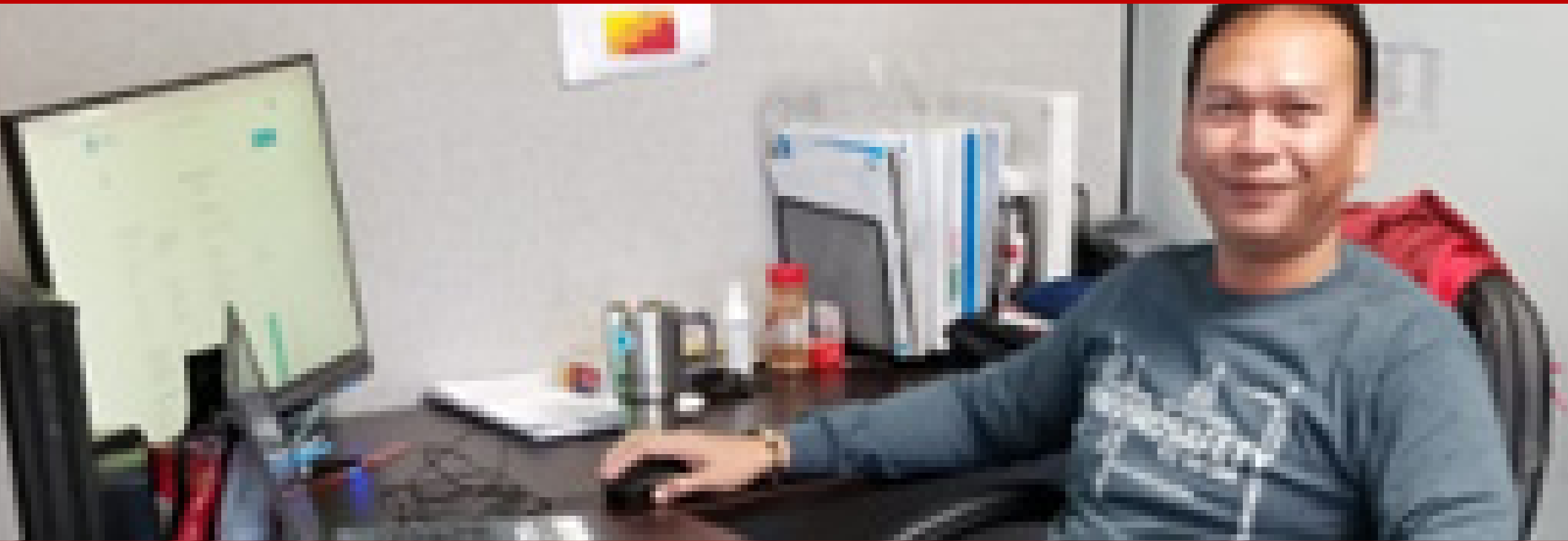
increased funding for professional immigrants to return to their original fields. We were able to extend the delivery of services to the North Island community. A total 25 participants received funding in the amount of \$19,975.30.

Employment WorkSafeBC - Immigrant and Refugee Worker Program. 93 participants attended Orientation Sessions on General Occupational Health & Safety and Small Business Primer. Program received an expansion to include the communities of Parksville and Port Alberni. We delivered 8 sessions in the communities of Nanaimo, Duncan, Campbell River and Parksville.

*Angelika Valchar,
Employment Manager*

CVIMS EMPLOYMENT SERVICES	# CLIENTS
EPBC / Work BC	183
Job Ready!	40
Career Paths for Skilled Immigrants	25
WorkSafe BC / Thorne Consulting	93
PLUS Services for Employers including Job Boards, Employer Panels, Assistance with Recruitment, Diversity Training	

EMPLOYER PARTNERS
Pacific Care, Medicine Shop, MSE Precast, United Ramp, Hub City, St. Jean's, Compass Group, DOMCOR, Pharmasave, K2Stone, Island Health, Tim Hortons, A&W, Berwick on the Lake, VMAC, Kia Harris, Carbon Safety Solutions and many more



CAREER PATHS FOR SKILLED IMMIGRANT SUCCESS STORY

Boncaros is a Health and Safety professional with almost 20 years of diverse experience from several different countries, most recently 7 years in Singapore. He came to Canada to join his family who had already immigrated here. Despite his credentials, he experienced many challenges trying to secure employment in a new country. In 2018, after visiting the CVIMS office, he says “my life started to change”.

“ When I went to CVIMS office, I signed up for the Career Paths Program, it totally changed my job-hunting process. When I started, I was clueless, I do not even know where to start and if I’m doing it

right. Then I underwent a 1-week intensive training in all relevant aspects in job hunting. I found the training-workshop extremely effective, from CV development to submission of application and how to conduct myself in an interview. I was helped in goal setting, improve my interviewing and negotiation skills. And I realized that I have the capacity and ability to improve my skills and get the Safety Professional job here in Canada.”

The Career Path for Skilled Immigrants program also supported Boncaros’ access to credential evaluation, required for BCSRP Safety Certification, and the examination fee. Moreover, CVIMS sponsored First Aid

Level 2 training as well as a 1-year membership fee for CSSE.


“CVIMS helped me to draft, perfect my goals and accomplish the things that I wanted and that I was praying for with my family which is to get a better job and be able to provide well for them. After the thorough preparation, I luckily landed on a much wanted job. I was interviewed and hired as Safety Consultant with EnviroSafety, one of the leading Safety Consultancy providers in British Columbia.

All that I have now is thanks to the mentorship and assistance of CVIMS. I will be forever grateful for all your efforts and help extended.”

HIPPY

*Home Instruction for
Parents of Preschool Youngsters*



A photograph of a woman with dark hair and a pearl earring, smiling as she looks at a book. A young girl is partially visible next to her, also looking at the book. The background is dark with a yellow bag and a wicker basket.

Home Instruction for Parents of Preschool 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 30 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 the program served 39 families who emigrated from seven countries, supported by Four Home Visitors from four countries (China, Bosnia, Philippines, and Indonesia).

Monthly meetings support the participants to connect to other parents and access community resources. Several community partners presented on topics such as Positive Parenting, Fraud and Theft, Early Childhood Development, and Domestic Violence.

CVIMS was presented with a unique opportunity when one of its participants, a mother from China,

expressed her desire to introduce the HIPPY program to China. With the help of the International Executive Director of HIPPY (Miriam Westheimer), CVIMS played a leading role as the HIPPY manager and a Home Visitor (Amy Xing) trained the Chinese HIPPY staff and guided and supported them to establish the first Chinese HIPPY site.

HIPPY parents continue to express their gratitude and share feedback of the program.

“The HIPPY program covers a wide range of content which makes my son’s study easier at school” (A.G.), “HIPPY program gives me more strength and self-esteem, makes me feel connected. I like coming to Group Meetings because I talk to other mothers who have different experiences and ideas and I learn about my community” (M.B.)

The Nanaimo HIPPY staff look forward to another exciting upcoming year.

*Swedini Halliday,
HIPPY Manager*

TESTIMONIALS

“HIPPY was a fun and exciting experience for my daughter and me. Nurturing and inspiring her to learn was a great achievement for me as a mother, especially seeing her learning progress.” (I.B)

“I was searching for a program where I could do from home but didn’t want it to be costly or require any extra supplies. HIPPY was the perfect fit. The home visits were also great to further explore the lessons and answer any questions.” (F.R)

“HIPPY is more than just a curriculum, it is also a bond between our family as well as fun and love. All the Hippy books are interesting and educational. He learned quite a lot of new words from the books, but science is his favorite.” (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
Nanaimo Community Foundation
United Way

A VERY SPECIAL THANKS TO OUR DONORS

April 1, 2018 – March 31, 2019

Canadian Tire
Home Depot
Board Games House
Kool and Child
Michaels
Country Grocer
BC Transit
Eagle Quest Soccer Golf
St. Pauls Anglican Church
Nanaimo United Soccer Club
Lawn Bowling
Skillz Nanaimo
Nanaimo Museum

...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

Assistant Director: Nanette Leather

Program Director: Robert Dawkes

Reception and Client Services: Dawn Marusin, Carole Pedler

Accountant: Pat Denham

LINC Program

LINC Coordinator: Jillian Yun

Head Instructor: Gerald Halabura

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

Hayne, Marian Remenda, Barbara Stasiuk, Nancy Cameron

Employment Program

Employment Manager: Angelika Valchar

Employment Consultant EPBC: Charlee Touchette, Carey Karlsson

Employment Admin Support: Manoela Curado

Immigrant Employment Specialist: Daisy Baluran Bereska

Employment Consultant Job Ready: Darcie Gabruck

Facilitator: Wendy Phillips

Settlement Program

Settlement Team Leader: Ming Frederick

Settlement Workers: Rim Shin, Jennifer Bricker, Ahmad Briz,

Daisy Bereska, Larissa Coser, Walid Talhouk

Settlement Admin: Noor Al Shoykh

Youth Activity Worker: Sara Kishawi

HIPPY Program

HIPPY Manager: Swedini Halliday

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

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: Djalila Hasni, Eman Al Zouabi

Local Immigration Partnership (LIP)

LIP Coordinator: Sean White

Contract LINC Assessor: Mary Peters, Edith Ives

Contract Counsellor: Dr. Martine Charles

Contract Janitorial: Regency Commercial Cleaning