

ANNUAL

REPORT

APRIL 1 MARCH 31
2014 - 2015



Central Vancouver Island
Multicultural Society

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PRESIDENT'S REPORT

A Message from the President



Another successful year of promoting inclusion and respect to all people in our community through CVIMS' several activities, projects and options available to foster equity and diversity. It was a great combination of qualitative projects funded by provincial and federal governments, along with hard work and commitment of staff and volunteers managed by our experienced Executive Director.

CVIMS will continue exploring means toward accomplishing its mission and going forward the next level. In this regard, the board has decided to look at enhancing the way we provide services to our clients. Social enterprises are one more tool for non-profits to use to meet their mission to contribute to healthy communities. Social enterprises are businesses owned by non-profit organizations, that are directly involved in the production and/or selling of goods and services for the blended purpose of generating income and achieving social, cultural, and/or environmental aims. With that in mind, we recently established a Wholly Owned Subsidiary for the possibility of providing subsidized housing for newcomers.

May the coming years see us continue to develop and accomplish our goals. To each of you, thank you for your continued involvement, commitment and belief in CVIMS.

Sharif Kishawi
President

BOARD OF DIRECTORS

As of March 31, 2015



Sharif Kishawi
President



Dr. Graham Pike
Vice President



Mindy Kailly
Treasurer



Maureen Shakespeare
Secretary



Winnie Wong
Member at Large

EXECUTIVE DIRECTOR'S REPORT

A Message from the Executive Director



2014-15 was another interesting year with anticipated changes to funding in our main programs. Recapping the changes effective April 1st, 2105 our Settlement services (settlement, ESL classes, daycare and some employment supports) reverted to federal funding under Citizenship and Immigration Canada, CIC. This was last the case in 1998 when the Province of BC and CIC entered into a transfer agreement that gave BC responsibility for settlement programming for immigrants. We regretted the loss of our Diversity funding in this move; however were very pleased to be able to redirect those funds for the new direct service, the HIPPY Program (Home Instruction for Parents of Preschool Youngsters). As you will read later in this report, the first year of this program got off to a very successful start.

At the same time, BC continues to support CIC ineligible clients with service funding for naturalized citizens, refugee claimants, and work permit holders.

Over this past year BC continued to see a decline in new immigrants to the province as Alberta gained at our expense. However, the central Island region's decline was much lower, as newcomers continue to arrive and settle here. With the many CIC policy changes affecting immigration applications and requirements for applying, it has become more difficult for newcomers to connect with us upon arrival. As a result we have had to do much more advertising of our services and outreach to ensure people are finding us and receiving the many services that will more quickly help them settle and adjust.

Overall, there is a greater emphasis by all governments on jobs, jobs, jobs – aiding newcomers to use their prior education and training for meaningful attachment to Canada's labour market.

At the time of this writing we are 5 months into the next fiscal year and have just received notice we will be providing a new jobs program under funding by the province of BC; plus awaiting news on another proposal for job training supports. It's a constant revolving door of programs ending, proposal writing and starting new programs as government funding cycles last anywhere from 2 – 5 years at most.

As always, our success is attributed to a visionary and responsive Board of Directors and a highly qualified and enthusiastic staff, always dedicated and willing to be flexible in our ever-changing landscape. It is my great pleasure to work with this wonderful Team!

With deepest regard and respect,

Hilde Schlosar
Executive Director

IN THE COMMUNITY

Just a sample of our representation on community committees ...

Greater Nanaimo Chamber of Commerce Board of Directors: Hilde
We see the benefits of this close engagement with heightened awareness by the chamber of issues around both immigrant hiring and immigrant owned business.

AMSSA of BC CIC Employment Services Advisory Committee: Hilde

Immigrant Integration Steering Committee, AMSSA of BC: Hilde

Advisory Committee of the Centre for Employability Excellence: Hilde

LISTN Board, LISTN BC: Robert

Ministry of Social Development and Social Innovation, Community Relations and Service Quality
Manager/Supervisors and Legal Advocates Meeting: Risako

School District 68 Multicultural & Race Relations: Risako

Community Coordination for Domestic Safety: Risako

BLT Coalition of Community Partners: Risako

Nanaimo Youth Advocates Meeting: Jennifer

EPBC Case Management Meetings: Charlee

AMSSA symposium - Employment for Immigrants: Angelika was a presenter

Canada-BC Round Table on Immigrant Employment: Hilde

City's Welcome Reception for New Immigrants

Mayor Bill McKay and members of Council hosted the 3rd Annual WELCOME RECEPTION for new immigrants on Saturday, March 14th, 2015 at the VI Conference Centre. Approximately 180 invited guests attended. A number of dignitaries were in attendance. This year the City of Nanaimo invited Mayors of surrounding communities.

Residing in Nanaimo is a 'dream come true'



Aaron Hinks
Reporting

Eric Kang brought his wife, Amy Jeong, and two children, Erin and Andy, to the Nanaimo welcome reception for new immigrants earlier this month.

The family moved to Canada two years ago from Seoul, South Korea. Initially, they decided on Langley because of its proximity to large urban centres. They decided to leave their comfort zone and move to Nanaimo last November. Kang taught English in South Korea and is now enrolled in English classes at the Vancouver Island University.

What drew you to Canada?

It was my dream, and it was my wife's dream too. Even when I was younger, I thought about who I would become and it was an international person. If we decided, we could go anywhere. Finally the dream has come true and we are here.

What drew you to Nanaimo?

Friendly people first. When we were deciding where to go, first priority is when our kids are younger we want them to know how to become people who can devote themselves to their community. At the time we felt more comfortable in Langley because we were accustomed to live in cities.

There were more communities and conveniently located if



Eric Kang, Amy Jeong, and their children Erin Kang and Andy Kang. (AARON HINKS/DAILY NEWS)

we wanted to go to downtown Vancouver.

What challenges have you faced?

So far I'm in the middle of adjusting to a new environment.

Even though I have visited here several times, it's different than when I decided to live here. It's totally different from visiting.

I'm very busy upgrading myself in every field. I am a father,

so I need a stable job so I can support my family — that's why it's really important to study hard. I need to find a job.

What's the most underrated thing in/about Nanaimo?

I used to teach English to Korean students. As a teacher I kind of needed input and information very directly. We didn't give enough time to

let students think about possible answers. Here in Canada the process and research is more important. In South Korea when we didn't have great research. Here I found that there are many devoted educators, they know how to wait and they know how to be patient even though they have students who behave unexpectedly. Here they let their students

come up with their own ideas, not the teachers' ideas.

I usually made my Korean students think about the stereotype answers and not be creative. We know the rules, you needed to follow the rules to be successful.

I am very pleased with the teachers working here.

AHinks@nanaimodailynews.com
250-729-4242

Nanaimo Daily News, March 30, 2015

Citizenship Ceremonies

In partnership with The Port Theatre and the Nanaimo Chamber of Commerce we hosted two Citizenship Ceremonies at the Port Theatre on Nov. 3rd. Approximately 160 individuals received their Canadian citizenship that day.

The ceremonies were conducted by Citizenship Judge Pash and facilitated by staff from Citizenship & Immigration Canada. Dignitaries from each level of government and a representative of CVIMS were invited to congratulate our new citizens.

Becoming a citizen of your chosen country is a very important occasion and celebrated by the many families and friends who were in attendance to witness the Swearing of the Oath. Guests were also invited to renew their citizenship oath (or if Canadian born, swear the oath) alongside the new Canadians. It is a solemn, moving event.

We truly appreciate the work the Port did on providing their wonderful theatre and such a smooth production. Thanks to the Port for the in-kind donation, to all of the organizers and technicians and also, a big thanks to the highly dedicated volunteers! Thanks also to the Chamber of Commerce for their financial contribution towards the event.

Citizenship and Immigration Canada staff was very pleased by the quality of the venue. It opened the door for a repeat performance of community hosting this auspicious event in future.

35th Anniversary Celebrations

Canada: Day One



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.

The Museum counted 127 attendees. Thanks to a few staff, Maureen Shakespeare and a practicum student helping with arrangements.

Anniversary Video



As part of our 35th Anniversary celebration, CVIMS invited newcomers to Canada to be part of a special video production. On camera, participants introduced themselves, and shared where they were born, the year they arrived in Canada and where they first landed on arrival to Canada. The finished video was included in the Pier 21 museum exhibit.

The Anniversary Video can be viewed on the Immigrant Welcome Centre Youtube channel.

<https://www.youtube.com/watch?v=xmA0h7HqIm0>

Open House at AGM



The second event to celebrate our 35th Anniversary was an Open House at the Immigrant Welcome Centre, followed by the Annual General Meeting of the Central Vancouver Island Multicultural Society. The event was well attended by society members, clients, community partners and several dignitaries. Guests were able meet with staff, clients and students at a number of information stations as they toured the building to learn more about the suite of services available to newcomers.

At the Open House ...



Multicultural Speaker Series

FREE!

2014 MULTICULTURAL SPEAKER SERIES

THE SECOND OF A SERIES EXPLORING, UNDERSTANDING AND EMBRACING THE CULTURAL AND ETHNIC DIVERSITY THAT ENRICHES OUR COMMUNITY

HOSTED BY PAM SHAW - THE LAST FOUR WEDNESDAYS IN APRIL
FROM 7:00PM - 8:30PM AT GRAND HOTEL'S CRYSTAL ROOM (4898 RUTHERFORD ROAD)

WEDNESDAY APRIL 9, 2014

 <p>RUSSIA The Russian Federation is the only country larger than Canada, and its 140 million people have an enormous impact on global geopolitics. Marine Johnson will share her experience of growing up in this land of poets and revolutionaries.</p>	 <p>PALESTINE With its ancient history and tumultuous present, Palestine exemplifies the conflicting current of the modern middle east. Sharif Kishawi is interviewed about his many years growing up in Gaza.</p>
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WEDNESDAY APRIL 16, 2014

 <p>SRI LANKA This island country in the India Ocean is stunningly beautiful, with the highest biodiversity and density in Asia. Its modern history is coloured by the 2009 tsunami and long civil war. Come and hear more about this evocative country from Sri Lankan Dinith Perera.</p>	 <p>INDIA A billion people, the birthplace of four world religions, the third largest standing army in the world, 30 languages, 27 states of a million plus; the diversity and richness of India almost defies description. Ramesh Rishoi talks about her life in India.</p>
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WEDNESDAY APRIL 23, 2014

 <p>HAITI The only nation established as a result of a successful slave revolt, Haiti's storied past belies an uncertain future. Marie Severo talks about life in Haiti.</p>	 <p>AFGHANISTAN A country deeply connected to Canada by the almost 46,000 Canadian troops who have served in Afghanistan since 2002, Afghan's Yalda Ahmadi tells her story about this ancient nation.</p>
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WEDNESDAY APRIL 30, 2014

 <p>TURKEY Bordered by eight countries, Turkey has characteristics of both Asia and Europe. Husband and wife Jimmy & Guner Var provide a unique perspective on Turkish life.</p>	 <p>VENEZUELA Much in the news of late, Venezuela is the first South American nation to be featured in the speaker series. Venezuelan Claudia Obar tells us more about this fascinating country.</p>
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For more information, call 250-755-4491 or email john-horn@nanaimo.ca

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.

Back by Popular Demand!

Following the success of the 2013 Speaker Series, another series was held during the month of April in 2014. The series included guest speakers highlighting 8 different countries or cultures and was held at the Grand Hotel.

Book Reading with Local Author

Book Reading

Join Author Diane Bestwick
as she reads from her novel

and a bird sang

December 10th 6:00 – 7:30
(end time approximate)
at
Immigrant Welcome Centre
101 - 319 Selby Street, Nanaimo

The novel tells the struggle of a Chinese wife to obey the law and the pressures of her family and society, or to listen to her own inner voice. The novel is dedicated not just to Chinese women, but to women throughout the world. The profit from the book is being given to foster homes in China.

immigrant welcome centre
Planning diversity since 1979

35th Anniversary

For reservations:
admin@cvims.org
250-753-6911 ext 105

Celebrating the Right to Vote

Central Vancouver Island Multicultural Society

35th Anniversary

Celebrating the Right to Vote!

Join the Rally
October 28th
12:00 noon
at Nanaimo City Hall

MY VOTE IS MY VOICE!

Around the world people fight for the right to vote and to have a voice. In Canada, you have a **VOICE** if you **VOTE!** Please vote in the municipal election on November 15, 2014.

Eligibility: Canadian citizen, 18 years or older, and a resident of the community.

On October 28, 2014, a rally was held on the steps of City Hall in Nanaimo to Celebrate the Right to Vote in Canada. The rally was held in advance of the November Municipal elections to with goal of encouraging greater voter turnout. Despite the rain, the rally was well attended by local politicians, citizens, newcomers and members of the press.

Black History Panel

Nanaimo African Heritage Society (NAHS) hosted a Black History Forum broadcast by SHAW TV on Feb. 12th, 2015 with special guests NAHS founder Shalema Gantt, historian Paul Winn, hip-hop artist Alexander Reyes, and Central Vancouver Island Multicultural Society's Hilde Schlosar.

CELP

On June 21st the Central Vancouver Island Multicultural Society, in partnership with Paragon Testing Enterprises, became an official CELPIP Test Delivery Centre.

The CELPIP Test stands for the Canadian English Language Proficiency Index Program. It is a fully computer-delivered English language testing program that provides a consistent and standardized

measurement of a test taker's competency in the four language skills (listening, reading, writing and speaking). It was originally developed by The University of British Columbia (UBC) to give a Canadian alternative to the IELTS Test, which is a British/Australian Test. It incorporates Canadian English and accents as practiced in Canada. The test is used as a language proof for Canadian Citizenship.

Citizenship classes

Citizenship classes are designed to help applicants prepare for the Citizenship Test. Delivered in 8 parts, the sessions cover such topics as the Rights and Responsibilities of Canadians, Canadian history and geography, government, politics, economy, and society. Two classes were run this year, in May and in September. A BIG THANKS to the 2 volunteer Facilitators, Suki Davis and Ruth Anderson.

Testimonial:

"I participated in the Canadian Citizenship classes, and was able to finish the classes October 28. The class was great, very useful information provided. I enjoyed the videos of history and the youtube video of the people in a car representing their provinces, and the simulation tests. Great to meet people of all over the world too. :)

I had my Official Canadian Citizenship Test for Immigration a week later, in Nanaimo, and succeeded with passing....meaning I got Canadian Citizenship! It means a lot to me. The way it was set-up was very formal at the Conference Centre today. Everyone, one by one got there turn of talking to a representative. Lots of people today with big smiles on there faces, that they passed, and are Canadian citizens. It was a long day, but I was one who made it through.

I would like to give a Thank You to the teachers Ruth & Susan for there time, and I would really appreciate it if you can forward it to them to let them know, that Alissia, the class participant of The Netherlands, passed the test. Much Thanks!!!

Kind Regards, AH"

Refugee Sponsorship Forum (April 2015)



In partnership with the Bethlehem Retreat Centre, CVIMS held a Refugee Sponsorship Forum on Saturday, April 25, 2015. In response to the Syrian Refugee crisis, Canada has asked private sponsorship groups to sponsor 6,000 Syrian refugees over the next 3 years.

Special presentations were delivered by:

- Director, Immigration for Western Region, Citizenship and Immigration Canada
- Refugee Sponsorship Training Program
- Program Manager, Resettlement Assistance Program, Immigrant Services Society of BC
- Refugee Sponsorship Group

Participants learned more about who can sponsor, what is expected, how a refugee is chosen, the costs and the benefits of sponsorship.

Safe Harbour - Respect for All



We continued to support the Safe Harbour program by providing refresher training to 8 existing locations and checking in with all locations to provide new promotional materials.

We also trained and welcomed 9 new locations including 2 sets of Social Work students at Sprott Shaw, 49th Parallel, Town of Ladysmith, Ladysmith Chamber of Commerce & Visitor information Centre, Salamander books, The Haven, Gabriola Commons, Islands Trust, Nanaimo District Museum.

Intern & Practicum Placements

CVIMS provided opportunities for several students to enhance their post-secondary education with the addition of practical workplace experience. From VIU, Amandeep Kaur Badyal and Daisy Baluran Bereska both completed Administrative Support practicums.

We engaged Meaad Alharbi, a VIU MBA intern to help us research opportunities for Social Enterprise. *Social enterprises are businesses owned by nonprofit organizations, that are directly involved in the production and/or selling of goods and services for the blended purpose of generating income and achieving social, cultural, and/or environmental aims. Social enterprises are one more tool for non-profits to use to meet their mission to contribute to healthy communities."*

[Social Enterprise Council of Canada](http://www.socialenterprise.ca) – See more at:

<http://www.socialenterprise.ca/learn/nav/whatisasocialenterprise.html#sthash.2e8aEokC.dpuf>

We also created an opportunity for Hilary Whiting, a third year Bachelor of Social Work student at University of Victoria, to gain real life experience working in the Settlement Program.

While we are delighted to be able to support their education, we would also like to acknowledge the contributions they have made to the good work of the Society as part of their placement.

CVIMS hosted a visit and tour by Sprott Shaw College students as part of the Community Support Worker (CSW) – Social Services Program, and answered question about our services in the community.

Communications / Advertising / Social Media

Advertising, or “getting the word out”, is always important for the Society. The cvims.org website was updated regularly as changes occurred. Along with information about programs and services, the site includes an Events Calendar allowing viewers to see at a glance WHAT’S HAPPENING at the Society and in our community. A weekly listing of events was emailed to subscribers via MailChimp, and individuals could subscribe to the mailing list when they visited our Centre or online through our website at cvims.org. The IWC Facebook page (752 followers) and Twitter feed (629 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.

All of our advertising printed materials - posters, brochures, flyers, magazine & newspaper advertisements, even advertisements adorning the local buses - were created in-house by our talented

Assistant Director, Nanette Leather. The ability to prepare these in-house has given us the control to create and deliver our own message, one that best describes who we are and what we do.

Samples

NEWCOMER TO CANADA? The next step in your journey begins at the Immigrant Welcome Centre

We can help you with:

- Living in BC
- Adult English Classes
- Finding a Job
- Getting your children settled in school (SWIS)

immigrant welcome centre
Promoting Diversity since 1979

Central Vancouver Island Multicultural Society
101 - 319 Selby St, Nanaimo BC 250-753-6911 admin@cvims.org

cvims.org

Funded by:
Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

Newspaper Ad

NEWCOMER TO CANADA? The next step in your journey begins at the Immigrant Welcome Centre

WHAT'S YOUR NEXT STEP?

SETTLEMENT SUPPORT
Soutien à l'établissement des immigrants
지원 서비스
Agyap at Establecimiento Inmigrante
Tugangin sa Pamabagal
Tugangin sa Pamabagal
Tugangin sa Pamabagal

ENGLISH CLASSES
Cours d'anglais
영어 수업
Clases de inglés
Klasang Ingles
Pag-aaral ng Ingles
Zauwari ng Ingles
Kursus Bahasa Inggris

FAMILY PROGRAMS
Programas para sa familia
Programas para sa familia
Programas para sa familia
Programas para sa familia

EMPLOYMENT SERVICES
Services d'emploi
就業服務
Servisyos sa Paghahanap ng Trabaho
Kazyme no ipayayapolycky gawad Ar

COMMUNITY CONNECTIONS
Connexion à la communauté
계정사회의 연결
Conexiones de la comunidad
Ogugneng kasapayan sa komunidad

immigrant welcome centre
Promoting Diversity since 1979

Central Vancouver Island Multicultural Society 101 - 319 Selby Street, Nanaimo, BC V9R 2R4 (250) 753-6911 | admin@cvims.org

cvims.org

Multilingual Newspaper Insert – distribution 34,000

NEWCOMER TO CANADA?

The next step in your journey starts HERE!

Employment Programs

- Workshops
- Career & Employment Counselling
- Workshops: Job Search & Canadian Workplace
- Resume and cover letters
- Job Mentoring / Coaching / Placement
- Support for Skilled Immigrants
- Assistance with Credential Evaluations

immigrant welcome centre
Promoting Diversity since 1979

cvims.org

Banner

HIPPY Program

Do you have a 3 or 4 year old child?
Do you want your child to succeed in school?
Are you willing to spend 15 minutes a day with your child?

If yes, HIPPY is just for you!

Home Instruction for Parents of Preschool Youngsters is a FREE service:

- Weekly in-home support and training
- Children's books and lesson packets
- Group meetings and talks

Central Vancouver Island Multicultural Society

cvims.org

Banner

immigrant welcome centre
Promoting Diversity since 1979

Job Search • ESL Classes • Settlement
101 - 319 Selby St. Nanaimo BC (250) 753-6911

cvims.org

Funded by Citizenship and Immigration Canada

Community Event Program Ad

Do you need an interpreter for your medical appointment?

We may be able to provide an interpreter if:

- You have no family or friends who can go with you to see a doctor
- Your family income is less than \$30,000/year* (or single less than \$20,000/year)
- Your English level is very low

* spouse's foreign income should be included whether an immigrant or not

If you need the services of an interpreter, contact one of our Settlement Workers.

cvims.org

Poster

Administrative Staff



Hilde Schlosar
Executive Director



Nanette Leather
Assistant Director



Robert Dawkes
Program Director



Jackie Doelker
Bookkeeper



Elena Khramova
Reception / Client Services



Christine Mathers
incoming Accountant
(May 2015)



IMMIGRANT SETTLEMENT SERVICES

Compiled by Settlement Program staff and submitted by the Program Director

Funder: Citizenship & Immigration Canada; BC Ministry of Jobs, Tourism and Skills Training

From April 4, 2014 to March 31, 2015, Settlement Support Services were provided on site and through outreach by five settlement workers to 1096 unique clients comprised of 386 individuals or families.

The clients came from 96 different countries and spoke 44 different languages.

The top 5 Countries of Origin:

China
Philippines
Korea
India
Iran

The top 6 Languages spoken:

English
Mandarin
Tagalog
*Spanish
Korean
Farsi

**English is a common language in some countries such as India. Spanish speakers come from many different countries*

Demographics

Marital Status: 63% married

Gender: 58% Female 42% male

Age: 5% under 16 6% 15-24 50% 25-44 30% 45-64 9% over 65

Vulnerable Groups, Outreach & Community Connections

The Settlement Team provided more extensive, individually tailored support to isolated or vulnerable clients. These activities included:

- Settlement Workers in Schools, SWIS: through an agreement with SD 68 Settlement Workers assist in registration, orientation, adjustment and parents' education to the school system
- Domestic Violence Protocol with Haven Society: to ensure seamless delivery of service to victims of childhood abuse, domestic violence, and sexual assault.
- In partnership with West Coast Domestic Workers Association we offered Legal Information Sessions to address issues faced by Live-in Caregivers
- Partnering with the Vancouver Island Regional Library (VIRL), we offered volunteer-led English Conversation Clubs for seniors or those not able to attend classes, at the Harbourfront and Hammond Bay libraries.
- Spring Break Camp 2015: For children between the ages of 7 and 12, Monday to Friday from 10 am to 2 pm. Activities included: crafts, swimming, baking, egg decorating and field trips to the library, museum and waterfront park

Life Skills and Information Sessions

Settlement Services included information sessions to new comers on bi-weekly basis. The client-requested topics of these sessions ranged from information on legal, education, health, housing and taxation systems in Canada. Average of 8-12 participants attended each session and insightful discussions on Canadian values and systems sparked connectivity and a sense of belonging.

Group Workshops, Field Trips and Activities

One of the most popular activities was the First Nations Cultural Tour offered in partnership with Snuneymuxw First Nation.

The Settlement Team also offered a guided Heritage Walk of Nanaimo Downtown which was led by a local staff from the Nanaimo Museum. In addition, Crabbing at the Dock was organized, in which the participants learned about crab fishing rules, and purchasing a tidal waters sport fishing license. Newcomers are excited to learn about island life, our history and our local culture.

Group workshops and field trips are designed to facilitate the settlement process and promote socialization and community participation. For recently arrived newcomers, who have been in Canada less than a year, a **Welcome to Canada Group** Series was offered three times in this fiscal year. The group had average of 6 to 8 participants and each series ran for 4 to 6 weeks.

Just a few of our other workshops:

- Dental Hygiene for Children
 - 0 – 6 years of age: free dental screening and a fluoride varnish; instruction for parents on correct dental care
 - 7 – 12 years of age: free dental screening; instruction for child on correct dental care
- Sexual health Education and Positive Parenting: How can we help our children as they learn about sexuality? Guest Speaker: Kerri Isham, Certified Sexual Health Educator
- Public Library Tour
- Immunization: delivered by Public Health Unit staff
- Benefits for Families
- Municipal Elections
- School Information Session: Understanding the School System
- Canada Pension Plan & Old Age Security
- Tenants' Rights and Responsibilities
- Garbage & Recycling in Nanaimo
- A Volunteer Fair with over 20 agencies participating
- Family BBQ at Departure Bay Centennial Park
- Morrell Nature Sanctuary Tour
- Honey Farm Tour in Cedar
- Nanaimo Bastion & Cabin Tour
- Family Potluck Picnic at Mansfield Park

Employment

The Settlement Team also supports client employment needs by assessing and connecting them to the Society's other employment programs and facilitating a series of workshops:

- How to Look for a Job in Canada
- Canadian Workplace Culture
- What is Cold Calling?
- How to Network with Social Media
- Resume and Cover Letter Writing and Editing
- Reporting Foreign Income in Mandarin and English
- Income Tax for Newcomers. This was followed by a hands-on workshop for immigrants who wanted to learn how to do their own taxes, facilitated by a volunteer Certified Accountant

Volunteers

The Settlement Team continued to match volunteers with new immigrants to build a social network and help them in settling into Nanaimo. Additionally, all staff utilized volunteers to aid clients one-to-one and in small groups. Volunteers assisted with many events such as the Multicultural Festival and Canada Day celebrations and our 35th Anniversary events, Chinese Acrobats' performance at the Port Theatre, Chamber of Commerce Business Expo, Gurdwara Miri Piri Darbar, Sikh Temple; CELPIP testing, our daycare centre and HIPPY programs, the Community Volunteer Income Tax Program, tutoring, professional and business mentoring, and facilitating Citizenship classes. We are so grateful to our dedicated and competent volunteers!

The Settlement Team actively engaged in outreach activities in the community. The Team had several information tables, including at the Port Theatre, a Sikh Temple, a Korean Church, and the Maple Sugar Festival.

Settlement Team participated in a Seniors Advocate meeting to draw attention to the issues faced by immigrant seniors in our community.

Special Mention

The Team hosted a focus group for BC Society of Transition Houses/ Simon Fraser University and FREDA research Centre to understand the barriers in accessing short and long-term housing for immigrant and refugee women leaving violent relationships -- Six women who had experienced, first hand, domestic violence participated for the Focus Group.

Events

Canada Day 2014



Each year, staff and volunteers head down to the Maffeo Sutton Park to join in the celebrations for Canada Day on July 1st. This festive event is an opportunity to raise our profile in the community while helping to celebrate all that is great about Canada!

Multicultural Festival (June 2014)



The annual Multicultural Festival comes to the Old City Quarter each year, bringing with it a variety of family-friendly activities, entertainment and, of course, fabulous food! The Immigrant Welcome Centre tent is set up for staff and volunteers to join in the Festival fun and to say hello to all those who drop by - including Mayor Ruttan!

Settlement Staff



Risako Ota
Settlement Coordinator
(left March 2015)



Rim Shin
Settlement Worker



Jennifer Bricker
Settlement Worker



Cindy Qin
Settlement Worker



Belinda Chen
Settlement Worker



LANGUAGE PROGRAM

LINC

Submitted by Jillian Yun, LINC Program Coordinator

Funder: Citizenship & Immigration Canada; BC Ministry of Jobs, Tourism and Skills Training

As Citizenship & Immigration Canada (CIC) started directly administering settlement services as of April 1, 2014, CIC funded **Language Instruction for Newcomers to Canada (LINC)** program replaced English Language Services for Adults (ELSA) funded by the provincial government for many years. One of the major changes brought with this transition was the eligibility criteria, which limited eligibility to permanent residents and refugees. However, thanks to top up funding from the provincial government, naturalized Canadian citizens, provincial nominees and live-in caregivers were also able to access our LINC program.

The LINC program has gained significant importance since the LINC certificate became one of CIC's acceptable language proof with the implementation of new language requirements on the Citizenship application, effective November 2012.

The LINC students continued to work to improve their language skills in listening, speaking, reading and writing in accordance with the Canadian Language Benchmarks (CLB). Through the LINC program, students not only acquire the language skills, but also gain knowledge about community and resources helping them to adapt to Canadian society faster and smoother.

In response to increasing demands, we ran a LINC level 1 class for literacy students. Offering a second LINC level 5/6 class, we ran a total of seven classes in eight different levels, Mondays to Fridays; LINC 1, 2, 3, 4, 5/6 AM, 5/6 PM, & 7/8. A total of 226 students attended our LINC classes, and 154 clients were assessed between April 2014 and March 2015. Similar to the last fiscal year, the largest assessed level was CLB 5 followed by CLB 3 and 4 in both CIC and BC funded clients.

Female students consistently made up the majority of the LINC population, with twice as many as male students. The primary objective for seeking language training for our new students is to enable better participation in Canadian society, followed closely by finding employment.

The top source country for LINC classes continued to be China, followed by South Korea and Iran. With the noticeable increase in the number of students from Iran, especially refugees, Farsi (Persian) ranked as the third mother tongue of all the students during this fiscal year. While students from Asia kept their position as the dominant population in LINC classes, with China and South Korea making up slightly over 50% of all the students, the source countries have been more diverse. Constant new inflow from different parts of the world made the classes truly vibrant and colourful.



In addition to regular class instruction, various field trips and guest speakers from a variety of professional and personal backgrounds enhanced the students' learning experiences. Students also enjoyed exciting cultural events throughout the year, such as Halloween, Winter Festival, and Lunar New Year. They shared some of their own traditions, made crafts, and enjoyed fun activities and potluck snacks. Halloween was especially exciting with fun costumes and a pumpkin carving contest. Every participant had a good time and students took their own carved pumpkins home.



As a 'one-stop' agency providing a range of services in one location, students easily accessed and participated in a wide variety of settlement information sessions, employment workshops, and CVIMS events based on their interests and needs. Some students were matched with volunteer tutors to further support the improvement of their language skills in specific areas.

A total of 7 clients benefited from the LINC Home Study program in fiscal year 2014-15. LINC Home Study is a free English language training program for eligible newcomers to Canada who cannot attend regular classes due to work obligations or family commitments. The LINC curriculum allows students to

learn about Canada and the Canadian way of life while learning English. Students study online or by correspondence and work one-on-one with a TESL certified teacher each week. LINC Home Study is funded by Citizenship & Immigration Canada and delivered by the Centre for Education & Training through LEAD (Language Education at a Distance).

Over the years, our language training program has evolved to multiple classes with an average enrollment of over 100 students throughout the year. We will continue to be responsive to the changing needs and expectations of our students by providing high-quality and practical language training in the years to come.

LINC Staff



Jillian Yun
LINC Program Coordinator



Emika Asani
Instructor, Level 1 & 2



Brian Eggiman
Instructor, Level 3



Maggie Wouterloot
Instructor, Level 3 & 4



Barbara Stasiuk
Instructor, Level 5/6



Edith Ives
Instructor, Level 7/8



HIPPY PROGRAM

Submitted by Swedini Halliday, HIPPY Coordinator

Funder: Citizenship & Immigration Canada; BC Ministry of Jobs, Tourism and Skills Training



“Home Instruction for Parents of Preschool Youngsters (HIPPY) is an evidenced based program that works with families in the home to support parents, primarily mothers, in their critical role as their child’s first and most important teacher. HIPPY strengthens families and communities by empowering mothers to actively prepare their children for success in school” (HIPPY Canada: Because Mothers Matter). The HIPPY program is offered to families from various cultures especially to those who are most at risk due to poverty and social isolation.

The HIPPY Program was launched by the Central Vancouver Island Multicultural Society April 1st, 2014.

At the onset of the program, the Nanaimo HIPPY site consisted of one Coordinator and two Home Visitors and twelve HIPPY families. Since then, the enrollment of families has increased to thirty one. The Coordinator continues to manage the program with four Home Visitors and two volunteers. The HIPPY program uses the Role-Play technique of teaching and is administered in the following manner: on a weekly basis the Home Visitors are trained by the Coordinator in the curriculum to be delivered in the coming week; the Home Visitors delivers the weekly curriculum to the HIPPY mothers and the mothers teach the curriculum fifteen to twenty minutes a day to their three, four and five year old children.

Once a month all the mothers in the program meet and have that week’s activity delivered as a group, rather than individually, by the Home Visitors and Hippy Coordinator. These group meetings also offer the mothers an opportunity to share information regarding community resources, share their personal experiences, to stay connected to other parents in the community and to socialize. Further, at each group meeting, the mothers are presented the opportunity for personal development and enrichment through presentations by professional guest speakers. Child-minding is provided at the group meetings so the mothers can fully participate without distractions.

The HIPPY program is funded by Citizenship Immigration Canada with a contribution from the BC government. CVIMS would like to offer the HIPPY Program to all local, low-income mothers so efforts are being made to raise funds for this purpose.

The HIPPY program in Nanaimo has received media attention from Shaw, Nanaimo Parenting Magazine and 97.1 FM Coast radio. CVIMS is pleased at the success rate of this program and looks forward to presenting the HIPPY program to more and more families in the community.

Testimonial ...

I want to thank you for providing the service to me and daughter Lucy through the HIPPY program. We learned a lot about Canadian culture. At the same time, our English skill has improved. Lucy especially liked the book reading and storytelling part of the program. We are very thankful for the program that gives us a good opportunity to learn Canadian culture, history, and the people of Canada. It helped us to prepare for starting our life in Canada.

We wish all the best for the program, and more people is can benefit from it.

Best regards,

Xiaoyun Liu

Translated testimonial ...

Tony was two years old when our family came to Canada. Being in a new environment with few friends, my children stayed more time at home. Except reading him a story, I did not know what to play with him. Watching too much TV is not good for his eyes neither.

Then Tony began HIPPY program when he was three years old. We played together by doing crafts, making food, telling stories. We had different contents every day. I remembered one lesson called "go shopping" game. It may seem very simple, but it helped developing language skills and mathematical concept. Tony wanted to play the game every other day. Tony gradually liked HIPPY. Sometimes I was busy and forgot to do HIPPT. Tony would say to me, "Mom, we have not done HIPPY yet!"

Through one year of study, my son learned many concepts and practical skills like the use of scissors, glue, paste. Through the math game, his understanding of numbers was enhanced. As a mother, when I see the progress in my child, I am particularly happy. We look forward to the new semester.

Xiao Li



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 residents of BC 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. There have been several changes with EPBC over the past year, and we expect further in the upcoming year. As the program continues to be modified, we have undergone the necessary adjustments and training to stay current.

In total, we opened 118 client files and developed 107 Action Plans with clients this year. Currently, there are approximately 79 clients open, with 11 employed and in follow up. We have enabled clients to complete 18 Short Term Courses, such as First Aid, Foodsafe, and Cashier Training. We have also been able to assist five EI clients access longer term training including Applied Business Technology, Early Childhood and Education Diploma, and Healthcare Assistant. These numbers show an increase over last year, and are our highest numbers since the change to EPBC in 2012.

We continue to offer group workshops such as Looking for a Job in Canada, Canadian Workplace Culture, Interview Skills, Networking, and You're Hired – Now What? These workshops are designed to specifically provide newcomers with important job search information, while also introducing Canadian cultural differences and soft skills. We held a special workshop to discuss job fairs and volunteer fair so that our LINC students could learn how to approach employers and network at these community events.

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: We welcomed Beth Blackwood to the team in September 2014. In April 2015, EPBC said a sad "Goodbye" to Anna Thankachan.

Internationally Trained Professionals Network
Submitted by Charlee Touchette, Employment Consultant

Immigrant Welcome Centre hosted the first meeting of the Internationally Trained Professionals Network in February 2015. The aim of the ITP Network is to connect Internationally Trained Professionals to each other and to provide an opportunity to share, learn and discuss issues such as recognition of foreign credentials, job search, associations, and other topics of interest. On average meetings are attended by 8-10 participants.

Skills Connect for Immigrants Program
Submitted by Angelika Valchar, Employment Consultant
Sub-contract with ASPECT, Funder: Ministry of Jobs, Tourism and Skills Training



The Skills Connect for Immigrants Program for the mid island region is in its 9th consecutive year.

The program provides an individual approach to assist newcomers in two categories:

Stream A - Immigrants who are certified in a profession, trade or high skill occupation in their home country, or

Stream B - 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 work in 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 \$1,050 per individual. This decrease is the biggest we have seen compare to previous years. We have been advised that the Skills Connect program will run till March 31, 2016. At this moment we are unsure what will happen beyond this date.

In early April 2014 our contract maximum was to provide services to 10 new immigrants; however, the demand from the community exceeded the expectations, and we re-negotiated 13 additional seats. Therefore from April 1, 2014 to March 31, 2015, 23 new clients joined the program with 14 carry-over clients from the previous fiscal year. Some of the professions and industries represented among clients includes: accounting, administration, civil and mechanical engineering, early childhood education, home care support, education, immigration consultation, real estate, technical writing, welding, etc.

With the support of SC program 24 clients were able to find employment directly after the completion of their studies, and 5 clients were still continuing with their studies when we closed their files. The remaining clients are currently working however they found their employment after the 12 months allowable period. We achieved the overall 78.37% success rate.

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

Skills Connect Program SUCCESS STORY



Skills Connect General – Elena Cherkasova, Employment Consultant - July 2015

- *Immigrated to Canada – July 2010*
- *Enrolled in the Skills Connect Program – June 2014*
- *Completed the Skills Connect Program – June 2015*
- *Found Work – July 2015*

Elena arrived in Canada in July 2010 from the Russian Federation where she was a Teacher/University Professor for almost 20 years. She has a Master's Degree majoring in History/Social Studies/English from her country of origin.

Elena spent the first four years after immigration settling down and trying to do her best to find employment as a University Instructor; Teacher; or Childcare Educator in the field of her specialization. When she came to the CVIMS in May 2014, she seemed to be lost, frustrated and discouraged.

Elena was enrolled in the Skills Connect Program in June 2014 and conducted in depth research of the local labour market. She completed a number of informational interviews at different educational establishments to gain necessary information. After consideration of research outcomes, Elena decided to change her career directions to become a Career Development Practitioner where she could apply her transferable skills as a teacher/facilitator.

Thanks to the Skills Connect Program, Elena evaluated her International Degree through ICES and received recognition for Bachelor Degree in Education. She was accepted and successfully completed the Career Development Professional Program via Life Strategies Ltd. a year later. While studying Elena obtained her BCCDA Student Membership and was able to participate and volunteer at the annual BCCDA conference in Richmond in March 2015. She also actively participated in Mentorship/Practicum placement with Employment Programs at Central Vancouver Island Multicultural Society, Nanaimo, BC.

In July 2015 Elena received the Certificate that she successfully completed the course of Career Management Professional Program and a week later she was offered a fulltime position as a Career Consultant at the Central Vancouver Island Multicultural Society, Nanaimo, B.C.

Upon closing her file in June 2015, Elena expressed that the Skills Connect Program "is created to provide motivated immigrants with a significant financial support to enable them to take the desired training program in Canada; stimulate and encourage newcomers to look for the professional employment afterwards. The Skills Connect Program is a marvelous guideline for newcomers to become more aware how to obtain their targeted job and become prosperous."

Job Options BC

Submitted by Angelika Valchar, Case Manager & Janice Coady, Facilitator

Funder: Ministry of Jobs, Tourism and Skills Innovation



The Job Options BC program has completed its final intake after an extension of its 3 year contract which originated in 2010. Since 1 April 2014 to 31 March 2015, CVIMS ran 5 intakes open to all Canadians living in the Nanaimo region with a total of 58 participants. Of these, 37 secured employment in their field of interest or started a

self-employment business opportunity - a 66% success rate of those who completed the program against our target of 60% obtaining work experience. 7 participants registered for further education/training to upgrade their skills, which is also a successful outcome within this program.

What is Job Options BC? It's a 10 week program that helps unemployed participants prepare for labour market attachment, or where appropriate, short term training.

The Job Options program is delivered in two phases. Phase 1 provides classroom instruction to a maximum of 12 participants for a 5 week term. Group based workshops focused on but not limited to the following: life skills, career planning, job search, employer expectations, along with provincial and national labour market information. Phase 2 provides one on one support to all participants for the remaining 5 week term.

Participants have access to funding for several skills based training workshops relevant to their return to work action plan. Due to the ever changing needs of the labour market and economy, participants have learned to be innovative and creative as it relates to their short and long term career goals.

Testimonials:

- "I'll never forget this class and all my classmates, it was an unforgettable experience"
- "I didn't have the skills to apply to do jobs online (such as Tilray and Home Depot), now I do" This individual secured a full time permanent position with Tilray.
- "I learned a lot about myself, I was lacking at the beginning of the course, I now feel enlivened and ready to face any Interviewer and their questions"
- "I found the program excellent for my career goals going forward. I have focused on a future plan, set my goals and objectives and I am proceeding ahead"
- "It really has improved my self- confidence. It helped me build a solid resume and cover letter. It also taught me better job search methods like networking, etc."
- "Program gave me confidence to knock on a company's door to receive an informational interview."

The program was extended to and completed in June 2015.

Job Options BC, Older Workers

Submitted by Angelika Valchar & Shirley Phillips

Funder: Ministry of Jobs, Tourism and Skills Training

The Job Options BC Older Workers program which was designed for participants aged 55 and over residing in the Nanaimo region, was established in November 2012 based on the original Job Options B.C. program. The final program ended on December 31, 2014 and CVIMS facilitated 7 intakes in total. The number of participants who participated in the program was 75 with 45 (60%) having secured employment while 60 participants accessed training within their defined field of interest. Like the Job Options program, the Older Worker program was also delivered in two phases.

Participants have commented that the Older Worker program has provided them with an opportunity to rediscover themselves with an exciting outlook as an older worker.

Testimonials:

- “I'd been out of the loop for so long I had no idea how to construct a good resume, I don't actually recall ever having to do one before, much less a cover letter so a huge thank you for showing me how to navigate through what I recognize now as an extremely important step (if not the most important) when it comes to getting a job!”
- “It was wonderful to have been a part of so much deep unfolding and personal growth and seeing my classmates also find their stride and confidence as the weeks went by was very encouraging.”

The program ended in December 2014.

Employment Staff



*Anna Thankachan
Employment Advisor*



*Charlee Touchette
Employment Consultant*



*Beth Blackwood
Employment Consultant*



*Angelika Valchar
Facilitator/ Case Manager*



*Janice Coady
Facilitator/Case Manager*



*Shirley Phillips
Facilitator/Case Manager*



*Daisy Baluran Bereska
Admin Support*



CHILDREN'S PROGRAM

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

Funder: Citizenship & Immigration Canada; BC Ministry of Jobs, Tourism and Skills Training



Daycare had been a hive of activity as usual with 47 children through the LINC program for an average of 19 children enrolled each month. There were also another 60 children who received services for other programs. This includes the HIPPY (Home Instruction for Parents of Preschool Youngsters) children as we provided care for them during the monthly Parent meetings at NEC. It has been an interesting challenge for the staff to provide care in a

temporary setting and to children we only see once per month. Also, new this year, we held a Spring Break camp for 7-12 year olds which was very successful.

Our community involvement has included taking part in School District 68's Healthy Start to Learning event, Early Childhood Educators of BC Nanaimo branch, ECEBC Island Region Network and VIU ECE Community Advisory Panel. Presentations have also been made to the VIU ECE second year class and PacificCare's Good Beginnings Family Daycare course this year.

I would like to take this opportunity to recognize the dedicated staff who have helped keep our program at such a high standard – Vania, Olena, Pasco, Elena, Denise & Gail. Also many thanks to our wonderful volunteers – Fiona Murphy, Pasco Hamburg, Helen Han & Hala Auqab for 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

- Citizenship & Immigration Canada
- B.C. Ministry of Jobs, Tourism and Skills Training
- 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, 2014 – March 31, 2015

- City of Nanaimo \$23,511 property tax exemption
- Mosaic IT \$10,000 in Kind
- We received \$4016.75 from the estate of Mr. Daniel Walsh and The Vancouver Foundation's Patricia Anne Lyon Memorial Fund to provide support for immigrants and refugees and promote multiculturalism. Mr. Walsh has funded us several times to provide Crisis counselling to clients back in 2005 – 2008.
- The Franciscan Poor Clare Nuns, Duncan donated \$3,000.00 for HIPPY program
- Society of St. Vincent De Paul \$500
- Ying Huang \$500
- Nancy Nhan Thi Doan \$200
- Brechin United Church \$120
- Catholic Women's League – St. Peter's Parish \$75
- Robert Fischer & Co. (in Kind)

...and our many private donors!

Our sincere apologies if we missed anyone.

STAFF LIST - April 1st, 2014 – March 31st, 2015

* 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, Denise Jamieson, Elena Cherkasova

LINC Program

LINC Coordinator: Jillian Yun
LINC Instructor Level 1 and 2: Emika Asani
LINC Instructor Level 3 and 4: Maggie Wouterloot
LINC Instructor Level 4: Brian Eggiman
LINC Instructor Level 5/6: Barbara Stasiuk
LINC Instructor Level 7/8: Edith Ives

Employment Program

Employment Advisor: Anna Thankachan
Employment Consultant: Charlee Touchette
Employment Consultant: Beth Blackwood
Case Manager/Facilitator: Angelika Valchar
Facilitator: Janice Coady
Facilitator/Employment Consultant: Shirley Phillips
Employment Consultant: Ken Johnston

Immigrant Settlement Program

Settlement Team Leader: Risako Ota
Settlement Worker: Rim Shin
Settlement Worker: Jennifer Bricker
Settlement Worker: Cindy Qin
Settlement Worker: Belinda Chen

HIPPY Program

HIPPY Coordinator: Swedini Halliday
Home Visitors – Miwa Lee, Helena Tian, Gunes Var, Zhao Zhang

Safe Harbour Program

Coordinator: Charlee Touchette
Trainer: Evelin Kruger

Contract LINC Assessor: Mary Peters

Contract Counsellor: Dr. Martine Charles

Contract Janitorial: Bastion Janitorial

ORGANIZATIONAL CHART



Organizational Chart



