



**immigrant
welcome centre**
Promoting Diversity since 1979

101 – 319 Selby Street
Nanaimo BC V9R 2R4

Central Vancouver Island Multicultural Society



cvims.org



www.facebook.com/immigrant.welcome.centre.nanaimobc

www.twitter.com/cvims

Annual Report

For the Fiscal Year

April 1, 2011 – March 31, 2012



TABLE OF CONTENTS

PRESIDENT'S REPORT	3
<i>A Message from the President.....</i>	<i>3</i>
CVIMS BOARD OF DIRECTORS as of June 1, 2012	4
EXECUTIVE DIRECTOR'S REPORT.....	5
<i>A Message from the Executive Director</i>	<i>5</i>
COMMUNICATING WITH THE COMMUNITY.....	6
<i>Representation on Community Committees</i>	<i>6</i>
<i>Settlement & Integration Program Advisory , Ministry of Jobs, Tourism & Innovation: Hilde.....</i>	<i>6</i>
<i>Expert Advisory Panel on Specialized Populations, EPBC, Ministry of Social Development:Hilde.....</i>	<i>6</i>
<i>Multi-Agency Roundtable, Nanaimo Economic Development: Hilde.....</i>	<i>6</i>
<i>Immigrant Integration Steering Committee, AMSSA of BC: Hilde.....</i>	<i>6</i>
<i>Working Group on Nanaimo Social & Health Network, City of Nanaimo: Hilde.....</i>	<i>6</i>
<i>ELSANET Board, ELSANET BC: Robert</i>	<i>6</i>
<i>Database Advisory, Ministry of Jobs, Tourism & Innovation: Robert.....</i>	<i>6</i>
<i>School District 68 Multicultural & Race Relations: Sam (previously Terre) & Pat.....</i>	<i>6</i>
<i>Submitted by Nanette Leather, Assistant Director</i>	<i>6</i>
IMMIGRANT SETTLEMENT SERVICES.....	7
<i>Immigrant Services.....</i>	<i>7</i>
<i>Basic Personal Income Tax Returns</i>	<i>8</i>
<i>Adaptation Crisis Counseling</i>	<i>8</i>
<i>Life Skills and Information Sessions.....</i>	<i>8</i>
<i>Parenting Programs</i>	<i>9</i>
<i>Mother Goose.....</i>	<i>9</i>
<i>Youth Program</i>	<i>9</i>
<i>Job Readiness Club</i>	<i>9</i>
<i>Welcome to Canada Group.....</i>	<i>10</i>
<i>Summer Activities.....</i>	<i>10</i>
<i>Healthfest 2011 - A Multicultural Health Fair</i>	<i>10</i>
SENIORS PROGRAM	11
INTERCULTURAL HOST PROGRAMS: Adult Host & Youth Buddy.....	12
VOLUNTEERS & EVENTS	13
ENGLISH LANGUAGE SERVICES FOR ADULTS (ELSA).....	15
EMPLOYMENT SERVICES	17
<i>Employment Assistance Services (EAS).....</i>	<i>17</i>
<i>Skills Connect for Immigrants Program.....</i>	<i>18</i>
<i>Job Options BC.....</i>	<i>18</i>
<i>Targeted Skills Shortage Program (TSSP).....</i>	<i>20</i>
<i>The Canadian Coalition of Community-Based Employability Training (CCCBET)</i>	<i>20</i>
THE DIVERSITY PROGRAM.....	22
CHILDREN'S PROGRAMS.....	29
OUR PRIMARY PROGRAM CONTRACTS.....	30
A VERY SPECIAL THANKS TO OUR DONORS.....	30
STAFF LIST - April 1st, 2011 – March 31st, 2012.....	31

PRESIDENT'S REPORT

A Message from the President



The Board of Directors is in transition. We have said thank you and farewell to Past President, Richard Zurbrigg – his five years of dedicated leadership has been most appreciated. Vice President, Elliott Musicar stepped into the role for a short term as President; we also bid him farewell and best wishes after four years of service. Angela Fang stepped down to accept a new opportunity and Peter Eng has completed his Term of Service; we thank him for his years as Treasurer.

Welcome to the new Board Members; Ravneet Ahuja, Youssef Bourchich, and Winnie Wong. We look forward to providing guidance and direction for new programming opportunities and supporting the many current activities. The range of programs is amazing: from Infants to Seniors, providing Life Skills, Job Skills, Healthy Living and Parenting Skills along with Youth Skills. There are Social Media programs, Job Options and Employment Skills, and nearly 1000 Immigrants were served. We are so proud of the Diversity and Safe Harbour programs. Let's not forget the parties, parades, fairs, and special events.

All these accomplishments and many more would not be possible without the dedicated staff and the expertise of the Executive Director. The combined contributions of the entire TEAM of CVIMS help with the successful integration of immigrants into Canadian Society.

The Board of Directors salutes the staff for all your efforts and celebrates with you all the accomplishments of the past year. We look forward to ever increasing progress next year.

Sharon Jensen
President

CVIMS BOARD OF DIRECTORS as of June 1, 2012



*Sharon Jensen
President*



*Peter Eng
Treasurer*



*Winnie Wong
Secretary*



*Milt Pearson
Member at Large*



*Youssef Bourchich
Member at Large*



*Ravneet Ahuja
Member at Large*

Past Board Members 2011 - 2012



*Richard Zurbrigg
Past President*



*Elliott Musicar
Past President*



*Angela Fang
Member at Large*

EXECUTIVE DIRECTOR'S REPORT

A Message from the Executive Director



It's been one year since we moved into our beautiful new facility. In many ways the time seems to have gone by quickly and yet so much more has happened since then, it's truly been an "action packed" year.

The year has not been without growing pains as staff adapted to the many changes they faced. With significant changes to the Settlement Program we have hired more staff and expanded the nature of our services. As well, some of our other programs were also revised for expansion, more efficiency and better service. To add to all this change, three long-serving staff retired this past year.

Some staff was forced to change offices a number of times as we tried to find the best logistical environments for new staff, for teams and to accommodate program changes. We saw a few new staff come and go, which is not surprising when you have many new hires at once; the first 3 months in a job is like a field test for both employer and employee.

Even good change such as a new building and program growth causes stress, and I must underscore the stress these changes have put on staff. I want to highly commend them for their flexibility, their support, their patience and their cooperation! We are a service delivery agency – staff is our number one asset and we are very proud of the highly professional people who work here. Not only are they professional, but they create a warm, friendly and fun environment for all who come through the doors. It's truly a pleasure to work with each and every one of them!

Things have settled down now although we are always on the lookout for new programming opportunities to enhance services to those who need us. With a staff of 24 fulltime, 4 part time and 3 call-in casual, one of the things we have had to do is expand policies to ensure everyone has adequate guidance in performing their duties and in working cohesively. We also now have a Management Team of Assistant Director and Program Director supporting operations, staff and programs. We became too large for one person to give adequate attention to all.

The Assistant Director, Nanette Leather is responsible for all decisions when I am not available. In addition her roles are Human Resources (staff employment agreements, job descriptions, tracking of benefits and entitlements, new staff orientation, etc.). She also manages the front end, building issues, equipment and computer troubleshooting. Nanette also creates and maintains our public relations: website, e-bulletins, posters, brochures and advertising.

The Program Director, Robert Dawkes is responsible for program delivery in most of our programs including supervising and monitoring program staff, providing support and contract reporting. Robert has also taken on management of our internal database.

This is a very strong team and we meet at least once a week to discuss issues, consult with each other and make decisions. Weekly, we meet as a group with representatives of each department. Staff in each department takes their turn attending and sharing information back and forth with their team. Once a month we have a full staff lunch meeting for all and add a little bit of social time for staff just to get together and chat. Every other month we provide a 'health and wellness' presentation with a guest speaker. We try to make these presentations dynamic, team building, fun and invigorating for staff.

This year we also expanded our volunteer core to assist us in the important work of serving clients and connecting us with the community. To our many dedicated and generous volunteers - **a GREAT BIG THANK YOU!!**

Hilde Schlosar
Executive Director

COMMUNICATING WITH THE COMMUNITY

Representation on Community Committees

Settlement & Integration Program Advisory , Ministry of Jobs, Tourism & Innovation: Hilde
Expert Advisory Panel on Specialized Populations, EPBC, Ministry of Social Development:Hilde
Multi-Agency Roundtable, Nanaimo Economic Development: Hilde
Immigrant Integration Steering Committee, AMSSA of BC: Hilde
Working Group on Nanaimo Social & Health Network, City of Nanaimo: Hilde
ELSANET Board, ELSANET BC: Robert
Database Advisory, Ministry of Jobs, Tourism & Innovation: Robert
School District 68 Multicultural & Race Relations: Sam (previously Terre) & Pat

Social Media

Submitted by Nanette Leather, Assistant Director

The benefits of a strong internet presence for the society have been long recognized, and as part of our communications plan this year we set out strategically to increase our social media profile. Our website continued to be a comprehensive, informative resource outlining who we are and what we do, and we often receive positive feedback on its functionality and ease of use. Our Facebook page, with over 250 followers, was routinely updated with news, events, and announcements about the Society. Consideration was also given to including a variety of interesting posts to engage our followers – immigrant issues; local, national and international news; entertainment; surveys; etc. Once Twitter was included in our social media activities, our Twitter network grew quickly to include many Nanaimo community members who had not previously heard of the Society or the important work we do. Recognizing an enormous networking potential for our clients and the Society, we chose to host a **"Tweet Up"** - a face to face gathering of local Twitter users. On March 15, 2011, we invited the

community in to view our facility and to meet our students, clients, staff – timing it with our 1st anniversary in the new building. The Modern Café, Sustainably Lush, Salt of Life Imports and Twisted Mister all sponsored the event. With over 60 people in attendance, the Tweet Up generated a lot of community interest in the Society and received excellent coverage in the local papers. Our first Tweet Up was a tremendous success!

Administrative Staff



Nanette Leather
Assistant Director



Robert Dawkes
Program Director



Jackie Doelker
Bookkeeper



Elena Khramova
Reception/Client Services

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

IMMIGRANT SETTLEMENT SERVICES

Submitted by Rim Shin & Jennifer Bricker

Primary Settlement Services were funded by the BC Ministry of Jobs, Tourism and Innovation – Immigrant Integration Branch. Additional services provided through donations and fee for service. Under our new contract with the Ministry, which began Oct. 1, 2011, there is an additional focus on providing educational information sessions and life skills programs.

Immigrant Services

We assisted approximately 910 clients during the fiscal year. From April to September 2011 we provided over 2,433 individual services. After that point, we began a new contract with different reporting requirements, so figures for individual services were not readily available from October onward. Our clients came from 57 different countries and spoke 46 different languages.

Top 5 Source Countries April 2011-March 2012		
China	211	23%
South Korea	92	10%
Philippines	104	11%
India	55	6%
Iran	35	4%

Top 5 Languages April 2011-March 2012		
Mandarin	188	21%
Korean	92	10%
Tagalog	83	9%
English	60	7%
Spanish	56	6%

Basic Personal Income Tax Returns



Settlement staff received training from Canada Revenue Agency (CRA) as part of the Community Volunteer Income Tax Program. We helped over 30 low-income newcomers to complete their basic personal income tax returns. We referred many established low-income immigrants to Volunteer Nanaimo to have their income tax returns prepared. We provided four information sessions for newcomers including Reporting Foreign Income in Mandarin and English and Income Tax for Newcomers. We followed up with a hands-on workshop for immigrants who wanted to learn how to do their own taxes. With the help of a Certified Accountant who volunteered to present the information, we also held two workshops: one in Mandarin and one in English on the topic of Reporting Foreign Income.

Adaptation Crisis Counseling

We referred 7 clients to our contracted counsellor, Dr. Martine Charles. This continues to be a valuable service for those who are experiencing emotional and personal stress due the adjustment process, or frustration due to under-employment.

Life Skills and Information Sessions

We delivered information sessions once every two week. The topics included the legal system, education, and tax systems. We had an average of 8-10 participants per session, and we received very positive feedback from clients. Some examples of the topics were:

- Benefits for individual and families
- Green Bin (food waste and recycling)
- CPP, Old Age and Employment Insurance by Service Canada
- Safe Winter Driving and Insurance by ICBC
- Emergency Preparedness by City of Nanaimo
- Power Smart by BC Hydro
- Series of Income tax sessions for newcomers (reporting foreign income)
- Tenant Rights by Nanaimo Citizen Advocacy
- Home and Car insurance by Coast Capital Insurance
- Applying for Permanent residents for Live-in Caregivers by West Coast Domestic Workers Assn.
- School systems in BC

Parenting Programs



We provided two parenting groups from November to March, 2012 for parents with children ages 0-5 years. Each parenting group consisted of four sessions with an average participation of 10 parents. We identified topics of interest from our surveys (oral and written) in order to meet the needs of the parents. The parents received practical information to help them with communication skills, sexual health, and child development. The parenting groups provided an opportunity for the participants to share their experiences and to support each other. Feedback from attendees was very positive.

Mother Goose

The Parent-Child Mother Goose Program is for parents and their babies and young children and focuses on using rhymes, songs and stories together, for ten weekly sessions. Parents gain skills and confidence which helps them to create positive family patterns during their children's crucial early years, and give their children healthy early experiences with language and communications. We held two sessions, with 8 parents and 11 children participating in the group for 0-2 year olds held October to December 2011, and 7 parents and 7 children participating in the group for 2-4 year olds held January to March 2012.

Youth Program

The new Immigrant Youth Program began in November of 2011, with a total of 20 youth involved. This program is important in supporting immigrant youth in integrating culturally, physically and emotionally with local youth and local opportunities for youth. Activities are planned with input from the youth. They have gone bowling, skating, swimming and played badminton. The group also attended activities with other youth programs, as one of the goals is to help the youth connect with the existing programs in the community.

11 youth received certificates from a three-session Youth Leadership workshop series that we offered in Spring of 2012. The youth leadership workshops provided youth with valuable leadership, teamwork and social skills to help them prepare for their current and future goals.

One of the mothers commented on how much her son has blossomed and come out of his shell due to his involvement with the youth group.

Job Readiness Club

This program supports immigrants in understanding how cultural beliefs and behaviours impact communication and ways of relating to one another. This increases Immigrants' chances to better establish themselves in the Canadian workplace. We offered five sessions in November and December 2011 on the following topics:

- Finding a Job in Canada
- Canadian Workplace Culture
- Workplace Relationships, parts 1 & 2
- Thriving in the Canadian Workplace

The topics were very well received, and there appears to be a large demand from clients for this type of information.

Welcome to Canada Group

This group is primarily for clients who have been in Canada for less than one year. Our goal is to provide basic orientation information, and break newcomers' isolation by giving them an opportunity to connect with other new immigrants and share their experiences of culture shock, settlement and adjustment to Canada. ELSA students are welcome to attend, but new immigrants who are not in ELSA are especially encouraged to attend as they are at greater risk of isolation. The group ran for eight weeks from October to December 2011.



Topics covered were:

- Orientation to CVIMS
- Connecting with the Community
- Emergency Preparedness
- Canadian Laws
- Canadian Culture
- Adaptation to Canada
- Potluck & Focus Group

When asked what they liked most about the group, many participants mentioned the opportunity to socialize with each other as their favourite thing, while many also valued the information they received. Learning about each other's cultures was also mentioned.

Summer Activities

We offered several family-oriented activities during the summer of 2011, such as learning about Canadian cooking, a heritage walking tour, going to the Farmers Market, and crab fishing at the waterfront. Some participants had never even visited the waterfront before. From these activities participants learned about their new community, and made new friends. We received many positive comments from participants.

Healthfest 2011 - A Multicultural Health Fair



The fourth annual Multicultural Health Fest 2011 took place on April 28th, 2011, from 10am to 2pm at the Beban Park Social Centre in Nanaimo. Healthfest 2011 was created to provide newcomers, immigrants and ethno-cultural communities with access to a wide range of health and wellness resources, presented in a number of languages including Mandarin, Cantonese, Vietnamese and many more. Healthfest featured approximately 30 health and wellness related exhibitors, interactive fitness and culinary demonstrations, health screenings and onsite tests, children's activities, and spectacular multicultural entertainment.

The theme of the Multicultural Health Fest 2011 was Healthy Living/Healthy Weight. Approximately 300 people attended and 28 exhibitors were present. Several health care providers in the community expressed interest in participating as exhibitors, so we were able to be more strategic in our invitations to exhibitors in order to meet our clients' needs.

The highlight of the event was that many of our ELSA students and newer immigrants were involved with the health fest. The ELSA teachers gave the students assignments before the Health Fest, and they were asked to visit various booths and to engage with the exhibitors. Beginner level ESL (English as a Second Language) students had an opportunity to bake very healthy, fruity cookies the day before the Health Fest at Nanaimo Community Kitchen. We received very positive feedback from the students. They were happy to participate and contribute to this event, as beginner level students do not have as many opportunities to engage in such a meaningful way.

SENIORS PROGRAM

Submitted by Jennifer Bricker, Settlement Worker

The Seniors Program was funded until September 2011. The program provided services for immigrant seniors, and helped them break their isolation; a problem that is common among immigrant seniors. We linked newcomer senior clients to Harbour City Seniors and encouraged them to participate in events happened in the community.

Other activities included meeting over tea and coffee to practice English, walking, visiting art galleries, visiting the library, shopping at the thrift store.

Summer English for Seniors

We offered summer English classes two mornings per week for seven weeks in July and August 2011. The classes were taught by a retired ELSA teacher, Mary Peters. There were a total of 15 students aged 55 and up, with the oldest student age 85. Students enjoyed practicing their English at a comfortable pace that was geared towards older learners, and they were able to connect with the other participants. We ended the class with a celebration, and several students took turns teaching dances to their classmates. We received overwhelmingly positive feedback about the class.

Due to the fact that most of the newcomer seniors do not drive and have language barriers, the support from their adult children (in most cases also their sponsors) is important for them to access our services. Many families were very supportive of linking the seniors with the classes. We also arranged a volunteer driver for one elderly, isolated couple so they could attend the classes.

The Seniors Program is now amalgamated into the Settlement Program with an added individualized component. Immigrant seniors are often sponsored by families who immigrate here and they play an important role in family stability and in caring for young grandchildren. With government changes to the Sponsorship Program, we will see fewer grandparents able to immigrate to Canada to join their family unit. The new Supervisa, which instead allows them to come as visitors for up to 10 years, does not offer them any rights or access to services; even services such as ours that are government contracted

programs. However, we will continue to assist them in adjusting and feeling welcome through our fundraising dollars.

INTERCULTURAL HOST PROGRAMS: Adult Host & Youth Buddy

Submitted by Pat Simpson – Intercultural Host Coordinator

Embracing change; The Intercultural Host Programs saw the completion of the Adult Host and Youth Buddy programs on September 30th, 2011 after a successful 3 year run.

During the three year period, the Adult Host Program brought newcomer families together with established Canadian volunteers. Newcomers were able to contribute their skills and abilities to enhance and enrich Canadian culture and our society. Host volunteers were able to share their experience, knowledge and passion about being Canadian with newcomers. With a target to match 44 individuals and families annually, the number at the end of the three year period exceeded the target. The program successfully facilitated 156 matches, with many of the participants still in touch with each other today.



The Intercultural Youth Buddy program brought together Host volunteers aged 13 to 18 years of age with Newcomer Youth of the same age. Together they learned about social, school and recreational systems in the community, new cultures, made new friends and of course had fun in the process. Once again, with an approximate annual target of 20, we exceeded this with a final count of over 70 throughout the three year period.

Although these programs have come to an end, we are still providing matching and mentoring services through the Settlement Program.

VOLUNTEERS & EVENTS

Submitted by Pat Simpson – Volunteer & Event Coordinator

Volunteers with Youth Dialogue Committee



At the Immigrant Welcome Centre, we are very fortunate to be able to attract wonderful volunteers that possess a wealth of skills and experiences. This year we have recruited 60 volunteers who have supported a wide variety of activities for our clients. From mentoring and tutoring newcomers, to assisting with event planning and delivery, our volunteers work with clients in a very caring and professional manner. We couldn't provide the

value added services without them and we want to thank each and every one of them for their valuable time spent working with us.

Here are some of the events we hosted:

Peace Parade

This event was held to coincide with the International Day of Peace on September 21st, 2011. Even though it was a very wet September day, 67 enthusiastic and diverse individuals came together to parade from our office at 319 Selby Street down to Maffeo Sutton Park at the waterfront and toss flowers in the water to commemorate this day. We hope to make this an annual event.

Halloween Potluck Party

This was so much fun! Held on October 27th, 2011, 75 clients and staff participated dressed in costumes - a Fairy Princess, various witches, pirates and even Little Red Riding Hood. Clients had an opportunity to learn about the custom of Halloween, share food and scary stories.

Celebrating Winter and Winter Celebrations

On December 21st, 2011 we invited guest speakers from the community to come and share some of the unique traditions, celebrations and holidays that occur during the winter months. It was a wonderful evening that had 68 people learn about Winter Solstice, Chinese New Year, Christmas, Diwali, Aboriginal Winter Dances and Hanukah. We also shared treats that are synonymous with each of the celebrations.

Volunteer Fair

On February 23rd, 2012, 17 organizations came to the Immigrant Welcome Centre to teach new immigrants about volunteering and discuss volunteer opportunities that they have available. ELSA students and settlement clients alike enjoyed the opportunity to speak to representatives in person and sign up to volunteer in the community.



Cecilia Chong
Manager, Settlement Services
Retired May 2011



Rim Shin
Immigrant Settlement Worker



Jennifer Bricker
Immigrant Settlement Worker



Pat Simpson
Volunteer & Events
Coordinator
Prev. Intercultural Coordinator



Cindy Qin
Immigrant Settlement Worker
Hired May 2012



Len Winter
Client Business
Coach/Employer
Liaison
Hired April 2012

Youth Workers:
Alexandra Dawley
Wilson Poon (left May 2012)
Paul Arthur (hired June 2012)

Cecilia Chong – retired May 21, 2011

...a well-deserved retirement but a highly missed staff member of CVIMS. After almost 32 years as first a volunteer and then as staff, Cecilia has been outstanding in her dedication and commitment to both the Society, to the community and to immigrants and refugees in this region. There are few people in this community who have not met the ever-smiling Cecilia. Cecilia is a true example of success. She has touched the hearts and minds and lives of thousands of people who are lucky enough to know her. Cecilia, we wish you the happiest retirement with more time for your family, new grandchildren and friends!

We love you!

ENGLISH LANGUAGE SERVICES FOR ADULTS (ELSA)

Submitted by Jillian Yun – ELSA Program Coordinator

ELSA managed another significant and successful year with an average of 55 students enrolled from level 1 to 5 throughout the year. A total of 117 clients were assessed between April 2011 and March 2012, and it is remarkable that 80% of those assessed tested level 3 or higher.

While students from Asian countries such as China and South Korea kept their position as the dominant population in ELSA classes and CLBPT (Canadian Language Benchmark Placement Test), the source countries have been more diverse. Constant new inflow from different parts of the world including: Bangladesh, Brazil, Cambodia, Chile, Colombia, Congo, Cuba, France, Ghana, Germany, Haiti, Hong Kong, Iran, Iraq, Palestine, Peru, Philippines, Poland, Thailand, Turkey, Romania, Rwanda, Vietnam and Ukraine made the classes truly vibrant and colourful.

Guest speakers such as Janis Libby of Tsow Tun Le Lum Society (Truth & Reconciliation Commission), World War veterans and community volunteers shared their heartfelt real-life stories and enriched students' indirect experiences. Meeting with several volunteers in small groups and participating in the CVIMS hosted 'Volunteer Fair' gave the students a practical understanding of the essence of Canadian culture and motivated them to step ahead for proactive volunteering experiences.

We have continued to foster good relations within the community through field trips. Not only have the students benefited from these trips by becoming aware of the services and events in the community, but also various hosts got a chance to meet and interact with newcomers to Canada. The diversity of students and the diversity of trips have made for some wonderful and meaningful connections. Destinations such as Nanaimo Community Garden, Food Share, salmon hatchery, the cenotaph of St. Paul's Anglican Church, local clinics, and the Port Theatre were visited by students and helped to enhance their general and specific interests.

Besides the class, students were frequently referred to various information sessions and workshops by settlement and employment, which further diversified the students' learning experience.

Our two full time ELSA instructors, Maggie and Carolyn along with EFW (English for the Workplace) instructor, Anne maintained a high quality of class instruction with constant updates about latest trends and teaching techniques in our state-of-the-art facilities. This led to a high level of students' satisfaction in the ELSA survey assuring the significant role of ELSA program and its implementation.

One of the most exciting news in ELSA for the year was the Ministry announcement of an ELSA level 6/7 pilot in smaller communities – including Nanaimo. This addresses the long-awaited for demand of students seeking higher levels of ELSA education. As CVIMS continually strives to meet our clients' service demands and needs, we welcome this opportunity.

Starting in September 2012, the level 6/7 class will be focused on supporting immigrant newcomers' social and labour market integration into Canada. Our ELSA program will be making a leap forward once again.



*Jillian Yun
ELSA Program
Coordinator*



*Maggie Wouterloot
Instructor, Level 2 & 3*



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



*Mary Peters
Contract CLB Assessor
Retired Level 1 Instructor*

Mary Peters – retired June 2011

Mary taught ESL to hundreds of adults at CVIMS for the past 18 years. Mary was a beloved instructor whose warm and gentle approach made it so easy for just arrived newcomers with little or no English language skills to feel safe and comfortable in our classes. Over the years Mary took on additional responsibilities in teaching special classes, tutoring and in Accent Reduction Training. We are pleased that Mary is still a familiar face in our hallways as she is now under contract to assess the English language level of new students for our classes.

Thanks for everything Mary!

EMPLOYMENT SERVICES

Employment Assistance Services (EAS)

Submitted by Charlee Hawes – Employment Consultant

Ministry of Social Development



The Employment Assistance Services (EAS) Program was open to all immigrants who are Canadian Citizens and Permanent Residents who are unemployed or working less than 20 hours per week, and are either EI eligible or not. In the last year of the EAS program, we continued to meet and exceed our yearly and overall targets. Since this last contract began in April 2007, we have helped 1722 clients with their employment and training needs. 572 of these clients worked with an employment consultant and were case managed. Of these 572 clients, 321 found employment over the same period

which is a success rate of over 56%! Keeping in mind that every client's needs are different, some of the goals were to complete training as opposed to finding employment.

During the last fiscal year, we case managed 96 clients, with 44 employed – achieving 98% of our target. This past year has continued to be difficult for job seekers in the Nanaimo region with little change in the unemployment rate (6.1% in December 2010 and 6.3% in December 2011). An article from the Nanaimo News Bulletin stated that the labour force in Nanaimo shrunk from 54,000 residents to 43,000 residents in December 2011. A VIU professor suggested this decrease was due to people retiring, or the unemployed leaving the area to pursue work elsewhere.

From April 2011 – March 2012 we also held 39 workshops on a variety of topics including: How to Find a Job in Canada; Canadian Workplace Culture; Resumes and Cover Letters; Interview Skills; and Social Media and Job Search. 277 clients attended these workshops. In addition, we hold monthly Trade Talks with local employers, in order to help our clients gain better understanding of employer expectations and the interview process. During this past year, we held eight Trade Talks which included employers such as, Home Depot, Nordia, Costco, and RBC with 174 participants – exceeding our target by 109%. 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 has resulted in several of our clients being hired by companies that conducted the Trade Talks.

We value our clients and in order to ensure clients are satisfied with the services, we send a questionnaire to a random group of closed clients and to all clients who attend our workshops. In this past year, we received 249 evaluations. Of these, 157 felt our services were excellent, while the rest ranged from good to satisfactory. The workshop evaluations are significant in identifying other services that are needed. For example, this year due to client input, we held a workshop on basic Microsoft Word use. Though many of our clients have some experience using this program in their home language, they especially wanted tips on the English version. The feedback we received was excellent, and we continually strive to create new workshops to meet our clients' arising needs.

The Employment Assistance Service Program ended on March 31st and was replaced by the Employment Program of BC. As with any new program there are some growing pains and wrinkles to be ironed out. As we see a clear need for these employment services, we continue to work closely with all service providers to ensure our clients continue to receive the best service available.

Skills Connect for Immigrants Program

Submitted by Pedro Oliveira – Employment Consultant

Ministry of Jobs, Tourism and Innovation

We continued to deliver the Skills Connect for Immigrants Program for the mid island region as a subcontractor of ASPECT. Since April 2011, 24 clients joined the program and 22 clients gained employment in their profession. Clients can participate in this program for up to 12 months. This program is the only one that recognizes that immigrants may be employed but are under employed for their skills and qualifications and therefore can access help to move them into their chosen profession. Participants can purchase Skills Enhancement services where they pay one third of the total cost and the program will pay the remaining two thirds up to a maximum of \$2,200 per individual.

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.

To be eligible, participants must have arrived in Canada within the last 5 years and be unemployed or under-employed.

In both categories, the aim is to assist new immigrants in obtaining work that fully utilizes their skills and talents and will help with job search success and a return to work in their area of expertise. This includes:

- Assessment and Planning
- Prior Learning Assessment/Portfolio/Skills/Transferable Skills
- Training
- Workplace Practice

Job Options BC

Submitted by Angelika Valchar, Lesley White, Karen Ford

Ministry of Jobs, Tourism and Innovation

November 2010 was the introduction of the Job Options program and it has been extremely successful.

CHANGES. The past 18 months has seen many changes to the program. The ability to change quickly and to accommodate the participants' needs has been one of the many strengths of this program.

INCREASE IN CLASS TIME. December 2011 saw the in class portion of the program increase to 5 weeks. Again, feedback from the participants indicated that they felt an extra week would be beneficial. We were able to increase the time spent on job search tools such as resumes and cover letters; interview skills; and the local labour market. It was a much requested change that has been received with positive feedback from the participants.

ADDITION OF WORKSHOPS. Another change that has been made is the addition of three, full-day workshops. The program offers participants the following workshops: Social Media, Diversity in the Workplace, and First Aid.



Social media was an area that many participants had not yet implemented into their job search plan yet it is a strongly needed component in today's job search market. The Social Media workshop is facilitated by local social media expert, Don Power. He spends the day with the participants training them on many social media platforms such as Facebook, LinkedIn and Twitter and how to use these to conduct a successful job search.

The Diversity in the Workplace workshop is delivered by our Diversity Coordinator, Sam Letourneau. She takes the participants through many thought-provoking scenarios and creates an environment that encourages discussion about diversity. The participants learn to consider diversity and how their attitudes about it affect their job search and employment maintenance.

All the participants now receive First Aid training. We formerly offered World Host but participant feedback indicated this training was not relevant. Participants felt First Aid certification would be more beneficial. We have contracted Petersen Safety to come and do onsite training for our participants.

The participant feedback for all has been extremely positive and we appreciate that we are able to increase the size and scope of our participants' network.

STAFF: In September 2011, the Job Options BC program said "Goodbye" to one of its original team members. Laurel Shannon sought opportunities elsewhere and relocated to Victoria. Shortly after, the team welcomed Karen Ford as its newest member.

Statistics for the Job Options program 2010-2012

We had 12 intakes in this contract spanning from November 22nd 2010 to March 31st 2012

- We had a total of 136 participants who began the Job Options BC program and 119 who moved into Phase 2 of the program.
- Of those participants who didn't move into Phase 2 of the program, 4 exited early as employed and 14 exited for other reasons (such as health issues or relocation).
- Of the 136 participants who began the program 70 gained employment.
- Of the 119 participants who commenced Phase 2 of the program, 66 gained employment.
- Of the 66 participants who gained employment 14 had a wage subsidy.

- Of the 119 participants who moved into Phase 2, 8 began volunteer placements and 5 returned to school.

The Job Options BC program assisted a diverse population (numbers are rounded up and some individuals are counted in more than one category)

- 32% of participants were immigrants
- 27% were youth (under 30 years of age)
- 21% were mature (over 45 years of age)
- 17% were in of Income Assistance benefits
- 4% were receiving a provincial or federal disability pension
- 10% were First Nations

Targeted Skills Shortage Program (TSSP)

Submitted by Pedro Oliveira – Employment Consultant

Funder: ASPECT through Canada-British Columbia Labour Market Agreement

This pilot program commenced in April of 2011 and is focused on helping businesses and non-profit organizations grow the potential of their low-skilled employees by providing access to funded training to eligible staff. This funding is available to businesses that operate in the following sectors:

- Professional, Scientific and Technical Services
- Health Care and Social Assistance
- Manufacturing
- Transportation and Warehousing

Each eligible employee can be provided with a maximum of \$1500 to be used towards training courses that are specific to needs of their workplace. To be eligible, the following criterion needs to be met:

- Employers cannot have more than 100 employees, they need to have good standing with the WCB, have a valid business license and be in business for over 1 year
- The training must be provided by a trainer other than the employer, and
- Employees must not possess significant post-secondary education

If these points are met, employers can qualify to a maximum of \$7,500 of training funds in for their employees. This employment program is available to Canadians and immigrants who are Permanent Residents.

We delivered the TSSP for the Nanaimo and Cowichan regions as a subcontractor of ASPECT. 52 clients joined the program between April of 2011 and March of 2012.

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

Submitted by Pedro Oliveira – Employment Consultant

Government of Canada – HRSDC's Foreign Credential Recognition Program

This program began in January 2011 and our target, which we achieved, was for 10 clients to participate in the program which consisted of a two-part survey over a period of 18 months.

In March 2012 the participants completed the second survey. The results will help the researchers recognize which employment programs are the best in assisting immigrants settle in communities other than Vancouver, Toronto and Montreal. The results will be compiled and given to the participating agencies and funders. This research may help develop future employment programs for foreign-trained clients. Each client is paid \$75 each time they complete the survey.



*Anna Thankachan
Employment Advisor*



*Charlee Hawes
Employment Consultant*



*Pedro Oliveira
Employment Consultant*



*Carolina Ponsford
Employment Consultant-
left Nov. 2011*



*Angelika Valchar
Facilitator/
Case Manager*



*Lesley White
Facilitator/
Case Manager*



*Karen Ford
Job Coach*

THE DIVERSITY PROGRAM

Submitted by Samantha Letourneau - Diversity Coordinator

Funding in part from the Government of Canada and Welcome BC and the BC Gaming Commission



Our Challenge

Our greatest challenge in ending discrimination is to understand those who discriminate.

We must resist the urge to react in anger to hateful acts and must instead reach out in peace.

Photo from Youth Photovoice

As part of Central Vancouver Island Multicultural Society's commitment to inclusion, the diversity program promotes the importance of valuing differences, by developing and presenting community initiatives that emphasize fairness, respect and dignity for all. We welcome all community members to participant in our projects.

This year the Diversity Program has been very active with 3 projects:

My Faith, My Community, Taking Action Together - Interfaith Dialogue

Funded by Embrace BC & Citizenship and Immigration Canada

Project description: On February 18th 2012, in honour of the UN's World Day for Social Justice CVIMS held an interfaith dialogue bringing together diverse faith groups and social services providers to discuss the challenging social issues in our community. We looked at how faith groups can work together with social service providers to help create solutions towards a more welcoming community for all. Topics included: homelessness and housing, the sex trade, harm reduction and the treaty process.

Quotes from participants:

- From Person of Faith: *"I am glad we had this day! It was good dialogue about our community and it was wonderful to see all faiths talking together instead of being divided."*
- Executive Director of the Women's Resource Society – *"The Interfaith Forum hosted by the Central Vancouver Island Multicultural Society was a rare opportunity for dialogue amongst diverse groups in the community. It generated relevant and interesting conversation and ideas for action amongst the diverse groups in attendance."*

Total # of Participants in attendance: 78

Number of participants who were immigrants	32
Number of participants who were non-immigrants	36
Number of participants who were refugees	2
Number of participants who were Aboriginal/Métis/First Nations	8

Diverse Faith Groups in Attendance

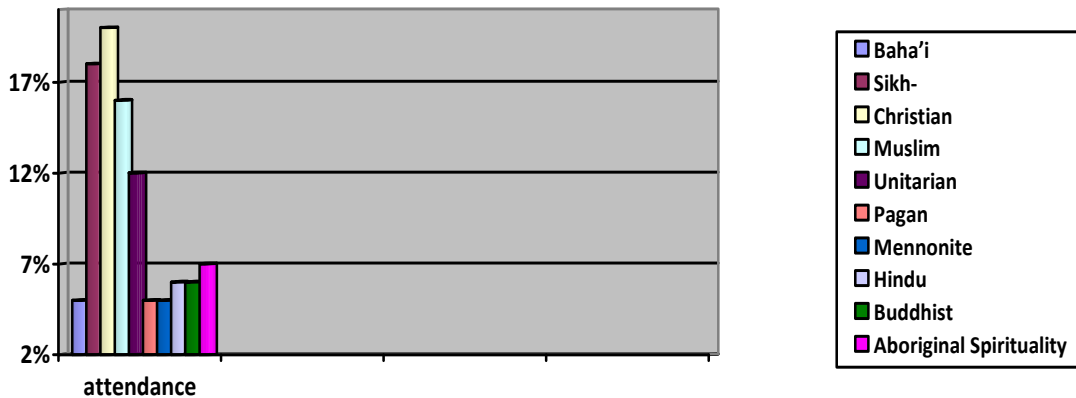




Photo from Youth Photovoice

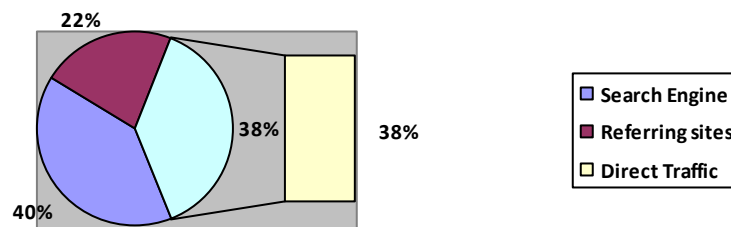
Diversity in the Workplace

Welcoming and Inclusive Communities and Workplaces Program (WICWP)

Project Description: “Diversity in the Workplace” is a new section to the **diversityteam.org** website. In this area employers find practical resources and tools to be used to increase their capacity to hire, retain and integrate diverse employees into their workforce. The focus is on both immigrants and Aboriginal people who often experience similar barriers to employment. Many resources and workshops have been created including: articles about the changing workforce, cultural competence for the workplace workshop, cross-cultural communication workshop, diversity organizational change checklist and interactive quizzes. All material was created by the diversity program.

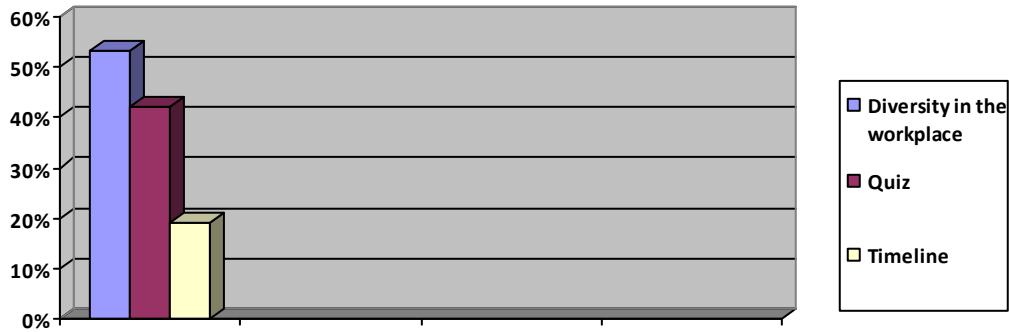
Break down of Google Analytics of diversityteam.org website:

Traffic Sources Overview



In comparison to last year we have seen an increase in direct traffic to the website by 15%. We have also seen more countries accessing the site including: Canada (27%), the United States (25%) Australia (20%), United Kingdom (18%) and India (10%).

Top Content on Website



Top viewed content of the website is the new section “diversity in the workplace”.

Safe Harbour

Funded by Embrace BC



Safe Harbour: *Respect for All* is a long-standing AMSSA program, originally developed by our agency CVIMS. It puts vision into action: creating opportunities for storefront businesses, institutions, agencies, and municipalities to celebrate our differences, helping to create safer, more welcoming communities that support diversity and reject discrimination through supporting three commitments: to treat everyone who comes through the door fairly and equitable and if an issue arises to address it; to be a physical place of safety for those targeted by Racism and hate; to have key employee(s) take a two hour free orientation. The main objective this year for Safe Harbour was re-engagement training with existing Safe Harbour Communities in the Central Vancouver Island Region.

To date there are **112 Safe Harbour locations** in the region. This year we also did Safe Harbour training in Port Alberni where there are now 7 Safe Harbour locations.

We are proud to present these Safe Harbour Businesses and agencies:

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

Special Event



United Nations International Day for the Elimination of Racial Discrimination

In honour of March 21st the UNs International Day for the Elimination of Racial Discrimination, we held two events. The first was an official proclamation made by acting Mayor Jim Kip, followed by a morning that spoke about the importance of ending workplace discrimination and opening doors to employ immigrants.

In the Evening - we presented two films on diversity followed by guided discussion:

1) "THE YOUTH DIVERSITY PROJECT"

This video was made by a group of diverse youth during the Vancouver Island Exhibition (VIEX) in Nanaimo last year. The goal of the project was to use video as a means of conversation with the community to talk about diversity.

- 2) "DEFINING DIVERSITY, CREATING COMMUNITY"** film weaved the stories of some of the diverse people that live in Powell River, revealing a rich and complex tapestry of cultures, experiences, beliefs, and lifestyles. The concept of diversity was opened up and explored as participants discussed both the positive and negative experiences they have encountered and how do we become a more welcoming community for all.

The Diversity Partnership

The members of the *Diversity Partnership: A Community in Action* continue to support the work of the Diversity Program. The Partnership under the leadership of the Society includes Community Futures Central Island, City of Nanaimo, Greater Nanaimo Chamber of Commerce, Haven Society, Nanaimo Duncan & District Labour Council, RCMP, Snuneymuxw First Nation, School District 68, United Way Central and North Island and Vancouver Island University. Their support for the projects carried out by the Society is invaluable.

Multicultural and Race Relation Committee

The Central Vancouver Island Multicultural Society has been a long-time member of the School District 68 Multicultural and Race Relations Committee. We still have an active role on this committee and this year encountered a few changes: as a result of Municipal elections a new chair was appointed- Bill Robinson. With a newly appointed Chair the committee has been going through a strategic planning session to decide what the future role of this committee will be, including how can it reach out to immigrant students. These changes will make the committee more prominent and effective in addressing issues of racism and discrimination in the school system.

Organizing Against Racism and Hate

We are part of OARH (Organizing Against Racism and Hate). Our region includes Cowichan, Courtney/Comox, Campbell River, Port Alberni, Powell River and the Sunshine Coast. The Diversity Caravan project was a focus of the committee this year. The concept of the diversity caravan was to hire two summer staff to represent the OARH network and have then travel across the regions putting on events that promoted diversity and inclusion. The Caravan set up at community festivals, and our Network members in each community supported the project and assisted by providing venues and

guidance on what ancillary activities (film screenings, workshops, etc.) would be most appropriate in their communities.

Terre Flower

After 13 years as Diversity Coordinator/Manager, Terre retired from her position in January 2012. Terre has been a leader and innovator in fostering diversity and inclusion in both our community and in the province. Her many community projects have made her a leader within our agency and a well-known and respected face among agencies and institutions. Terre developed many training tools and initiatives to combat racism and hate. Her most noteworthy legacy is the Safe Harbour Program, developed and piloted by Terre and the former Diversity Team in 2005; now managed by the provincial affiliation of AMSSA and spread across BC and other parts of the country. In 2009 Terre was awarded AMSSA's Riasat Ali Khan Service Recognition Award for her leadership and dedication in developing diversity and anti-racism initiatives.

Thanks Terre - **we'll miss you!**

Under Terre's tutelage, Sam has ably stepped in to the challenging position of leading our Diversity Program. She continues to build on the strong foundations of her predecessor and adds her own creative approach in developing a welcoming community.



*Samantha Letourneau
Diversity Coordinator*



*Terre Flower
Manager, Diversity Program
retired January 2012*

CHILDREN'S PROGRAMS

Submitted by Sue Luoma ECE - Children's Program Coordinator



We have now enjoyed a year in our new space. We love the natural light of our window, having a children's bathroom, our nap room and our larger outdoor space! The play yard was not completed when we moved in so watching it take shape, and then the construction work next door has been of great interest to the children. We love to count train carriages and long for the passenger train to return.

This year has again seen program changes for us as from September 2011, the Parenting and Mother Goose programs have become part of Settlement instead of ELSA. This has increased the number of clients eligible to attend which in turn has increased the numbers of children we have in Child-minding. We have seen over 60 children for settlement services this year.

The ELSA program has had fairly stable numbers throughout the year with 29 children through the program. As always we love joining the adults for special events and field trips. Especially the trip to the Fish Hatchery and the Winter Celebration when we broke the piñata and gave the parents the gifts we had made.

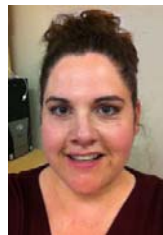
During the year we have had many visitors drop in and we were honored when one local visitor who had seen the children pretending to paddle canoes arranged for us to receive a child size First Nations cedar hat for our dress up area.

Change is underway for us again in this next year as we are preparing to license our program through Community Care Licensing, part of the Health Authority. The Government has created a category of care, Child-minding, for all programs like ours in BC. We are required to have completed this process by September 2012.

I would like to take this opportunity to thank our regular volunteer Fiona Murphy and our staff – Vania, Olena, Maria, Cheryl, and Irena for their enthusiasm and dedication to the program.



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 Innovation & Government of Canada : Welcome BC, Embrace BC, Immigrant Integration Branch
- B.C. Ministry of Social Development
- ASPECT
- Affiliation of Multicultural Societies and Service Agencies of BC
- BC Gaming Commission

A VERY SPECIAL THANKS TO OUR DONORS

April 1, 2011 – March 31, 2012

Over \$2,000

- City of Nanaimo (\$7,000 in Kind)
- Signature Computer Services (\$10,000 in Kind)
- Microsoft (\$21,000 in kind)

Up to \$2,000

- Stanley Chong
- Robert Fischer & Co. (in Kind)
- City of Nanaimo (in Kind)
- Signature Computer Services (in Kind)

Up to \$200

- Nhan Thi Doan
- Yuping Li
- Anchor Family Medicine
- Marie Francoise Donovan
- Gail & David Bemrose
- Yi Pang
- Loco Contracting/Janine Walker
- And our many other private donors ...

In Kind

- Beban Park
- Bowen Park
- Chopsticks
- The Modern Café
- Mr. Teriyaki & Mrs. Sushi Restaurant
- Nanaimo Foodshare Society
- Nanaimo Youth Services - Youth One Stop
- Quality Foods - University Plaza
- Salt of Life Imports
- Sustainably Lush
- Thirsty Camel
- Twisted Mister
- The Vault
- WorldTree
- Thrifty Foods
- Save on Foods
- London Drugs

Our sincere apologies if we missed anyone

...

STAFF LIST - April 1st, 2011 – March 31st, 2012

*left position
**changed position

Executive Director: Hilde Schlosar

Assistant Director: Nanette Leather

Program Director: Robert Dawkes

Reception and Client Services: Jillian Yun, Elena Kramova, Jackie Doelker**

Book Keeper: Jackie Doelker

Book Keeper: Jay Sherafat*

Children's Program

Children's Program Coordinator: Sue Luoma

Children's Program Assistant: Vania Zanetti

Children's Program Worker: Olena Kryvonos Nagorna

On Call: Cheryl Hutley, Maria Etridge, Irena Idels

Diversity Program

Manager, Diversity Programs: Terre Flower* (*retired January 2012*)

Diversity Coordinator: Sam Letourneau

ELSA Program

Manager, ELSA Programs: Jose Gonzalez*

ELSA Coordinator: Jillian Yun

ELSA Instructor Level 1 and 4/5: Carolyn Lambrechts

ELSA Instructor Level 2 and 3: Maggie Wouterloot

ELSA Instructor Level EFW: Anne McCormick

ELSA Instructors: Mary Peters**, Roger Hewitt*, Karen Whyte*, Dawn Fulton*

Employment Program

Manager, Employment Programs: Robert Dawkes**

Employment Consultant: Carolina Ponsford*

Employment Consultant: Pedro Oliveira

Employment Consultant: Charlee Hawes

Employment Consultant: Laurel Shannon*

Case Manager/Facilitator: Angelika Valchar

Case Manager/Facilitator: Lesley White

Job Coach: Karen Ford

Employment Advisor: Charlee Hawes**

Employment Advisor: Anna Thankachan

Immigrant Settlement Program

Manager, Settlement Programs: Cecilia Chong* (*retired May 2011*)

Settlement Worker: Rim Shin

Settlement Worker: Jennifer Bricker
Volunteer & Event Coordinator: Pat Simpson

Intercultural Host Program

Intercultural Host Coordinator: Pat Simpson**

Contract ELSA Assessor: Mary Peters

Contract Worker Seniors Program: Pam Everett*

Contract Diversity Assistant: Karen Wendelboe*

Contract Counsellor: Dr. Martine Charles

Contract Janitorial: Bastion Janitorial



Organizational Chart 2012

