



Learning ...

Central Vancouver Island
Multicultural Society

35th
Anniversary
1979 - 2014



Working ...

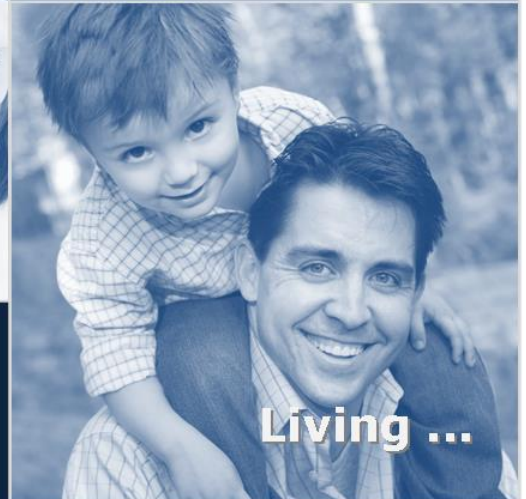
ANNUAL REPORT

For the Fiscal Year

April 1, 2013 – March 31, 2014



Belonging ...



Living ...

cvims.org



Central Vancouver Island Multicultural Society

101 - 319 Selby St. Nanaimo BC V9R 2R4

(250) 753-6911 admin@cvims.org

TABLE OF CONTENTS

PRESIDENT’S REPORT	3
<i>A Message from the President.....</i>	<i>3</i>
CVIMS BOARD OF DIRECTORS as of March 31, 2014	4
EXECUTIVE DIRECTOR’S REPORT	5
<i>A Message from the Executive Director</i>	<i>5</i>
COMMUNICATING WITH THE COMMUNITY	7
<i>Representation on Community Committees</i>	<i>7</i>
<i>City’s Welcome Reception for New Immigrants.....</i>	<i>7</i>
<i>Community</i>	<i>8</i>
<i>New Database – OCASI Client Management System</i>	<i>8</i>
<i>Communications / Social Media</i>	<i>8</i>
IMMIGRANT SETTLEMENT SERVICES	9
<i>Settlement Individual Support Services</i>	<i>9</i>
<i>Adaptation Crisis Counseling</i>	<i>10</i>
<i>Life Skills and Information Sessions.....</i>	<i>10</i>
<i>Group Workshops.....</i>	<i>10</i>
<i>Youth Program</i>	<i>11</i>
<i>Multicultural Health Fair 2013.....</i>	<i>11</i>
VOLUNTEERS & EVENTS.....	12
<i>Canada Day 2013</i>	<i>12</i>
<i>Volunteer Fair 2013.....</i>	<i>12</i>
<i>Being a Volunteer.....</i>	<i>12</i>
ENGLISH LANGUAGE SERVICES FOR ADULTS (ELSA)	14
EMPLOYMENT SERVICES.....	16
<i>Employment Program of BC.....</i>	<i>16</i>
<i>Skills Connect for Immigrants Program</i>	<i>17</i>
<i>Job Options BC.....</i>	<i>17</i>
<i>Job Options BC, Older Workers</i>	<i>18</i>
<i>Labour Market Legacy Project - A Job Seekers’ Guide - Video Profiles for Employment</i>	<i>19</i>
<i>Targeted Skills Shortage Program (TSSP).....</i>	<i>20</i>
THE DIVERSITY PROGRAM	22
CHILDREN’S PROGRAMS	24
OUR PRIMARY PROGRAM CONTRACTS.....	26
A VERY SPECIAL THANKS TO OUR DONORS	26
STAFF LIST - April 1st, 2013 – March 31st, 2014	27
ORGANIZATIONAL CHART.....	29

PRESIDENT'S REPORT

A Message from the President



Celebrating 35 Years of providing services to newcomers to Nanaimo! This year, as we have for the past 35 years, we welcomed hundreds of new immigrants from countries all around the world, providing support and assistance as they transition to their new home in Canada. We have *Celebrated!* Many events this year to celebrate the 35 Years of service but the big one, and very interesting was: Canada Day 1 - Nanaimo Museum housed a Featured Exhibit on the first location of a cross-country tour, displaying artwork, archival images and narrated experiences of what it was like for Immigrants on DAY ONE IN CANADA.

Celebrating 6 Years of serving on the Board of Directors! As the President of Board of Director, my second term (3 years each) is now completed and I will be leaving the Board. In reflecting on the growth of this organization during these six years, I am amazed at the number of changes that have taken place. Six years ago we operated on less than half of our current annual budget; we were located in an older City Services building, trying to make tight space for everything and everyone. Now we offer more programs, more events, more training, testing services, outreach training programs and wonderful daycare for the children. Our new facilities were custom designed to fit our future needs - and the future is now. We are fully utilizing our space. It is refreshing to enter the building, and a pleasure to work with any of the staff members. I am very proud of the accomplishments of the Society and honoured to have been a small part of this growth and development and services to the Nanaimo Community.

Thank you for this rewarding opportunity.

Sharon Jensen
President

CVIMS BOARD OF DIRECTORS as of March 31, 2014



Sharon Jensen
President



Sharif Kishawi
Vice President



Mindy Kailly
Treasurer



Maureen Shakespeare
Secretary



Winnie Wong
Member at Large



Dr. Graham Pike
Member at Large

EXECUTIVE DIRECTOR'S REPORT

A Message from the Executive Director



It's been 35 years since we first opened our doors in 1979. In response to the crisis of displaced Vietnamese boat people - refugees who fled Vietnam by boat and ship after the Vietnam War - a committee of local concerned citizens and eager volunteers came together to form The Central Vancouver Island Multicultural Society.

We started out with bits and pieces of funding from Citizenship and Immigration Canada (then, Secretary of State) to offer settlement support, ESL classes and job training programs. Today, the Society serves over 2,000 people annually and employs up to 30 professional staff in areas of Settlement, ESL instruction, Childcare, Employment counselling, services for families, community engagement, promoting diversity and anti-racism.

In 1998 the province of BC took over delivery of immigrant settlement programs and on April 1, 2014, Citizenship and Immigration Canada (CIC) took charge of it again. Although 2013-14 saw our highest budget ever with the most programs and staff, it was a year filled with uncertainty, as the perfect storm of 8 out of 10 programs were scheduled to end on March 31st 2014. Our proposal to CIC was submitted in June 2013 and negotiations did not begin until January 2014. By the end of 2013 our impending 35th Anniversary did not appear to be one of celebration. All staff were given termination notices well in advance as we had no idea what the future would hold for us come April 1st. Yes, staff was amazing! Despite the high level of instability they continued to perform with professionalism and grace to deliver the high quality programming our clients had come to expect. To the staff, we are deeply grateful for hanging in there with us on this roller coaster.

So, what happened? Well, here we are months later, slightly shaken but still intact. It was not until early in 2014 that we knew our fate for the coming fiscal year beginning April. Three of the programs scheduled for closure came through with very last minute extensions; the Citizenship & Immigration Contract combined 4 of our past contracts into one and although the negotiation process was long and arduous over many months, the majority of our services in settlement and ESL remained stable. We were very sad to lose the Diversity funding, as we had become well known for our welcoming communities and anti-racism initiatives which we believe make a positive impact in our community.

Yet, at the same time, CIC supported our proposal to add the HIPPY Canada Program: Home Instruction for Parents of Pre-school Youngsters! This is a 30 week in home program delivered by peer Home Visitors to teach young mothers to support their small children's literacy and cognitive development. At the time of this writing the program is booming with 30 families registered and embracing the HIPPY opportunity.

For those of you who know non-profits and charities, you understand how uncertain funding and programming can be. It takes flexibility, hard work and perseverance to survive. All contracts, grants and funding are time limited and you have to continually prove yourselves over and over. Governments are

constantly changing and re-inventing the wheel into something else and you ride along and adjust, often to go full circle back to where you started.

Moving forward from last year end to today...

We are now halfway into the next fiscal year and we are celebrating our 35th Anniversary through several events. In partnership with the Nanaimo & District Museum and the Pier 21 Museum of Immigration in Halifax, we brought the traveling exhibit, Canada Day 1 to Nanaimo. We held a launch and opening reception on June 9, 2014. We also used the opportunity of the exhibit to teach the community about the processes and challenges of immigrating to Canada by sponsoring free admission to the museum on select days. On Sept 24th we are also hosting our Open House in our facility, to give the community a glimpse of our programs and services.

Since April 1, 2014 we are still evolving and changing:

- The new HIPPY Program
- Free citizenship classes to anyone preparing to take the complete Canadian citizenship test
- Became a certified CELPIP Test Centre under Paragon (a company of UBC) offering federal government high stakes language testing for applicants for Citizenship and Permanent Residency
- Our growing collaborations with both SD 68 and the Nanaimo Aboriginal Centre have opened up opportunities for sharing programming and services cross a broader spectrum of support, especially to children and families

We appreciate the leadership of a progressive, professional Board of Directors who approach every challenge with open, creative minds, always striving to provide the very best services for the community. We will miss Sharon Jensen, our out-going President who now retires from the Board. She has given 6 years of time, energy, inspiration and commitment to CVIMS and to our community.

We thank our fantastic, dedicated staff for doing their very best, each and every day. They have my personal deepest respect and admiration for the joy they bring to the lives of our clients – what a Team! We also thank our founders, our many community partners, funders, stakeholders, members, donors and clients for supporting us, cheering us on and creating the heartwarming atmosphere that exists within our walls and our services.

Hilde Schlosar
Executive Director

COMMUNICATING WITH THE COMMUNITY

Representation on Community Committees

Settlement & Integration Program Advisory, Ministry of Jobs, Tourism & Innovation: 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
School District 68 Multicultural & Race Relations
Community Coordination for Domestic Safety

City's Welcome Reception for New Immigrants

Mayor and Council hosted the 2nd Annual Welcome Reception for new immigrants on Saturday February 15th, 2014 at the VI Conference Centre. Approximately 150 invited guests attended. A number of dignitaries were in attendance, with representation by Mayor Ruttan and Nanaimo City Council, Leonard Krog, MLA, School Board trustees Dot Neary and Jamie Brennan. An exciting feature was the presence of an RCMP Officer in red Serge, who very obligingly had photographs taken with Newcomers.

A very special treat was Nanaimo's Poet Laureate, Naomi Beth Wakan. She penned and presented this insightful poem just for this occasion:

Immigration

*Why did we leave our birth land
you and I?
Crossing borders always means a loss –
a loss of family and friends
and the familiar that so comforts...
but does it?
Perhaps our move was rather for to gain –
to gain the right to speak more freely;
to worship, or not, as we wished;
to live where we choose and not
be pushed into ghettos
made by others' prejudices.
Or perhaps we chose this country
for its clean air and clean water
and lakes and rivers stocked with fish,
and forests, forests, forests.
This country of peace-keepers
not war-mongers.*

*A country that promised shelter
and the nourishment that
fresh opportunities offer'
and the encouragement of skills
and the possibilities that fresh views
present.
And in that country you and I have chosen,
we were both drawn to the west,
following past pioneers,
for here on this temperate island
in the Salish Sea,
we can find fertile soil
in which to set root.
And on this island, we have settled
in a harbour that can protect
and watch us flourish, a harbour
where perhaps we can set anchor
and be at rest.*

Inaugural Poet Laureate of Nanaimo, Naomi Beth Wakan

Community

A brand new non-profit, the Nanaimo Aboriginal Center (NAC) started up in Nanaimo. The NAC is focused on supporting all urban Aboriginals including Metis and Inuit, those not living on First Nation reserves. Since we had an empty office we offered space to their Executive Director, Chris Beaton until end of our year or until we needed it for our use. It was a goodwill gesture and strengthens our relationship with the Aboriginal community. We also found opportunities for our collaboration on projects and even programs in the future.

New Database – OCASI Client Management System

With the change of funding to CIC for Settlement services, CIC have their own reporting system iCARE which we are required to use. As this database is limited in functionality and did not on its own meet our agency's needs, we investigated and decided to use a more sophisticated Client Management system. In March 2014 we started to use a system called OCMS which is managed by the Ontario Council of Agencies Serving Immigrants (OCASI). Our old database which has served us well in the past would have required a major re-write to capture the same information as OCMS and would not have been cost effective. The OCMS system enables us to record and track client services provided, provide management information and has a facility for "bulk uploading" all relevant data to iCARE thus avoiding duplication of data entry. The OCMS system is used by many different service providers across Canada. It is a highly secure system used only internally by us.

Communications / Social Media

Submitted by Nanette Leather, Assistant Director



As 2014 marks the 35th anniversary for CVIMS, we wanted to ensure the community knew about this special occasion. A logo was created to include in all of our communications and promotions for the year. Large decals of the 35th Anniversary logo were placed on the windows of the building on Selby Street and are visible to the street traffic walking or driving by the building. Two more signs were placed inside the building in clear view for all clients, students and visitors.



Social media and the CVIMS website continue to be important communication tools for our Centre. Along with information about all of our programs and services, it also includes an Events Calendar which is regularly updated to let viewers see at a glance "what's happening" at the Society and in our community.

We use MailChimp in conjunction with our website to power our communications with our CVIMS Mailing List. Individuals can subscribe to the mailing list when they visit our Centre or online through our website at cvims.org. Subscribers can choose which email they wish to receive - news about the Society through the Immigrant Welcome Centre Newsletter; a Weekly Events listing emailed each Friday with the events for the following week; or subscribe to both lists. Tying MailChimp to our Facebook and Twitter accounts has allowed us to broadcast our Newsletter automatically to our followers on those sites. This has resulted in us reaching a significantly larger audience with a more efficient use of time.

Our Facebook page (574 followers) and Twitter feed (540 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



*Hilde Schlosar
Executive Director*



*Nanette Leather
Assistant Director*



*Robert Dawkes
Program Director*



*Jackie Doelker
Bookkeeper*



*Elena Khramova
Reception / Client
Services*

IMMIGRANT SETTLEMENT SERVICES

Submitted by Risako Ota, Settlement Coordinator

Funder: Ministry of Jobs, Tourism and Skills Training

Settlement Individual Support Services

Settlement Support Services were provided through drop-in and appointments by five settlement workers in the year 2013-2014. The individual services ranged from one-off support in providing information on Canadian life and providing referrals to other services in the community, and on-going case management support. We assisted 1055 clients and offered over 1350 individual services. Over half of our clients landed in Canada either through family sponsorship or federal skilled worker programs. Over 60% of our clients were between 19 to 64 years old at the time of the intake, and over 40% had post-secondary education or advanced degree. About 60 % of our clients are women. The clients came from 82 different countries and spoke 67 different languages. About 18 % of the clients were naturalized Canadian citizens when they first accessed the service.

Top 5 Source Countries April 2013-March 2014		
China	311	29%
South Korea	119	11%
Philippines	96	9%
India	63	6%
Japan	37	4%
All others	429	40%

Top 5 Source Countries April 2012-March 2013		
China	245	23%
South Korea	118	11%
Philippines	108	11%
India	49	5%
Japan	29	3%
All others	506	44%

Top 5 Languages April 2013-March 2014		
Mandarin	293	28%
Korean	119	11%
English	62	6%
Tagalog	61	6%
Spanish	44	4%

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

The settlement workers provided more extensive individually tailored one-on-one support to more isolated and vulnerable clients. Four settlement workers received the training on safety planning around domestic violence and the training on the Family Law Act to support immigrants who are going through separation/divorce. In the 2013-2014, Settlement Program welcomed a new team member, Lei (Belinda) Chen, who has years of experience as a registered clinical counsellor. Throughout the year, the staff provided a number of community outreach activities to promote community connections among immigrants, in relation to other service providers, and within the community in general. These outreach activities included but not limited to attending community meetings, hosting an information booth at local shopping malls, and participating in Multicultural Festival in Downtown Nanaimo and the Canada Day Celebration. The program also hosted community partners to deliver their services at CVIMS facility. These partnerships resulted in reduced barriers to access for immigrants and ensured the accurate information to be delivered. Settlement workers coordinated the service delivery and the interpretation service for community partners such as SWIS (Settlement Workers in School) Program, Community Dental Hygiene Program through Island Health, Ministry of Health, Nanaimo Division of Family Practice, Red Cross Nanaimo Chapter, and Philippine Consulate General of Vancouver. As part of the settlement services, the settlement workers and a community volunteer assisted over 100 low to middle income newcomers to file their income tax returns under the Community Volunteer Income Tax Clinic with Canada Revenue Agency.

Adaptation Crisis Counseling

Adaptation Crisis Counseling made possible by the funding from the BC Gaming Commission continued to be a valuable service for clients who experienced significant adjustment challenges due to immigration experience. Our contracted counselor, Dr. Martine Charles, provided counseling for 18 clients. The number of referrals has been increasing over the last three years.

Life Skills and Information Sessions

Settlement Services include offering information sessions to new immigrants on bi-weekly basis. The topics of these sessions range from information on legal, education, health, housing, taxation systems in Canada to any other topics many immigrants inquire about. Average of 8-12 participants attended each session and insightful discussions on Canadian values and systems sparked among them.

Group Workshops

Settlement Services offer group workshops aimed at facilitating settlement process and promoting socialization and community participations. For recently arrived newcomers (who been in Canada less than a year), **Welcome to Canada Group Series** were offered 3 times in this fiscal year. The group had

average of 8 to 12 participants and each series ran for 5 to 8 weeks. Over the summer months, family-oriented **Summer Activities** were quite popular among immigrant families. One of the most popular activities was the First Nation Cultural Tour offered in partnership with the CVIMS Diversity Program and the Snuneymuxw First Nation. With the support provided by Settlement Workers, the participants accessed free or affordable activities and recreational facilities in our community throughout the summer months. These activities were especially important and appreciated by new immigrants as they were prone to isolation due to the absence of English classes in July/August.

CVIMS Settlement Services are based on client-centred and family-centred approaches. In the fiscal year, **Triple P Program** was offered to meet the needs of parents of school aged children and **Nobody's Perfect Parenting Program** was offered to support immigrant parents with children between 0-5 years old. Participated parents received practical information on various parenting topics and the programs offered an opportunity for these parents to develop a support network. Each group typically ran 8 weeks and had 8-12 participants on average.

Youth Program

Youth Program offered an opportunity for immigrant youth to engage in recreational activities that were combined with life skills development opportunities, and where possible, these activities helped immigrant youth connect with the broader community. The three-part Youth Leadership workshop series, as well as the Public Speaking series, were well attended. Many immigrants arrive with less public speaking experience than their Canadian-born counterparts, so this modified Toastmasters training offered valuable experience for the participants. Our gym nights at Oliver Woods Community Centre were very well attended by the youth, and many parents took the opportunity to network with each other in the lobby while waiting for their youth. In June, City of Nanaimo Parks & Recreation invited CVIMS to present the strategies to work with immigrant youth at the training for the City of Nanaimo Summer Camp Youth Leader. Jennifer Bricker, Settlement Worker, and Willson Poon, Youth Worker, provided the training to more than 40 youth leaders who were mostly born in Canada. A thank you to Katherine, Daniella, and especially Wilson, for their work with the youth this past year. This program has concluded due to the contract ending.

Multicultural Health Fair 2013

The 6th annual **Multicultural Health Fair 2013** took place on May 30th 2013 at the Beban Park Social Centre in Nanaimo. 28 exhibitors participated in the event with an estimated attendance of 150 people. Many of our ELSA students and newcomer immigrants visited various booths and participated in interactive activities provided by the exhibitors. The fair was opened with a pipe performance by a local musician and welcoming speeches by Hilde Scholar and the local MLA, and the program of activities included food demonstrations, Bollywood dancing, Yoga and, Latin Dance. 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 positive feedback from everyone who attended, including ELSA students, new immigrants, volunteers, general public and exhibitors.

VOLUNTEERS & EVENTS

Canada Day 2013



Volunteer Fair 2013



CVIMS was host to the annual Volunteer Fair bringing together organizations in our community who regularly use volunteers. Newcomers were able to meet representatives from 15 participating organizations and learn about volunteering and volunteering opportunities. The goal of the Volunteer Fair was to provide a chance for new immigrants to meet with volunteer organizations and learn about volunteering in our community, to connect the Nanaimo organizations with newcomer volunteers and to promote local volunteerism.

Being a Volunteer

Written by Yoshiko Ohashi, Volunteer



I highly recommend volunteer work to new immigrants. I would like to share my volunteer experience with you first, and then the reasons why I recommend volunteer work.

I first started volunteering at a coffee kiosk in the general hospital. Before I started, I thought working at a coffee kiosk would be easy because I have frequented many coffee shops as a customer in my country and in other countries. I have never had any problems at coffee shops.

My thought, however, was completely wrong. I found out that I did not know the goods at the kiosk and it was hard to understand what my supervisor asked me and wanted me to do. It was also very hard to understand what the customers ordered. They often customize their coffee by choosing the percentage of milk, number of espresso shots, and asking me to make room for milk or add water to their coffee. I needed to meet their request quickly in English. Although I sometimes made mistakes or misunderstood, my coworkers helped me a lot and taught me again and again. They told me that volunteers often made the same mistakes and they were used to it. In addition, they always told me that they appreciated me helping them during their busiest time even though it was tough for me. The following passages, I will tell you the reasons why I strongly recommend volunteer work.

I would like to talk about volunteering based on the questions below. You may wonder, do you really want to work as hard for free as you would while earning a salary? You may think doing volunteer work is waste of time. You may not have enough confidence to be a volunteer and wonder if you are good enough.

First, have you had experience working in Canada or other foreign countries? Working in a new country is not so easy in practice. There will be differences of culture and the most difficult thing is the language difference. Receiving money as compensation for work is perfectly natural. You will, however notice that you may not deserve to get a full salary from work after you start volunteering.

Second, I would like to answer the question “is volunteering waste of time?” A new comer who doesn’t have work experience in Canada will not know the etiquette or atmosphere of a Canadian work place. The communication between Canadians may be different from your country. Even through you think you know the rules, there are many things you likely don’t know. You will learn these things through doing volunteer work. You will receive the same training as full time workers as well as learning Canadian rules. Another benefit from volunteering that you will get a reference to help when you are looking for a job and it is possible that you will even be hired from the place you volunteer at. Therefore, volunteering is never a waste of time and is a great way to broaden your possibilities.

Finally, if you are not confident in your English ability, volunteering is a wonderful opportunity. What is the reason you are studying English? It is to live and become a valuable member of Canadian society. Volunteering is a good opportunity to use English in practice. You are just a volunteer and everybody understands that your abilities are limited. When you ask what you don’t know or make a mistake, everyone is more willing to help than you will expect. While everyone helps you, you study English by yourself and you use English skills in practice, your English will be improve quickly so volunteering is the perfect opportunity.

In short, there are many benefits from volunteering such as making friends or connections other than I mentioned above. Therefore, I highly recommend doing volunteer work to learn English, Canadian Culture and rules.

Settlement Staff



Risako Ota
Settlement Coordinator



Rim Shin
Settlement Worker



Jennifer Bricker
Settlement Worker



Cindy Qin
Settlement Worker



Belinda Chen
Settlement Worker

Youth Workers: *Wilson Poon, Marion Keng'ara*

ENGLISH LANGUAGE SERVICES FOR ADULTS (ELSA)

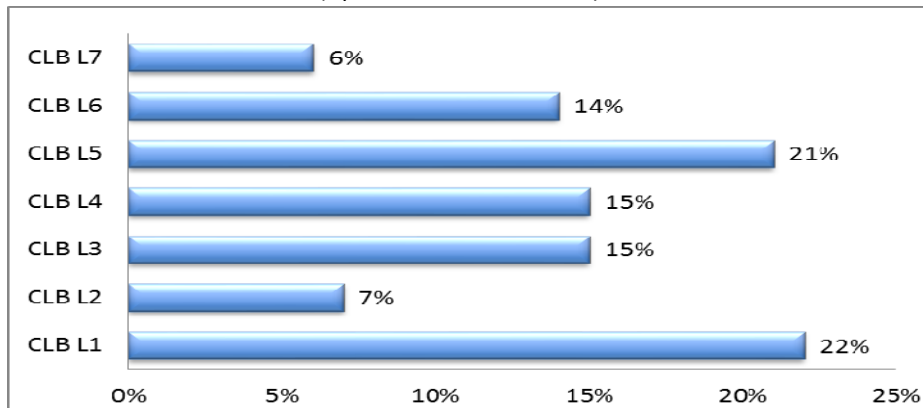
Submitted by Jillian Yun, ELSA Program Coordinator

Funder: Ministry of Jobs, Tourism and Skills Training

The English Language Services for Adults (ELSA) program offers different levels of English classes ranging from beginner (level 1) to high intermediate (level 7) for adult newcomers to Canada. A total of 203 students attended our ELSA classes during the period from April 2013 to March 2014.

In order to enroll in the ELSA program, a total of 165 clients were assessed using the Canadian Language Benchmark Placement Test (CLBPT), up from 117 clients in the previous period, a 41% increase. The largest assessed group was CLB level 1 including pre-literacy, followed by level 5.

Chart 1: Assessment Results (April 2013 ~ March 2014)



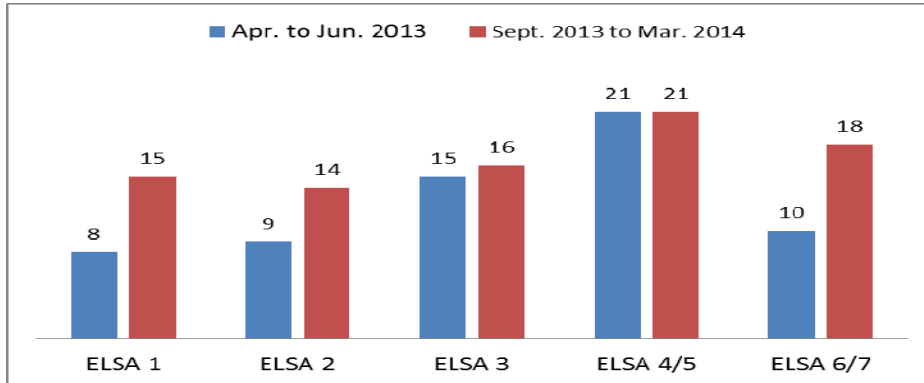
According to the assessment results, Reading turned out to be the strongest among the four language skills of Listening, Speaking, Reading & Writing, whereas Writing was the weakest.

More than twice the number of applicants for assessments were female (115 versus 50 men).

The top source country of the assessed has remained unchanged over the years, China. The number of Chinese applicants increased by 8%, to 41% this year. The top three source countries, China, India and South Korea made up 58% of all the assessments against 51% in the same period last year. The remaining clients were from 26 other countries.

The average number of students steadily grew in the first three months, April to June 2013, and significantly increased in all class levels from September 2013 after the summer break. We maintained a strong enrolment rate until the end of this period. The average number of students nearly doubled in ELSA level 1, from 8 to 15 and ELSA level 6/7 also showed a sharp increase of 80%, from 10 to 18 students on average.

Chart 2: Average # of Students Enrolled (April ~ June 2013 vs. September 2013 ~ March 2014)



Subsequent to last year, the Justice Theatre group of the People’s Law School visited and performed dramatized criminal trial about ‘shoplifting’ for our ELSA students in February. Students not only enjoyed their energetic performance, but also gained knowledge about Canadian law and justice system through the performance, the jury deliberation and audience discussion.

A Volunteer Fair was held at CVIMS on May 16, 2013 with the participation of a number of local non-profit organizations who need volunteers for their programs and services. Several active volunteers were invited to the ELSA classes the day before and shared their experience and benefit of volunteer work with students in groups. The Fair was a great opportunity for our students to learn about various volunteer opportunities as well as the importance of making connections with others and the community.

As of April 1, 2014 responsibility for language training will pass back to the federal government, Citizenship & Immigration Canada (CIC) who will directly administer immigrant settlement services. ELSA will be replaced by CIC funded language program, Language Instruction for Newcomers to Canada (LINC).

Through the transition, we will continually strive to meet our clients’ service demands and needs, and play a key role as a hub for immigrant settlement and integration services.

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, Employment Consultant

Sub-contract with GT Hiring Solutions, Funder: Ministry of Social Development and Social Innovation



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. A change in the billing process and service catalogue occurred in July 2013, and another revamp of the process occurred April 1, 2014. We expect further program updates in November 2014. As the program continues to be modified, we have undergone the necessary adjustments and training to stay current.

In total, we opened 93 Action Plans for clients this year. Currently, there are approximately 88 clients open, with 14 employed and in follow up. This number is roughly on par with our numbers previous to the change to EPBC.

During this past year, we held five Trade Talks presented by Tim Horton's, Royal Victoria Security, Coastal Community Credit Union, Coast Bastion, and Origin at Longwood. These trade talks have been an asset to our clients, providing them with information about Canadian hiring practises and connecting them with job opportunities.

This year, we also had special presentations from BC Labour Standards and Dr. Lionel Laroche. BC Labour Standards came twice last year to help our clients learn about their rights and responsibilities as workers. Dr. Lionel Laroche, a well-known expert on immigrant success and integration, spoke to staff, clients, and community members on June 20, 2013. He emphasized that soft skills are the most important factor for immigrants to learn when moving to Canada, and that it can take a number of years to become established in your new community.

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

STAFF: In December 2013, CVIMS said "Goodbye" to Judith Halliday who sought opportunities closer to home in Ladysmith within the EPBC program.

Skills Connect for Immigrants Program

Submitted by Angelika Valchar, Employment Consultant

Sub-contract with ASPECT, Funder: Ministry of Jobs, Tourism and Skills Training



We continued to deliver the Skills Connect for Immigrants Program for the mid island region in its 8th consecutive year. Since April 2013, 37 clients joined the program. Some of the professions and industries represented among clients includes: nursing, management, welding, aquaculture, engineering, education, administration, fabrication, early childhood education, human resources, project management, etc.

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.

In both categories, the aim is to assist new immigrants in obtaining work that fully utilizes their skills and talents. To be eligible, participants must have arrived in Canada within the last five years, meet the language requirements, be unemployed or under-employed, and not be on EI or have received EI within the past three years.

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, memberships for professional associations, or further training. In order to support their employment goals, Skills Connect can provide two thirds of the costs towards reimbursement up to a maximum \$1,900 per individual, a slight decrease compare to previous years. We have been advised that the Skills Connect program will be extended to March 2016.

We look forward to continuing to provide this program to newly arrived immigrants who settled anywhere from Mill Bay to Qualicum Beach.

In January 2014, there was a staff change to the program Angelika Valchar become responsible for the program taking over from Charlee Touchette who returned full time to the EPBC program.

Job Options BC

Submitted by Angelika Valchar, Employment Consultant

Funder: Ministry of Jobs, Tourism and Skills Innovation



The **Job Options BC** program entered its last year of a 3-year contract originally initiated in November 2010. Five intakes of 11 participants each were scheduled to run till November 2013 with Employment Counselling running to March 31, 2014. The overall total participants for the project period totaled 55. The table below provides the statistics for the whole project to March 31, 2014.

Job Options BC

Year End Statistics March 31, 2014

Number of Intakes		5
Number of Participants		55
Number who left prior to completion:		
due to employment	2	
other	12	14
Participants who obtained a work experience:		
through regular employment	16	
wage subsidized employment	6	
Volunteer	2	
		24
Returned to education		2
Relocated		1
No longer in Labour Market (e.g. Health reasons)		15
Participants who received short-term training		20
Overall Employment Rate who completed the course		65%

The program is delivered in two phases. Phase 1 (5 weeks) consisting of group-based workshops and activities focused on career planning, life skills, job readiness and social media. Phase 2 provides one-on-one support during participants' job search up to six months following the end of Phase 1. Participants obtained employment in various sectors such as insurance, retail, construction, hospitality, social work, fitness, financial etc.

Number of participants enthusiastically participated in the short-term and specific skills training opportunities such as OFA, Cashier Training, Foodsafe, Security Guard, Forklift Operator, WHIMS, Counselling-level 1, Flagging, etc. with many success stories indicating that the training has provided them with a necessary employability skills required by local employers.

We are pleased to announce that in March 2014, we received an extension to the project, and it proposes that three additional intakes be delivered between April to October 2014.

Job Options BC, Older Workers

Submitted by Shirley Phillips, Facilitator/Case Manager

Funder: Ministry of Jobs, Tourism and Skills Training

The Job Options BC – Mature Worker Program was initiated in November 2012. Four intakes of 12 participants each were scheduled; however, an additional intake was added in January, 2014 for a total of five intakes. Intakes 3, 4 & 5 were held during this reporting period year with 34 mature workers

participating. The overall total participants for the project period totaled 58. The table below provides the statistics for the whole project to March 31, 2014.

Job Options BC - Mature Worker Program November 2012 - March 31, 2013

Number of Intakes		5
Number of Participants		58
Number who left prior to completion:		
due to employment	2	
due to illness	9	
other	2	
		13
Participants who obtained a work experience:		
through regular employment	30	
wage subsidized employment	2	
volunteer work experience	7	
		39
Participants working		37
Participants who received short-term training		55
Participants who received specific skills training		11
Overall Employment Rate who completed the program		87%

This project was divided into two phases. Phase 1 (5 weeks) consisting of group-based workshops and activities focused on acquiring computer skills, career planning, and job readiness. Phase 2 provided one-on-one support during participants' job search up to six months following the end of Phase 1.

As will be seen by the statistics, the mature workers enthusiastically participated in the short-term and specific skills training opportunities, with many success stories indicating that the training has provided a lot of happily employed seniors.

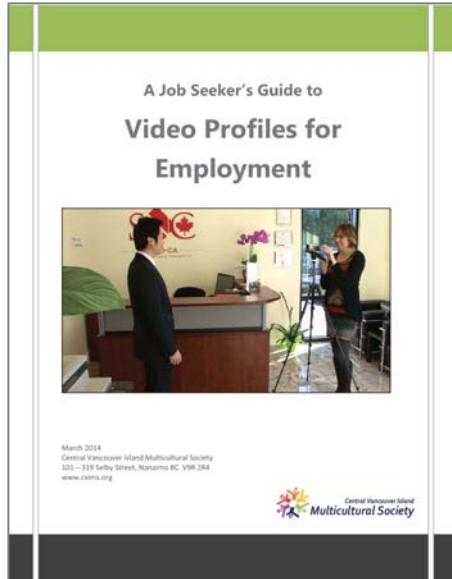
We are pleased to announce that in March 2014, we received an extension to the project, and it proposes that two additional intakes be delivered - one in May 2014 and another in September 2014.

Labour Market Legacy Project - A Job Seekers' Guide - Video Profiles for Employment

Submitted by Hilde Schlosar, Executive Director

Funder: Ministry of Jobs, Tourism and Skills Training

We created a "**Job Seekers' Guide - Video Profiles for Employment**" a guidebook and video online tool to coach and assist immigrant job seekers in creating a brief video profile of themselves, speaking about and/or demonstrating their skills and experience. This guidebook and online resource tool includes technical information on how to create the video, in three easy steps that include:



- 1) **Plan it** - preparing a script, what to wear, finding a suitable location
- 2) **Film it** - lighting, background, camera equipment and operation as well as editing
- 3) **Upload it** - uploading, etc.; how to market or present oneself to employers in the Canadian context of the job market; and Canadian content on what employers would like to see and hear from a job seeker.

The “**Job Seekers’ Guide - Video Profiles for Employment**” and online tool together with all video profiles of participants are completed and uploaded to CVIMS website www.cvims.org/get-a-job/video-profiles/. The employers, employment counsellors and client forums, and feedback sessions were completed in January and February 2014. The marketing campaign was completed by March 2014 and we measured final outcomes by surveying all participants involved in the process as well as potential job seekers in the community. We also had 2 test subjects use the completed tools to create their own video profiles.

The on-line video Guide has been highly acclaimed by our stakeholders. Angelika Valchar, the Project Coordinator, has been invited to provide a presentation at the next provincial ASPECT conference.

Targeted Skills Shortage Program (TSSP)

Submitted by Robert Dawkes, Program Director

Funder: ASPECT through Canada-British Columbia Labour Market Agreement



This was the final year for delivering the TSSP for the Nanaimo and Cowichan regions as a subcontractor to ASPECT. As there was no Service Provider for the west coast of the island we also provided the service for the Port Alberni, Tofino and Ucluelet area; in addition we also helped an employer on Hornby Island. To assist us deliver this program we contracted with George Leshchuk who had owned his own business previously. The program’s aim was to continue to help those employers who had employees who were low skilled i.e. less than grade 12 or grade 12 with no certificate or diploma. Each employee could access up to \$1,500 for training by a third party to a maximum of \$7,500 for each employer. Since the program started we have assisted over 112 employees find training often with a recognised qualification in their particular industry.

Some of the employers we helped in this program where:

- Cold Star Freight
- Crow Excavating and Trucking – Tofino
- Habitat for Humanity
- Haven Foundation
- Hornby Island Daycare

- Inukten Services Ltd
- Live Edge Design
- Nanaimo Child Development
- TerraWest Enviromental
- Wedderspoon Organic Ltd.

The program also gave CVIMS the opportunity to meet local employers to discuss the services our organization provides as well as advocating on behalf of our clients in our various employment programs for potential employment.

Employment Staff



*Anna Thankachan
Employment Advisor*



*Charlee Touchette
Employment Consultant*



*Judith Halliday
Employment Consultant
(left Dec 2013)*



*Angelika Valchar
Facilitator/Case Manager*



*Lesley White
Facilitator/Case Manager
(left Dec 2013)*



*Karen Ford
Job Coach
(left Nov 2013)*



*Shirley Phillips
Facilitator/Case Manager*

THE DIVERSITY PROGRAM

Submitted by Hilde Schlosar, Executive Director

Funder: Ministry of Jobs, Tourism and Skills Training

Diversity: The Competitive Edge



Vancouver Island Conference Centre June 20, 2013

Does your workplace include everyone?

With Immigrants and Aboriginal people being the fastest growing demographic groups in Canada, the composition of the workforce is changing rapidly. The Central Vancouver Island Multicultural Society presented a full day symposium providing tools to achieve an inclusive workplace with two workshop sessions from International and local speakers:

Recruiting and Developing Culturally Diverse Employees - Dr. Lionel Laroche

Over the past 14 years, Dr. Laroche has provided job search and career management services to over 25,000 people on four continents. Lionel is an internationally renowned expert on cultural diversity and has written two books, “Managing Cultural Diversity in Technical Professions” and “Recruiting, Retaining and Promoting Culturally Different Employees”, which have both sold over 5,000 copies.

Aboriginal Recruitment and Retention - Tammie Wylie

Ms. Wylie has over 25 years’ experience in Aboriginal communities in the areas of education, training, organizational and community development. Tammie is of Coast Salish and Danish ancestry and is currently on the management team for Tillicum Lelum Aboriginal Friendship Centre, a large Urban Aboriginal organization that provides healthcare, Social Services, education, and employment training for both Aboriginal and non-Aboriginal people.

This presentation was a must for managers, small business owners, HR professionals and senior staff who have responsibilities hiring, training and managing employees.

Diversity on Boards

We delivered two workshops for HR Managers and employers to increase their capacity to hire, retain and integrate New Immigrants into the workforce. We recruited immigrant clients and volunteers interested in sitting on boards. Placement was supported by an in-person introduction to staff, a review of roles/responsibilities and a follow up phone call to discuss progress. 6 New Immigrant Community Members were successfully placed on 9 Community Boards.

Cultural Education and Sharing

We held several Aboriginal cultural sharing events this past year. In summer 2013, Snuneymuxw First Nation provided a tour of their traditional village sites in the Nanaimo Region, to new Immigrants. This included a feast as a means of welcoming new Immigrants. Local representatives from Snuneymuxw First Nation (Fred Speck) and Mowachaht First Nation (Sherry McCarthy) provided three workshops. Vancouver Island University Indigenous Student Union also provided support. One workshop focused on the history and experiences of residential schools in Canada. The second workshop was on traditional health/wellness practices of First Nations and protocols. A third was also added with a focus on comparing urban/reserve lifestyles.

Multicultural Speaker Series

In partnership with the City of Nanaimo, in October 2013 we produced a speaker series that highlighted the cultural/ethnic diversity that enriches our community. The speaker series highlighted 8 guest speakers from different countries or cultures; two speaking at each evening event over 4 weeks. The series was very well received with a full crowd of 60 to as high as 90 every Wednesday evening.

Popular demand encouraged us to hold another series in March 2014, following the same format in partnership again with the City of Nanaimo and this time also Vancouver Island University. In all, 16 countries or cultures, including Aboriginal, were highlighted. It would be interesting to explore it as an annual event.

Welcoming and Inclusive Community Organizational Review

An initial survey was distributed to 19 public/community organizations to determine their overall state of welcome and inclusivity. 9 organizations participated in the survey, analysis and follow up discussion. The review considered physical environments, use of inclusive language and written materials (website included). Two community organizations participated in a more comprehensive set of interviews, facility tours and developed action plan to address any identified shortcomings.

Safe Harbour - Respect for All



This past year was spent primarily in following up with existing Safe Harbour locations to provide refresher training and updated promotional materials. VIU International Students took part in training to learn about the Safe Harbour program and how to access it. This was very successful and appreciated by the students. Reporter Tracy Samra with the Daily News did a story on Safe Harbour and encouraged people and organizations to sign on to becoming a Safe Harbour location.

We now have 117 Safe Harbour locations in Nanaimo, Regional District and Port Alberni.

International Day for the Elimination of Racial Discrimination

As we do every year, we organized and hosted a public event in recognition of the March 21st International Day for the Elimination of Racial Discrimination. It was held at the Nanaimo Regional Library, Harbourfront Branch with opening Prayer by Snuneymuxw Elder, Geraldine Manson. Approximately 60 community members were in attendance, including our local MLA Leonard Krog, City Councillor Fred Pattje, School District Trustee Bill Robinson and several representatives of local Safe Harbour Sites. The Mayor of Nanaimo presented CVIMS with a Proclamation in honour of the occasion. Speakers included Lindsay March, Safe Harbour Coordinator, Katrin Von Szepesbela (Human Rights Officer, VIU) and Hilde Schlosar (CVIMS Executive Director). All three speakers spoke about the Safe Harbour program, its origins in Nanaimo and its growth over the past ten years. Several City Councillors highlighted the event and program on their Twitter and Facebook accounts.



*Samantha Letourneau
Diversity Coordinator
(left Nov 2013)*



*Swedini Halliday
Diversity Assistant*



*Hannah Watler
Diversity Assistant
(left Aug 2013)*

CHILDREN'S PROGRAMS



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

Once again it has been a very busy year in the Daycare with 48 children through the ELSA program for an average of 18 children enrolled each month. We have also provided care to another 60 children for Settlement services. This has included some evening and weekend

workshops as well as the usual weekday workshops, appointments and special events.

We have continued to foster our community links with involvement in Early Childhood Educators of BC Nanaimo branch, ECEBC Island Network, Greater Nanaimo Early Years Network, VIU ECE Community Advisory Panel, Nanaimo Mother Goose Program and School District 68 Healthy Start to Learning event. Presentations have also been made to VIU ECE second year class and PacificCare's Good Beginnings Family Daycare course.

The staff also enjoyed the Professional development and networking with other Childminding staff at the ELSA Net Conference in Vancouver in November.

I would like to take this opportunity to thank the dedicated staff who helped keep our program at such a high standard – Vania, Olena, Gail, & Pasco. A big thank you also to our wonderful volunteers – Fiona Murphy, Pasco Hamburg & Manushi Bishnoi for all the time and talents they have shared with us.

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 with support from the Government of Canada
- 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, 2013 – March 31, 2014

Over \$2,000

- City of Nanaimo (\$7,000 in Kind)
- Mosaic IT (\$10,000 in Kind)

Up to \$2,000

- Robert Fischer & Co. (in Kind)

...and our many private donors!

In Kind

- Marks Work Warehouse
- Perkins
- Opus
- Tillicum Lelum Aboriginal Friendship Centre
- The Port Theatre
- Nanaimo Regional Library
- 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
- Thrifty Foods
- Save on Foods

Our sincere apologies if we missed anyone ...

STAFF LIST - April 1st, 2013 – March 31st, 2014

* 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: Gail Collins, Pasco Hamburg

Diversity Program

Acting Diversity Coordinator: Chris Beaton

Diversity Assistant: Swedini Halliday

Diversity Coordinator: Sam Letourneau*

Diversity Assistant: Hannah Watler*

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

Employment Program

Employment Advisor: Anna Thankachan

Employment Consultant: Charlee Touchette

Employment Consultant: Judith Halliday*

Case Manager/Facilitator: Angelika Valchar

Facilitator/Employment Consultant: Shirley Phillips

Case Manager/Facilitator: Lesley White*

Job Coach: Karen Ford*

Immigrant Settlement Program

Settlement Team Leader: Risako Ota

Settlement Worker: Rim Shin

Settlement Worker: Jennifer Bricker

Settlement Worker: Cindy Qin

Settlement Worker: Belinda Chen

Youth Workers

Wilson Poon

Marion Keng'ara

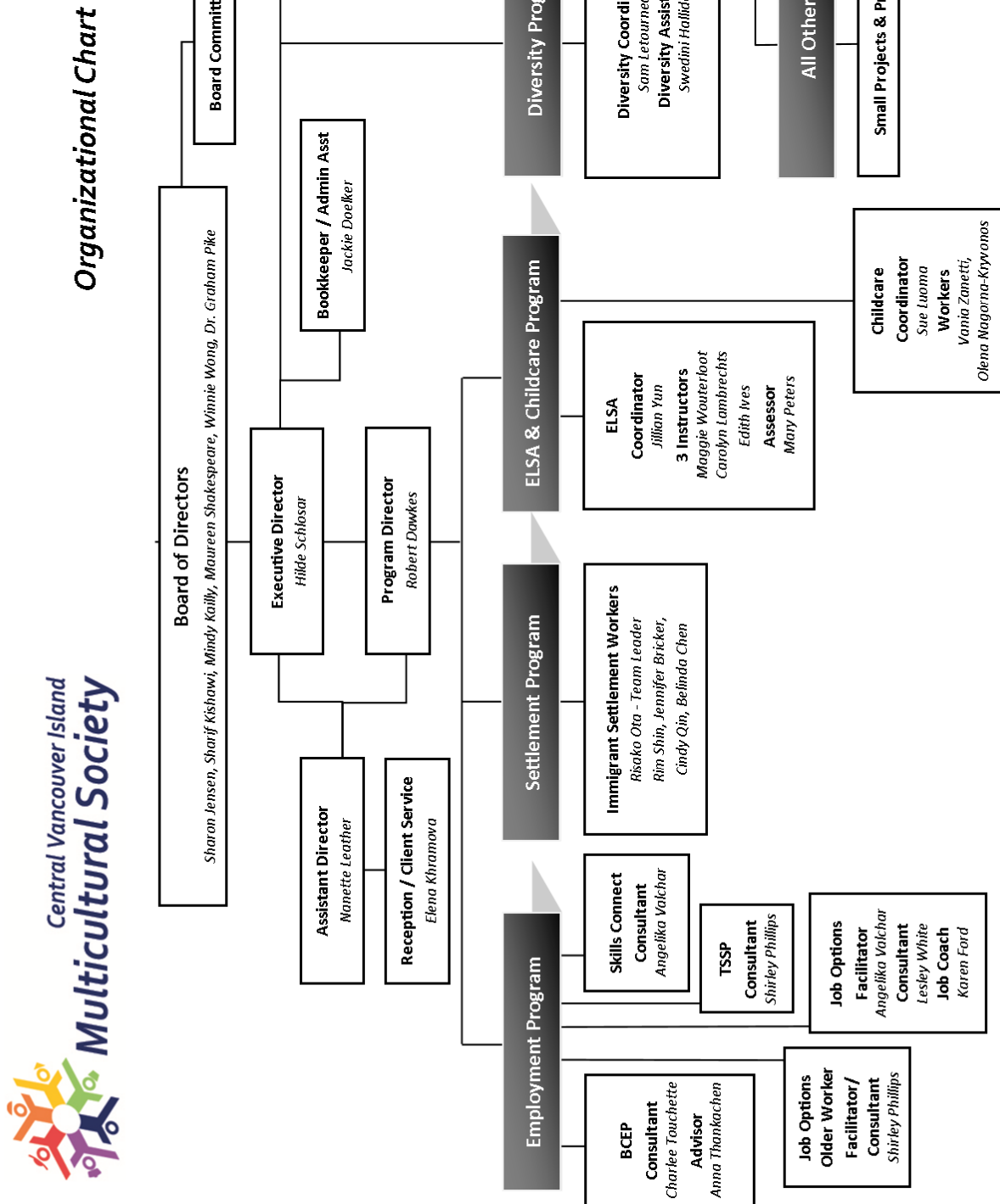
Contract ELSA Assessor: Mary Peters

Contract Counsellor: Dr. Martine Charles

Contract Self Employment Consultant: George Leshchuk

Contract Janitorial: Bastion Janitorial

ORGANIZATIONAL CHART



Central Vancouver Island
Multicultural Society

