

Central Vancouver Island
Multicultural Society



ANNUAL REPORT

For the Fiscal Year
April 1, 2012 – March 31, 2013



Living ..



Learning ..



Working ..



Belonging ..

cvims.org



Central Vancouver Island Multicultural Society

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PRESIDENT'S REPORT

A Message from the President



The Society provides a wide range of services to the new arrivals to the Nanaimo area and new immigrants to Canada. This is only possible through the tireless support of our dedicated Staff, our insightful Management Team, expertise of the Executive Director, our many talented Volunteers and acknowledgment to the provincial and federal governments funding most of our service contracts. To each of these groups of individuals, the Board of Directors gives PRAISE & THANKS! Without all of you – we cannot provide the level of service the community has come to expect from us and our new Nanaimo residents deserve.

A By-law amendment was passed last year regarding The Board of Directors “Term of Service” to be limited to 2 terms of 3 years each, for a total of 6 years of service. We extended one year to our Treasurer, Peter Eng, but after 7 years we regretfully say good bye to Peter. He has given support to the Society in many areas, all with a generous heart and a smile on his face. Peter will continue to volunteer with the Society, a sunny side of this story.

Welcome to two new Board Members this year:

Sharif Kishawi first came to the Society when he moved to Nanaimo with his family to attend Vancouver Island University. Upon graduation he was successful in securing an excellent position in Nanaimo. Sharif would like to give back to the community and The Society that helped him settle into Nanaimo by serving on the Board of Directors. Sharif brings his financial management expertise to the Board.

Maureen Shakespeare is our newest Board member but she is no stranger to the activities of The Society. Her entire working career has been dedicated to assisting new immigrants to secure entrance into Canada in various positions with the Canadian Government and Citizenship and Immigration Canada. Upon her retirement from that work, we are truly blessed with her willingness to continue to serve new immigrants, bring with her the knowledge and skills that will enhance our Board.

The Board of Directors honours and recognizes all the efforts and celebrates all the accomplishments of the past year. We look forward to ever increasing progress next year.

Sharon Jensen
President

CVIMS BOARD OF DIRECTORS as of March 31, 2013



Sharon Jensen
President



Ravneet Ahuja
Vice President (left June 2013)



Peter Eng
Treasurer



Sharif Kishawi
Member at Large



Winnie Wong
Secretary

Past Board Members 2012

Milt Pearson, Member at Large
Youssef Bouchich, Member at Large

Incoming Board Member May 2013

Maureen Shakespeare, Member at Large

EXECUTIVE DIRECTOR'S REPORT

A Message from the Executive Director



The past year has been one of stabilizing some of our newer contracts and once again, for 8 years in a row, growing our programs. Last year we added a higher Level 6/7 ELSA (ESL) class; a second Job Options Program specifically for Urban Older Workers 55+; an enhancement to Settlement Services providing additional supports for Vulnerable Populations including isolated seniors, single mothers, youth and refugees; the Embrace BC Arts Engagement project.

We have been fortunate to experience this kind of growth to meet the demand in providing supports for new immigrants to the central Vancouver Island region. We recognize that the more support a new immigrant receives, the quicker they can settle and become contributing members of our community and our economy.

After an upward trend since 2004, in 2011 and 2012 B.C. has seen a decline in the number of immigrants choosing our province to call home. This may mean some downward adjustments of service in the future and we are ever-mindful of the fragility of funding for services provided by non-profits. Still, we continue to explore new and diversified programming to support both our clients and the wider community, i.e.: the Job Options BC programs and the Targeted Skills Shortage Programs. Our facility provides us with the capacity to deliver a wider range of services to the region.

I want to give a big thanks to our highly professional and competent staff, our dedicated Board of Directors and equally dedicated volunteers. I also give a special mention to our many community partners from the business sector, non-profit colleagues, educational institutions, membership organizations, cultural and inter-faith groups, health services, economic development and municipal and provincial governments. Your engagement in our work from planning to implementation contributes greatly to the success of our services. Equally, your invitation to participate and provide input into your programming ensures that the needs of immigrants and diverse communities are encompassed in other community initiatives.

Hilde Schlosar
Executive Director

COMMUNICATING WITH THE COMMUNITY

Representation on Community Committees

Settlement & Integration Program Advisory, Ministry of Jobs, Tourism & Innovation: Hilde
Multi-Agency Roundtable, Nanaimo Economic Development: Hilde
AMSSA of BC CIC Policy Advisory Committee: Hilde
Immigrant Integration Steering Committee, AMSSA of BC: Hilde
Nanaimo Social & Health Network Steering Cmte., City of Nanaimo: Hilde
ELSANET Board, ELSANET BC: Robert
Database Advisory, Ministry of Jobs, Tourism & Innovation: Robert
School District 68 Multicultural & Race Relations: Sam

Meet Your Neighbour – The Untapped Skilled Workforce

In 2012, CVIMS contracted videographer Paul Manly to create “Meet Your Neighbour – The Untapped Skilled Workforce” – a video designed to raise the awareness of local employers and the community to some of the highly skilled immigrants who have chosen to make Nanaimo home. Eight new immigrants introduce themselves, and briefly describe the skills and experience they bring to the Canadian labour market. The video was first publicly shown at a Nanaimo Chamber of Commerce luncheon the CVIMS sponsored. The video runs for just over 3 minutes and can be viewed on our Youtube channel at - <http://www.youtube.com/watch?v=azh06P5FiP4>

Social Media

Submitted by Nanette Leather, Assistant Director

A strong internet presence for the society continues to be an important element of our overall communications plan, and the cornerstone of this presence is our website.

In July 2012 we launched a brand new website. In planning for a new site, we wanted to build one that:

- was comprehensive, interactive, and user-friendly
- used a Content Management System (CMS), specifically WordPress
- would meet our current needs while remaining flexible enough to adapt to the rapid pace of change of technology and CVIMS programs

We enlisted the services of local WordPress expert, George Plumley of SeeHowTwo.com, to help with building the site and the training of our staff.

The new site - cvims.org - is bright, colourful and full of pictures as well as lots of information about our Centre. It also includes an events calendar and a blog which are easily updated and maintained by staff trained in using WordPress. This allows us to keep content fresh which in turn helps to keep us relevant in with Google search engines. We also began using MailChimp in conjunction with our website to power our communications with eBulletin subscribers. Tying MailChimp to our Facebook and Twitter accounts also allowed us to broadcast our eBulletin automatically to our followers there. This has resulted in us reaching a significantly larger audience with a more efficient use of time.

Our Facebook page (335 followers) and Twitter feed (400 followers) were routinely updated with news, events, and announcements about the Society. Consideration was given to including a variety of interesting posts to engage our followers – immigrant issues; local, national and international news; entertainment; surveys; etc.

Administrative Staff



Nanette Leather
Assistant Director



Robert Dawkes
Program Director



Jackie Doelker
Bookkeeper



Elena Khramova
Reception/Client Services

Keep reading to find out more about this very busy past year.....

IMMIGRANT SETTLEMENT SERVICES

Submitted by Risako Ota, Settlement Team Leader

Settlement Services continued to provide primarily individual settlement support as well as educational information sessions and life skills programs. The services were made possible through the funding from the Ministry of Jobs Tourism and Skills Training. Additional funding on vulnerable population from the Ministry made it possible to provide enhanced services for significantly challenged population groups. Other sources of funding include donations and a small percentage of services were offered with fee.

In the past year, we assisted approximately 980 clients and offered 2685 individual services. Over half of our clients landed in Canada either through family sponsorship or federal skilled worker programs. Close to 60% of our clients aged between 19 to 64 years old at the time of intake; most of them being in their 20s, 30s, and 40s who have had post-secondary education. The clients came from 84 different countries and spoke 65 different languages. About 20 % of the clients were naturalized Canadian citizens at the time they first accessed the service.

Top 5 Source Countries April 2012-March 2013		
China	245	25%
South Korea	118	12%
Philippines	108	11%
India	49	5%
Japan	29	3%

Top 5 Languages April 2012-March 2013		
Mandarin	225	23%
Korean	117	12%
English	60	6%
Tagalog	56	6%
Spanish	49	5%

Immigrant Services

Individual Settlement Support Services are provided by the four settlement workers. Our clients were welcomed and encouraged to drop in for one-on-one support with a worker whenever possible. The individual services provided by the workers ranged from one time support in assisting clients accessing other services to providing information and referral, basic counselling, and on-going Guided Pathway case management support. As part of the settlement service and the Community Volunteer Income Tax Program, the settlement staff and a community volunteer assisted over 140 low income newcomers to file their income tax returns.

Under the enhanced services for vulnerable immigrants, the settlement workers provided extensive one-on-one support to clients who were deemed more vulnerable; we also offered a variety of group workshops on topics such as stress management, healthy relationships, basic computer classes and social activities to break isolation and provide additional support to these clients.

Adaptation Crisis Counseling

Adaptation Crisis Counseling made possible through donations and fundraising continued to be a valuable service for those who are experiencing significant adjustment challenges due to their immigration experience. Our contracted counselor, Dr. Martine Charles, provided counseling for 15 clients. The number of clients who accessed this service doubled from last year.

Life Skills and Information Sessions

We provided information sessions once every two weeks. The topics included the Canadian legal system, education, tax systems, and topics that clients most frequently enquire about. We had an average of 8-10 participants per session. Clients benefited from the information and the opportunity to ask questions of guest speakers in a safe and comfortable environment.

Group Workshops



Group workshops facilitated the settlement process as they inherently encourage socialization and build a sense of belonging. Based on the clients' interest and needs, we designed and provided the following group workshops: for recently arrived newcomers (who been in Canada less than a year), **Welcome to Canada Group** was offered three times for 8 weeks each. Over the summer, family-oriented **Summer Activities** were quite popular among immigrant families. The participants learned about their new community beyond the classroom setting and enjoyed the natural beauty that their new Canadian home offers.

CVIMS recognizes the importance of providing support to immigrant parents as their immigration experience has the added stress of raising their children in a new country. The **Parenting Program** was offered from February to April 2012 and again from September to October 2012 to support immigrant parents of school aged children. Participating parents received practical information on various topics regarding communication skills and talking about sexual health with their youth. To support immigrant parents with children between 0-5 years old, **Nobody's Perfect Parenting Program** was offered from April to June 2012. **Infant Massage and Baby and Me Singing Group** was offered to parents and their infants from January to March 2013. These parenting groups provided an opportunity for the

participants to share their experiences and to support each other. Each group typically ran 8 weeks and had 8-12 participants on average.

To be successful in the Canadian workplace, it is essential to understand how cultural beliefs and behaviours impact communication and interpersonal relationship. To support new immigrants settling in Nanaimo and establishing themselves in a new workplace, **Job Readiness Club** was offered in a series of five sessions in spring and fall of 2012. Many clients found the small group setting and the depth of information shared in the group to be useful.

Since 2011, our **Youth Program** has provided an opportunity for immigrant youth across Nanaimo to come together and engage in activities planned and based on their input. The group also connects immigrant youth with the existing programs in the community. 9 youth received the Toastmasters Public Speaking Youth Training in April of 2012, and 8 youth received certificates from a three-session Youth Leadership workshop series that was offered in Spring of 2013.



Multicultural Health Fair 2012

The poster for HealthFest 2012, a Multicultural Health Fair, is displayed. It features the following information:

- HealthFest 2012** - A Multicultural Health Fair
- Free Admission
- Theme: **Cancer Prevention & Early Detection**
- Activities include:
 - 23 Health Care Exhibitors
 - Mobile Mammography Unit
 - Cooking and fitness demonstrations
 - 24 ft climbing wall (Romper Room)
 - 'Electronic Fitness Centre' Nintendo Wii or X-Box 360 (Future Shop)
 - Door Prizes
- Date: **Thursday, April 26th**
- Time: 10:00 am - 3:00 pm at Beban Park Social Centre, 2300 Bowen Rd
- Contact: Pat Simpson, Volunteer & Event Coordinator, Immigrant Welcome Centre (730) 733-8911 or psimpson@civims.org
- Logos for Immigrant Welcome Centre, AMSSA, and Canada are also present.

The 5th annual Multicultural Health Fair 2012 took place on April 26th 2012 at the Beban Park Social Centre in Nanaimo. The theme of the Multicultural Health Fair 2012 was 'Cancer Prevention and Early Detection'. Approximately 250 people and 30 exhibitors were present. Many of our ELSA students and newcomer immigrants visited various booths and participated in interactive activities provided by the exhibitors. The Multicultural Health Fair is part of the Immigrant Welcome Centre's commitment to creating a welcoming and inclusive community in this region, where everyone has access to services, benefits and opportunities. The Fair received very positive feedback from everyone attended, including ELSA students, new immigrants, general public and exhibitors. The CTV News report on the event can be viewed on our Youtube site:

<http://www.youtube.com/user/ImmigrantWelcomeCtr>

VOLUNTEERS & EVENTS

Canada Day 2012



Volunteer Appreciation Event



On March 26th, 2013, we hosted a Volunteer Appreciation Event to honour our terrific volunteers. Volunteering is its own reward, but we wanted to thank them too! So for this event, the staff became the volunteers to say THANK YOU! There was live music with Rodrigo Figueroa, food and beverages, and each guest was given a certificate of appreciation along with a small gift. We are very grateful for the extraordinary volunteers who make the delivery of our programs and services possible. A short video of the event is posted on our Youtube site at:

<http://www.youtube.com/user/ImmigrantWelcomeCtr>

Settlement Staff



Risako Ota
Settlement Team Leader



Rim Shin
Immigrant Settlement Worker



Jennifer Bricker
Immigrant Settlement Worker



Cindy Qin
Immigrant Settlement Worker



Pat Simpson
Volunteer & Events Coordinator

Other Settlement:

Business Coach/Employer Liaison: Len Winter, April – Oct 2012

Youth Workers: Alexandra Dawley, Wilson Poon, Marion Keng'ara

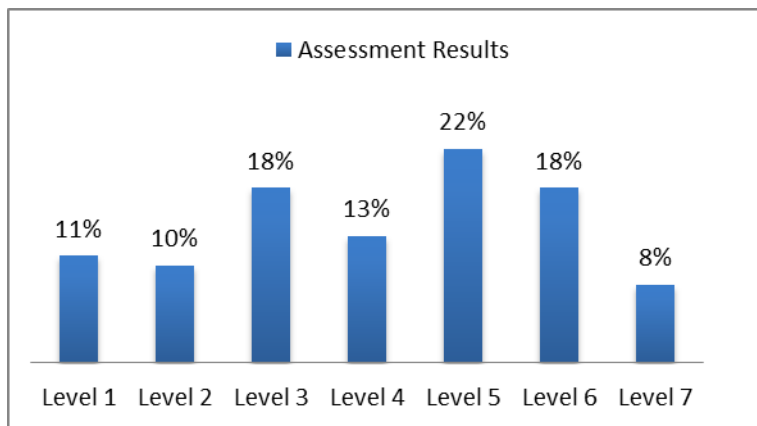
ENGLISH LANGUAGE SERVICES FOR ADULTS (ELSA)

Submitted by Jillian Yun, ELSA Program Coordinator

It has been another busy, yet exciting year for English Language Services for Adults (ELSA).

The long-awaited Level 6/7 class was launched in September, 2012 with our new instructor, Edith Ives. Focusing on developing language skills for students' successful social and labour market integration into Canada, the curriculum is comprised of more general and global themes covering health & family, ecology, immigration & multiculturalism, news & media, Canadian history, globalization, rights & responsibilities, human rights & the law, finance, and lifelong learning & work.

A total of 117 clients were assessed for all ELSA classes between April, 2012 and March, 2013, which is exactly the same number as in the last reporting period. Reflecting immigration trends, nearly 80% of the assessments achieved level 3 or higher on average. The largest assessed group was level 5 which made up 22% of all the assessments, and levels 3 and 6 followed, both at 18%.



New students came from over 34 countries, with mainland China continuing to be the top source country (33%), followed by South Korea and the Philippines. While those top three countries accounted for half (51%) of all the assessments, the diversity of countries and cultures have added interest and liveliness to the classes. The other countries we welcomed students from this year were: Bangladesh, Colombia, Iran, Vietnam, Taiwan, Kosovo, Brazil, Jordan, Cuba, Chile, Sri Lanka, Thailand, Hungary, India, Mexico, Germany, Japan, Ukraine, Peru, Indonesia, Pakistan, Venezuela, Turkey, Hong Kong, Cameroon, Russia, Dominican Republic, Palestine, Nicaragua, Albania, and Switzerland.

In addition to the class instruction in our well-equipped classrooms, the students' learning experiences were enhanced by field trips, guest speakers and special events, such as Winter Fest and Lunar New Year. Some Chinese volunteer performers were invited to our Lunar New Year event celebrating the season with special songs and dances.



The performance of the Justice Theatre in February was a great success. The performing group from the People's Law School visited our ELSA classes on their Vancouver Island tour and performed a dramatized criminal trial about 'Bullying and Violence'. It was a realistic performance which fully engaged the attention of our students. The introductory talk, the

performance, the jury deliberation and the audience discussion enlightened the students about Canada's justice system in a very effective and efficient way. The students participated in the play as the jury, and they decided the case.

As part of integration into Canadian life, ELSA students were encouraged to participate in several special activities, such as Settlement information sessions, Employment workshops, and the CVIMS hosted 'HealthFest' in April, 2012. Regular updates on community events were delivered so that the students could make community connections. One ELSA student was invited as a guest speaker in a local elementary school and made a PowerPoint presentation about her new life in Canada as an immigrant. The presentation and following discussion were greatly appreciated by the elementary students, as well as by the ELSA student, who gained confidence through the experience.

Many inquiries and questions have arisen with Citizenship & Immigration Canada (CIC)'s new language requirement on the Citizenship application since its commencement on November 1, 2012. ELSA students can benefit from this new requirement, as CIC has approved the use of an ELSA certificate and ELSA report cards as proof of language proficiency.

ELSA has come a long way since its debut. With our outstanding instructors, Maggie, Carolyn and Edie, ELSA will continue its effort to provide the high quality language training to our immigrant students and help them build a strong foundation for their new lives in Canada.

ELSA Staff



*Jillian Yun
ELSA Program
Coordinator*



*Maggie Wouterloot
Instructor, Level 2 & 3*



*Carolyn Lambrechts
Instructor, Level 1 & 4/5*



*Edith Ives
Instructor, Level 6/7 &
Level 5 EFW*

EMPLOYMENT SERVICES

Employment Program of BC - Submitted by Charlee Touchette, Judith Halliday, Anna Thankachan *Ministry of Social Development*



The Employment Program of BC (EPBC) is open to all immigrants who are: Canadian Citizens or Permanent Residents; unemployed or working less than 20 hours per week; on Income Assistance or not; and are either EI eligible or not. EPBC replaced the Employment Assistance Services program on April 1, 2012. This past year our team experienced a steep learning curve as we continuously updated ourselves on program changes, new databases, and new client eligibility. EPBC marked a change, as funding is a direct result of the amount of clients seen and the number of services provided. As the kinks continued to be ironed out, further program modifications by the government occurred in September 2012, with another major change to the billing process and services catalogue scheduled for July 2013.

In total, we case managed 77 clients this fiscal year. Though this number is down from 96 over the same period last year, we have been increasing our public presence through advertising, attending community functions, and networking with various groups and organizations. Through this, we expect our numbers to increase in the future.

During this past year, we held six Trade Talks presented by Tim Horton's, Best Western Northgate, Atlas Group, Target, and Coast Bastion. These trade talks were an asset to our clients, providing them with information about Canadian hiring practises and connecting them with job opportunities.

In addition to networking with local businesses, we maintained strong connections with other service providers including GT Hiring Solutions, Supporting Employment Transitions, Amber Education, the Career Centre, and the Reger Group. We continued to develop community contacts including Service Canada and Ministry of Housing and Social Development, in order to facilitate collaboration in order to serve our clients more effectively.

Early this year, the Employment Resource Centre was repositioned in order to accommodate office changes due to staff increases.

STAFF: In February, the Employment Team welcomed Judith Halliday to the EPBC Program. Judith comes to us from 100 Mile House and brings 20 years' experience as an Employment Consultant.

Skills Connect for Immigrants Program - Submitted by Charlee Touchette, Employment Consultant *Ministry of Jobs, Tourism and Skills Training*

Skills Connect is now in its 7th year, serving clients in the mid island region from Mill Bay to Qualicum Beach. Participants must have arrived in Canada within the past five years, meet the language requirements, be unemployed or underemployed, and not be on EI or have received EI within the past three years. The program provides an individual approach to assist newcomers in two categories:

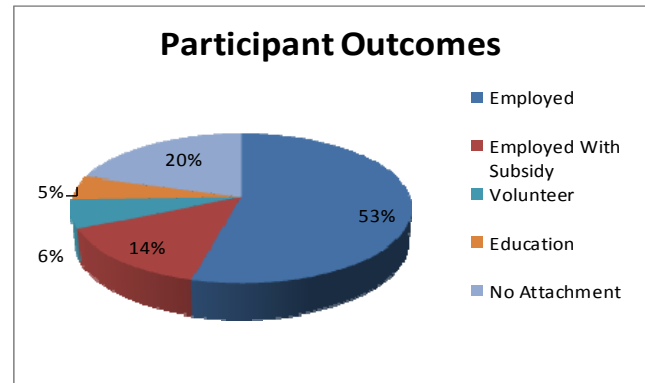
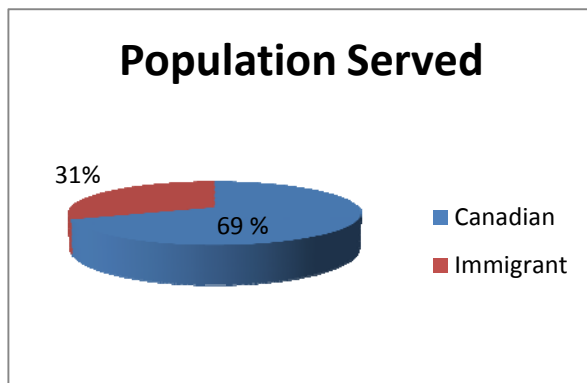
- Immigrants who are certified in a profession, trade or high skill occupation in their home country, or
- Immigrants who lack essential skills or may have limited high school education and lack recognized certificates.

The Skills Connect program is accessible for only one year to clients with funding available to help participants return to their professions. Often this requires credential evaluation, skills upgrading, or further training. In order to support their goals, Skills Connect can provide two thirds of the costs towards reimbursement up to a maximum of \$2,200 per individual. This fiscal year saw 34 clients accepted into the Skills Connect program – up from 22 last year. We received notification in March that the Skills Connect program had been extended to 2015. We look forward to continuing to provide this program to newly arrived immigrants.

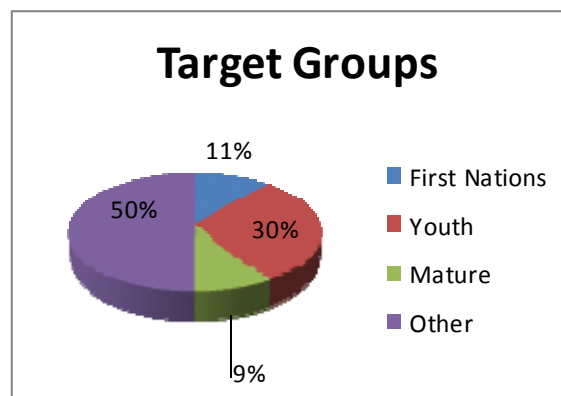
STAFF: In March 2013, Skills Connect said “Goodbye” to Pedro Oliveira who sought opportunities closer to his home in Duncan. Charlee Touchette has since taken on the Skills Connect program.

Job Options BC - Submitted by Lesley White, input from Angelika Valchar, Karen Ford, Shirley Phillips
 Ministry of Jobs, Tourism and Skills Training

Since its inception in November 2010, Job Options has welcomed 213 participants, the majority of which are Canadian (see graph below for percentage break down).



Of those, 180 participants moved into Phase 2 of the program. We were able to assist 26 of them secure employment with a Wage Subsidy. Overall, 78% of our participants found employment after having taken the Job Options program.



The Job Options BC program underwent some major changes as a result of participant feedback. The amount of time participants spend on interviews, cover letters, resumes, and computer learning has been increased. Other changes include slower pacing, more hands-on projects that assist participants in identifying job search goals, increased small group work where participants work together, and more opportunities for feedback on critical job search elements such as resumes and cover letters. Another participant directed change was increasing our Social Media workshop to two days.

We have 5 more intakes to complete before the end of our current contract and look forward to being able to assist many more job seekers reach their employment goals.

Job Options BC, Older Workers - Submitted by Lesley White, input from Shirley Phillips
Ministry of Jobs, Tourism and Skills Training

The Job Options Urban Older Workers program was a new initiative in the Province aimed at those who are 55 years and older looking for employment. It was built on the success of the regular Job Options program and we were one of the five cities chosen to deliver it. The program is delivered in two phases. Phase 1 (5 weeks) consists of group-based workshops and activities focused on career planning, job readiness, and computer upgrading. Phase 2 (6 months) provides one-on-one support during participants' job search. Clients are encouraged to participate in one or more of the following: work experience, volunteering, job shadowing, training, and coffee/job club weekly meetings.

The first intake was held November 19 to December, 20 with 12 participants. Seven participants were employed by March 31, 2013. The second intake was held March 4 – April 5 with 12 participants. Two participants were employed prior to the end of Phase I. In total since the program began, 13 participants have found employment a success rate of 54%.

Targeted Skills Shortage Program (TSSP) - Submitted by Shirley Phillips, Employment Consultant
Funder: ASPECT through Canada-British Columbia Labour Market Agreement

This is our second year delivering the TSSP for the Nanaimo and Cowichan regions as a subcontractor of ASPECT. The program continues to focus on helping businesses and non-profit organizations from a list of targeted sectors grow the potential of their low-skilled employees by providing access to funding for training of eligible staff. In order to be eligible, the staff member must not have grade 12, or grade 12 but no certificate or diploma. The funding of a maximum of \$1500 for training by a third party is accessible per employee. There is a maximum of \$7500 of training funds per employer. Since the program started we have helped provide training to 80 employees. This program gives us an excellent opportunity to engage with employers by not only offering funding for training but to discuss potential opportunities to hire our clients for employment.

The Canadian Coalition of Community-Based Employability Training (CCCBET)

Submitted by Robert Dawkes – Program Director

Government of Canada – HRSDC’s Foreign Credential Recognition Program

This program began in January 2011 and ended with a national meeting in Halifax on February 27, 2013 which CVIMS attended. Prior to this CVIMS together with other agencies who participated in conducting the survey met in Victoria in November 2012 to share experiences, challenges and summarize recommendations for the national meeting. Information was presented at the national meeting which was gained from across Canada and will be used to help plan future employment programs to assist immigrants who settle in communities other than Vancouver, Toronto and Montreal. 10 of our clients originally participated in the program which consisted of a two-part survey over a period of 18 months

Employment Staff



Anna Thankachan
Employment Advisor



Charlee Touchette
Employment Consultant



Judith Halliday
Employment Consultant



Pedro Oliveira
Employment Consultant



Angelika Valchar
Facilitator/Case Manager



Lesley White
Facilitator/Case Manager



Karen Ford
Job Coach



Shirley Phillips
Facilitator/Case Manager

THE DIVERSITY PROGRAM

Submitted by Samantha Letourneau, Diversity Coordinator

Funding in part from the Government of Canada and Welcome BC

The Diversity Program this year has been very active with 6 projects funded by:

- Embrace BC
- Welcoming Communities Program

Stand Up Speak Out Youth Against Hate - Youth Dialogue



- Total # of Participants in attendance: 100
- Total # of youth: 72
- Total # of community members (over 25 years of age): 28

A youth led dialogue on hate motivated behaviour that included a youth photovoice exhibit examining places where there is the potential of experiencing hate motivated behaviour. Accompanied with a narrative, the youth shared their personal experiences and educating participants that hate motivated behaviour does exist in their schools, in their place of employment and in the community.

Outcome:

- Brought together youth, community members and police representative(s) together to discuss and dialogue around Hate-Crime, Racism, Multiculturalism and Inclusive Communities
- Request and completion of workshop on the youth dialogue and photovoice process at Embrace BC Symposium- Embracing Differences in Vancouver- October 2012

Harmonies of Faith-Interfaith engagement



- Total # of Participants in attendance: 750
- Total # of faith groups involved: 13

Through chants, hymns and spoken word a musical dialogue of peace, compassion and equality took place on Dec 20, 2012 at the Port Theatre in Nanaimo. Knowledge of diverse faiths was shared with people in a meaningful way promoting understanding of

the diversity that exists in our community. This was followed by a discussion moderated by Paul Bramadat, Director of the Centre for Studies in Religion and Society at University of Victoria.

Outcome:

The project addressed discrimination towards faith groups that exist in our community by using music as a tool to build understanding. Music was able to reach a wider audience than a traditional interfaith dialogue. In addition, because the love of singing and listening to music crosses religious and cultural hurdles, it provided a great starting place for a dialogue based in appreciation. All faith groups were involved in the design, implementation and delivery of the project.

“This event showed that regardless of the kind of tensions that exist between ethnic and religious communities in many parts of the world, with some good intentions, careful planning and the right atmosphere, we can build and cross bridges of understanding. I was really impressed by the ethnic, cultural and religious diversity among the performers, and the professionalism of the organizers.”

*Paul Bramadat, Director for Religious Studies and Society at University of Victoria
Keynote Speaker of event*

Journey to Inclusion - Arts engagement



- *Total # of Participants in attendance: 150*
- *Total # of artist involved: 8*
- *Total # of community participants: 8*

The project was created in commemoration of March 21st the UN day for the Elimination of Racial Discrimination. Eight professional visual artists were matched with eight diverse community members who have faced discrimination (Including: immigrants, refugees, Aboriginal people, people of faith and LGBT community) to collaboratively create a visual art exhibit that will explore racism, hate motivated behaviour and inclusion and was displayed at The Port Theatre’s lobby for a month.

Outcome:

In discussion with the City of Nanaimo to have artwork hung in city buildings.

Welcoming Communities Action Plan

- *Total # of community partners involved: 16*

The Diversity program is developing a welcoming community action plan to provide a needed framework for appropriate community partners to commit to the enhancement and sustainability of a welcoming and inclusive city for New Immigrants - funded by BC government

Projects under action plan:

- “Meet your Neighbours “ Speaker Series
- Diversity on Board Initiative
- Welcoming and Inclusive Organizational Review for business and not for profits.
- Diversity in the workplace workshop series
- Cultural/ Educational Tours: Sharing Culture, Sharing Knowledge

Welcoming Community Extension project

The program received additional funds for the WICWP legacy initiative to update Diversity in the Workplace Resources on the Diversity team.org website. This also included the development of a once monthly radio show on local community station CHLY 101.7 FM radio

Dates of Radio shows / titles:

Jan. 29 2013: Safe Harbour and VIU Diversity

Feb. 26, 2013: Two Diversity Projects

March 12, 2013: Journey to Inclusion

April 23, 2013: Immigration and Employment

Safe Harbour - Respect for All



The main objective this year for Safe Harbour was re-engagement training with existing Safe Harbour Communities in the Central Vancouver Island Region. To date there are 133 Safe Harbour in the region including Port Alberni. Safe Harbour locations can now be found on Google maps and all Safeway's across BC are Safe Harbours.

We are proud to present the following Safe Harbour Businesses and agencies:

<p>Nanaimo Anchor Medical AIDS Vancouver Islands in Nanaimo Bev & Sandy's Bead and Breakfast Black and Blue Tattoo Studio By Gone Books Claytree Society Coast Realty Nanaimo Coastal Community Credit Union Community Futures of Central Island Denise Barrie, Attorney-at-law Divine Glow Tanning Doug Routley MLA Constituency Office Nanaimo Downtown Community Police Downtown Nanaimo Ambassadors Downtown Nanaimo Partnership Downtown Nanaimo Partnership Dr. Raymond Shred Professional Psychology Corporation Edgewood Addiction Treatment Flying Fish Footprint Security Services Friends of Haven Thrift Store Georgia Strait Alliance Harewood Dental Clinic Harris House Health Clinic Haven Society Hertzberg Law Immigrant Welcome Centre I.S.S.P. John Howard Society Intergrated Health Network- VIHA (Nanaimo Office) Island Optimal Health and Performance Janes Hair Care Service Justice Access Centre Kathy Brandon from Brandon Counselling Leonard Krog Constituency Office Literacy Nanaimo Lobelia's Lair Michael Wu, Royal LePage Nanaimo Realty Mid Island Healing Centre Mid-Island Ability Society Millizza's Cave Nanaimo Athletic Club Nanaimo Brain Injury Society Nanaimo Child Development Centre</p>	<p>Nanaimo Citizen Advocacy Nanaimo District Museum Nanaimo Family Life Association Nanaimo RCMP Community Policing Nanaimo RCMP Victim Services Nanaimo Seniors Visiting Society Nanaimo Supportive Lifestyles Ltd. Nanaimo Women's Centre Nanaimo Youth Services Association North town Centre – Administration New York Pizza Nisa.com Oak Tree Manor Occidental Hotel Liquor Store PacificCARE Pacific Child and Family Enrichment Society Paulette Roscoe, Naturopathic Physician Peria and Giron Alterations & Tailor Shop RBC Royal Bank Richards and Co Ron Cantelon Constituency Office RONA Royal Bank - Woodgrove Mall Safe Net Security Safety Net Security Ltd – Nanaimo Shape Property Management Signature Computer Services The Green Store The Mortgage Centre, Essex & Kent Mortgage Corp. The Port Theatre The Teak Tree Tillicum Lelum Toastmasters United Way Central Island & Northern Vancouver Island Vancouver Island Regional Library VIRL - Harbourfront Branch Vancouver Island Thrift Department Store Vancouver Island University Volunteer Nanaimo Woodgrove Centre - Guest Services Staff</p> <p>Sechelt Capilano University, Community Access to Literacy and Learning Service BC</p> <p>Port Hardy Service BC Port Hardy</p>	<p>Ladysmith: 49th Parallel Grocery Employment Navigators Ladysmith & District Credit Union Ladysmith Chamber of Commerce Visitor Info Centre Ladysmith Parks, Recreation and Culture Ladysmith Resources Center Association Safeway Town of Ladysmith - City Hall and Community Centre</p> <p>Port Alberni Alberni Valley Employment Centre Alberni Valley Hospice Society Fat Salmon Back Packers Literacy Alberni Society North Island College Port Alberni Association for Community Living Service BC Sweet Avenue</p> <p>Parksville Haven Society Community Victim Services Island Unique Gifts Ron Cantelon Constituency Office Society of Organized Services The Career Centre The Family Resource Association The Medicine Shoppe Pharmacy</p> <p>Qualicum Beach Advantage Oceanside Travel Arbutus Emporium Royal Bank of Canada The Family Resource Association The Medicine Shoppe Pharmacy</p> <p>Gabriola Gabriola Artworks Gabriola Commons Gabriola Library Gabriola Optical Green Store People for a Healthy Community People for a Healthy Community Robert's Place</p>
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Samantha Letourneau
 Diversity Coordinator



Hannah Watler
 Diversity Assistant

CHILDREN'S PROGRAMS

Submitted by Sue Luoma, ECE, Children's Program Coordinator



We have once again had a busy year in the Daycare with 34 ELSA children through the program for an average of 14 children enrolled each month. We have also provided settlement service to another 32 children. As well as providing child care for workshops, information sessions and appointments the daycare staff assisted with leadership in several Settlement programs again this year, including Nobody's Perfect, Mother Goose and Infant Massage.

Presentations have also been made to the VIU ECE second year class, PacificCare's Good Beginnings Family Daycare course and our own EFW class. Our community involvement has included taking part in School District 68's Healthy Start to Learning events in Ladysmith & Nanaimo, Early Childhood Educators of BC Nanaimo branch, Greater Nanaimo & Ladysmith Early Years Partnership (GNLEYP) and their Parent Education Action Team (PEAT) and VIU ECE Community Advisory Panel.

I am pleased to report that we were successful in gaining our Childcare license in June 2012 under the category of Childminding for 20 children. We have also had one regular inspection since then which went well.

I would like to take this opportunity to thank the dedicated staff who have kept our program at such a high standard – Vania, Olena, Maria, Cheryl, Irena, Gail, Andrea, Megan, Pasco & Kait. A big thank you also to our wonderful volunteers – Fiona Murphy, Rebecca Ma, Juliette Crisostomo, Pasco Hamburg & Kaitlyn Niddrie.

Daycare Staff



*Sue Luoma
Children's Program Coordinator*



*Vania Zanetti
Children's Program Assistant*



*Olena Nagorna-Kryvonos
Children's Program Assistant*

OUR PRIMARY PROGRAM CONTRACTS

- B.C. Ministry of Jobs, Tourism and Skills Training & Government of Canada : Welcome BC, Embrace BC, Immigrant Integration Branch
- B.C. Ministry of Social Development
- ASPECT
- Affiliation of Multicultural Societies and Service Agencies of BC

A VERY SPECIAL THANKS TO OUR DONORS

April 1, 2012 – March 31, 2013

	<i>In Kind</i>
Over \$2,000	
<ul style="list-style-type: none">• City of Nanaimo (\$7,000 in Kind)• Mosaic IT (\$10,000 in Kind)	<ul style="list-style-type: none">• Perkins• Opus• Tillicum Lelum Aboriginal Friendship Centre• The Port Theatre
Up to \$2,000	
<ul style="list-style-type: none">• Robert Fischer & Co. (in Kind)	<ul style="list-style-type: none">• St. John's Ambulance• Nanaimo Family Life Association• Nanaimo Lifeline Program• London Drugs• Beban Park• Bowen Park• Nanaimo Foodshare Society• Nanaimo Youth Services - Youth One Stop• Quality Foods - University Plaza• Thirsty Camel• The Vault• Thrifty Foods• Save on Foods
...and our many private donors!	

Our sincere apologies if we missed anyone ...

STAFF LIST - April 1st, 2012 – March 31st, 2013

* left position

Executive Director: Hilde Schlosar

Assistant Director: Nanette Leather

Program Director: Robert Dawkes

Reception and Client Services: Elena Khramova

Book Keeper: Jackie Doelker

Children's Program

Children's Program Coordinator: Sue Luoma

Children's Program Assistant: Vania Zanetti

Children's Program Worker: Olena Kryvonos Nagorna

On Call: Cheryl Hutley, Maria Etridge, Irena Idels, Gail Collins, Andrea Hounslow-Miller, Megan Parkinson, Pasco Hamburg & Kaitlyn Niddrie

Diversity Program

Diversity Coordinator: Sam Letourneau

Diversity Assistant: Hannah Watler

Diversity Assistant: Leslie Puska*

ELSA Program

ELSA Coordinator: Jillian Yun

ELSA Instructor Level 1 and 4/5: Carolyn Lambrechts

ELSA Instructor Level 2 and 3: Maggie Wouterloot

ELSA Instructor Level 6/7 and EFW: Edith Ives

ELSA Instructor Level EFW: Anne McCormick* (*contract*)

Employment Program

Employment Consultant: Charlee Touchette (*nee Hawes*)

Employment Consultant: Judith Halliday

Employment Consultant: Pedro Oliveira

Case Manager/Facilitator: Angelika Valchar

Case Manager/Facilitator: Lesley White

Job Coach: Karen Ford

Facilitator/Employment Consultant: Shirley Phillips

Employment Advisor: Anna Thankachan

Job Coach: Len Winter*

Immigrant Settlement Program

Settlement Team Leader: Risako Ota

Settlement Worker: Rim Shin

Settlement Worker: Jennifer Bricker

Settlement Worker: Cindy Qin

Volunteer & Event Coordinator: Pat Simpson (*left May 2013*)

Youth Workers

Wilson Poon

Marion Keng'ara

Alexandra Dawley*

Contract ELSA Assessor: Mary Peters

Contract Counsellor: Dr. Martine Charles

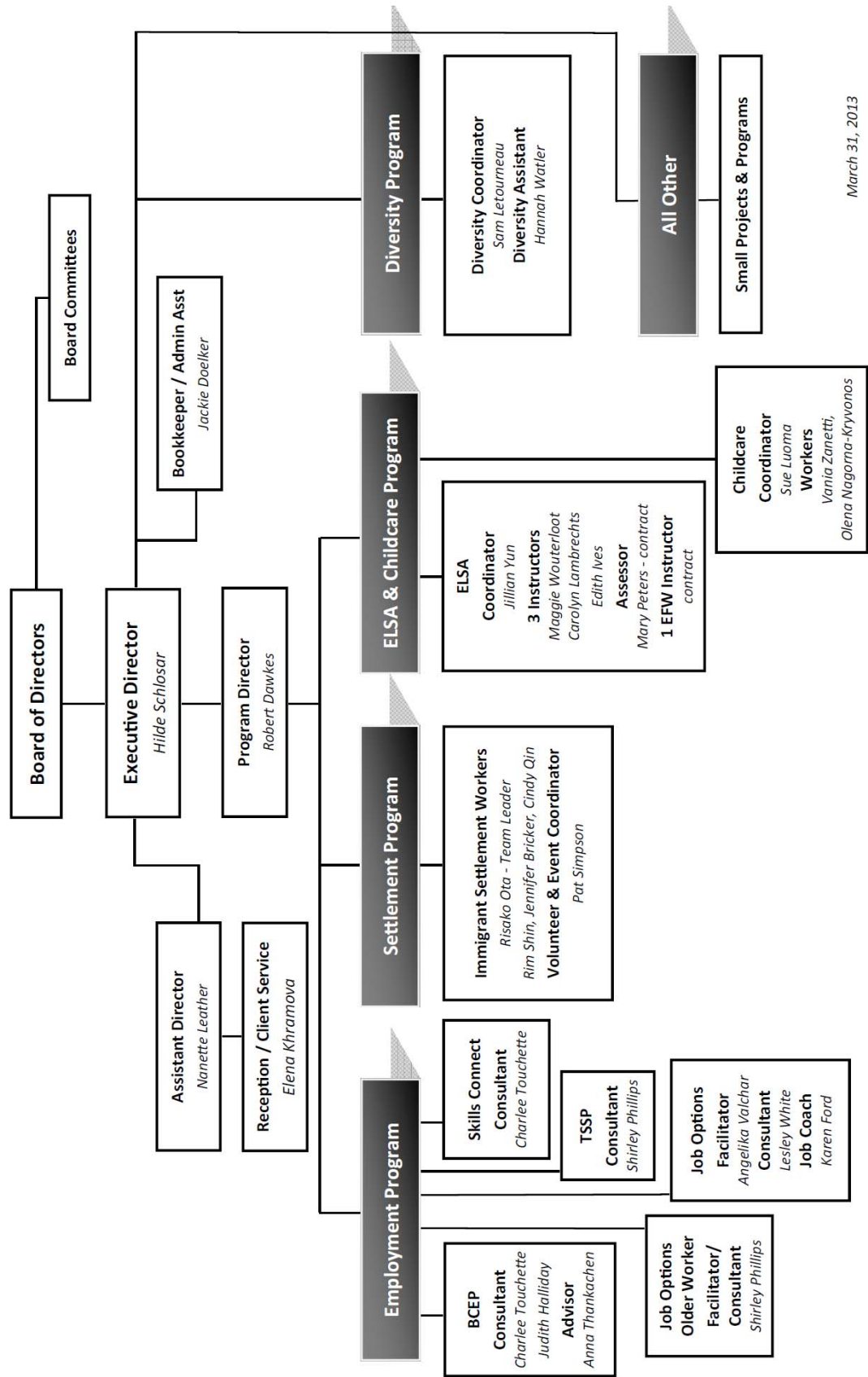
Contract Self Employment Consultant: George Leshchuk

Contract Janitorial: Bastion Janitorial



Central Vancouver Island
Multicultural Society

Organizational Chart



March 31, 2013