



Central Vancouver Island
Multicultural Society

ANNUAL REPORT
2016 – 2017



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Layout & Design Nanette Leather

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A Message from the President



This has been a year of transition for CVIMS. Following Hilde Schlosar's retirement, the Society has been ably led by Kelly McBride in the Acting Executive Director role until the recent appointment of Jennifer Fowler. I would like to thank Kelly for her calm leadership throughout the year and to extend a very warm welcome to Jennifer, who brings lots of experience in the settlement sector from her previous positions in Alberta. We look forward to an exciting new era for CVIMS under her leadership.

This has also been a year of celebration and deserved recognition for the Society as a leader in the community and in the province. CVIMS staff have received three significant awards during the year:

- The Association of Service Providers for Employability and Career Training (ASPECT BC) Organization of the Year Award;
- The BC Career Development Association Organization of the Year Award;
- The Nanaimo Chamber of Commerce, Business & Community achievement award for Not-For-Profit Organization of the Year.

These awards, two of which are at the provincial level, acknowledge the very high quality of services provided on a daily basis by the CVIMS staff and volunteers. The Board of Directors would like to express their sincere gratitude to all staff and volunteers for their commitment to the Society and their valuable contributions to the welfare of newcomers in the communities that we serve.

Finally, the Board itself has undergone transition this year. Sharif Kishawi left his position as President in November and we are very grateful to him for his leadership and four years of dedicated service on the Board. We have also welcomed four new members: Gerald Laporte, Peter Sikora, Paul Winn and Wendy Young. Much of the Board's work has been related to the transition to a new Executive Director and alignment of CVIMS bylaws and policies with the new BC Societies Act. I would like to thank all Board members for their hard work throughout the year.

Graham Pike, President

CVIMS Board of Directors

As of March 31, 2017



GRAHAM PIKE,
PRESIDENT



PAUL WINN
VICE-PRESIDENT



MINDY KAILLY
TREASURER



MAUREEN SHAKESPEARE
SECRETARY



WINNIE WONG
MEMBER AT LARGE



PETER SIKORA
MEMBER AT LARGE



WENDY YOUNG
MEMBER AT LARGE



GERALD (GERRY) M. LAPORTE
MEMBER AT LARGE

Executive Director's Report



CVIMS has seen many changes in the past year and staying true to the overall goals and objectives has been no mean feat – there has been anything but stability in the economic and political environments. The organization has needed to be adaptable and to take on new ventures, many with an element of risk. I am so proud of the hard work CVIMS staff and volunteers do every day, and am so grateful for all of the guidance and support from our Board of Directors.

This year we have seen an unparalleled emphasis on the work of resettlement and staff at CVIMS have worked exceedingly hard to not only continue to provide high quality newcomer services to all who regularly access them, but to also proactively expand current programming to assist with the complex needs of our clients. Staff have also had the opportunity to work in tandem with our established community partners. It has been wonderful to see the commitment from all concerned.

For those of you who know non-profits and charities, you understand how uncertain funding and programming can be. It takes flexibility, hard work and perseverance to survive. With our new funding agreements in place, our roles have become more clearly defined, as we support various service delivery models.

Spring of 2016 brought with it more new arrivals in response to the refugee crisis and we have been honoured to have had the opportunity to work with both privately sponsored as well as government sponsored newcomers. Of course we serve not only refugees but an additional 900 other immigrants and naturalized citizens, annually.

In November of 2016 the Association of Service Providers for Employability and Career Training (ASPECT BC) presented the ASPECT Organization of the Year award to the Central Vancouver Island Multicultural Society. We are honoured to be chosen for the award this year and wish to extend our gratitude to ASPECT BC. We are also very proud that in March 2017 at the annual BC Career Development Association Conference in Vancouver, the Career Development Organization of the Year award was presented to the Central Vancouver Island Multicultural Society. A spokesperson for BC CDC said the wide range of services delivered by the Society is a significant asset to Central Island region.

Staff have seen many changes in the last year and I want to highly commend them for their flexibility, their support, their patience and their cooperation. Our people are our number one asset and we are very proud of the highly committed and professional staff, who create a warm, friendly and fun environment for all who come through the doors. It has truly been a pleasure to work with each and every one of them!

On behalf of the Management team, I want to thank all our staff for their hard work and dedication to serve and support newcomers in their journey to settle in Nanaimo. I also want to thank our Board of Directors for their leadership and vision for the organization.

To our volunteers, donors and community partners I want to say a huge thank you for your support and commitment to making Nanaimo such a welcoming community.



Kelly McBride
Acting Executive Director, *from October 2016*

In the Community



*Great things in business are never done by one person. They're done by a team of people.
Steve Jobs.*

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

Greater Nanaimo Chamber of Commerce Board of Directors
Immigrant Integration Steering Committee, AMSSA of BC
Nanaimo Youth Advocates Meeting
Building Supports Housing Project (*Housing Access for Immigrant & Refugee Women Leaving Violence*)
Community Coordination for Domestic Safety Committee
Seniors Connect
EPBC Case Management Meetings
Thorne Consulting / Worksafe BC
Career Paths Advisory Committee
VIU ECEC Community Advisory Committee
Greater Nanaimo Early Years Partnership Committee, Cultural Engagement
Nanaimo Filipino Canadian Association
Vancouver Island Visayan Association

City's Welcome Reception for New Immigrants

New immigrant residents were officially welcomed to Nanaimo during a special reception hosted by the City of Nanaimo on Saturday, March 25, 2017. This event is held yearly with Municipal, Federal, Provincial and School District elected officials, Snuneymuxw First Nations, RCMP, staff and board members of the Immigrant Welcome Centre and City of Nanaimo staff all in attendance. Invitations were extended to all new residents who arrived in Nanaimo from outside Canada within the last year.

"It is such an honour to welcome Canada's new arrivals who have chosen Nanaimo to call their home. As a community, we appreciate the cultural vitality new residents bring which enhance the quality of life in this area."

*Bill McKay
Mayor of Nanaimo
City of Nanaimo*

Following the success of the City of Nanaimo Welcome Receptions, officials in the Oceanside area were inspired to host a similar event in their community in May 2017.

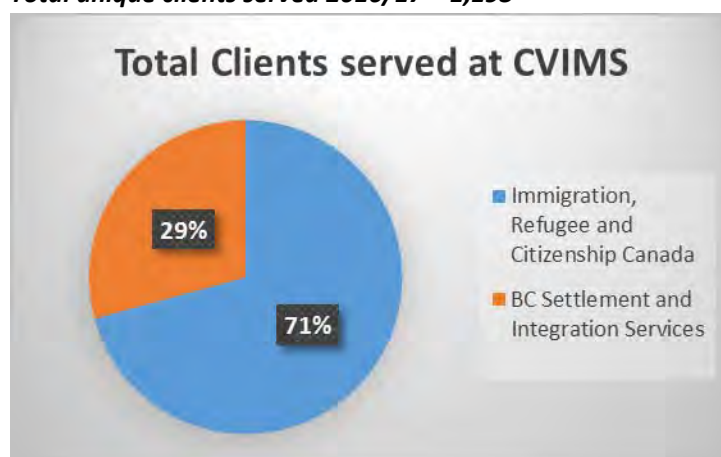
Client Statistics

Submitted by Robert Dawkes, Program Director

Total Clients served in the period (April 1, 2016 – March 31, 2017) by funder:

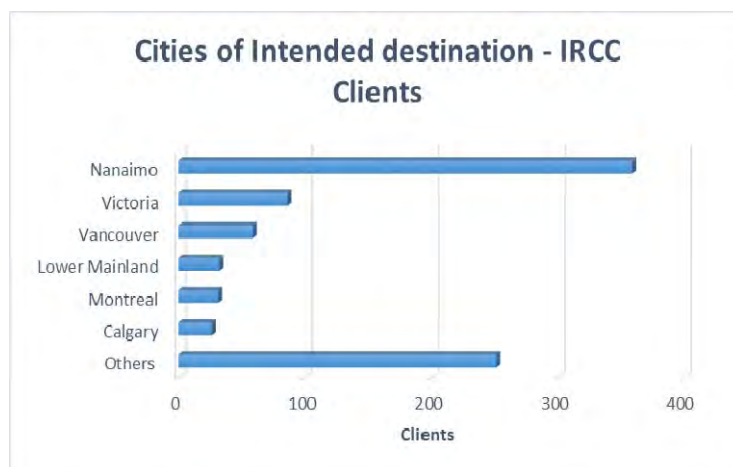
- Immigration, Refugee and Citizenship Canada (IRCC)
- British Columbia Settlement and Integration Services (BCSIS), Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour

Total unique clients served 2016/17 = 1,193



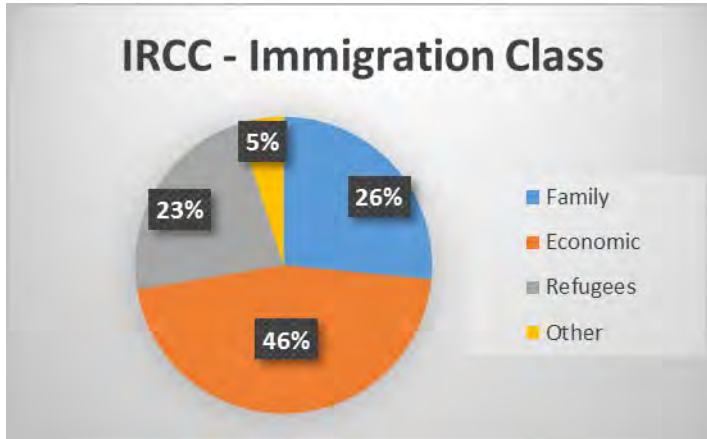
	2015 / 16	2016 / 2017	%
All Clients	1277	1193	-6
IRCC	875	844	-3
BCSIS	402	349	-13

IRCC clients stated intended destination when coming to Canada



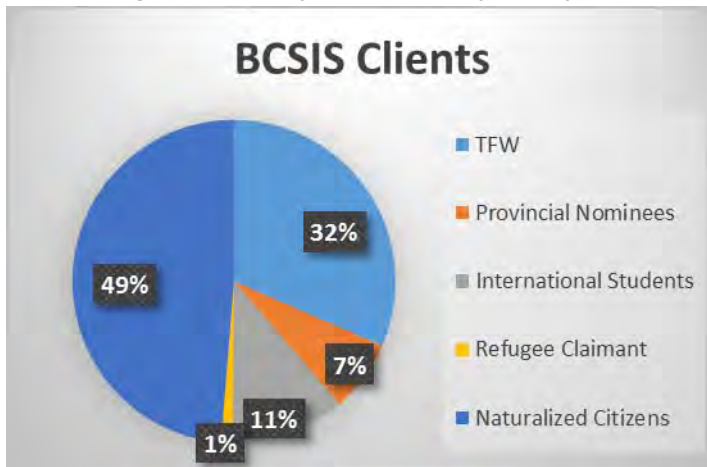
Those clients who stated that Nanaimo was their intended destination accounted for only 43% of total clients; 57% of clients are secondary migration meaning they intended or lived in another part of Canada before moving to Nanaimo.

IRCC Immigration Class of clients served for the period:



	2015 / 16	2016 / 2017	%
Family Class	291	224	-23
Economic Class	462	387	-16
Refugees	45	191	+324
Other Class	77	42	-45

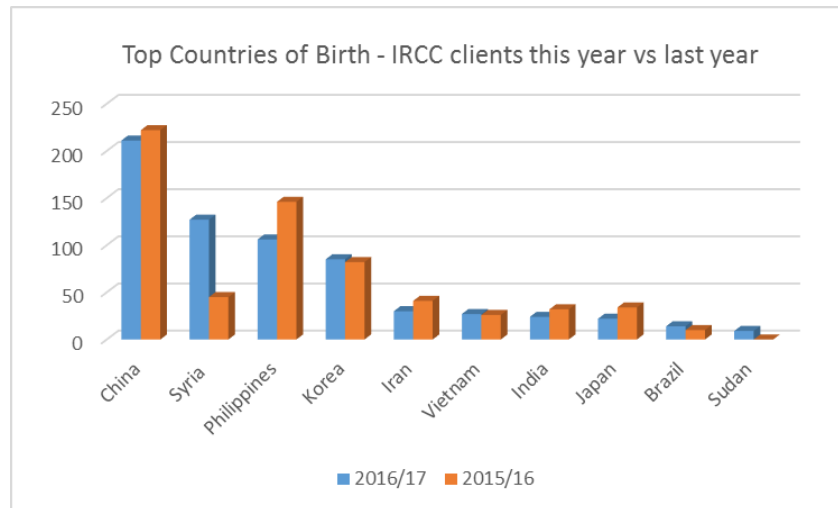
BCSIS immigration class of clients served for the period:



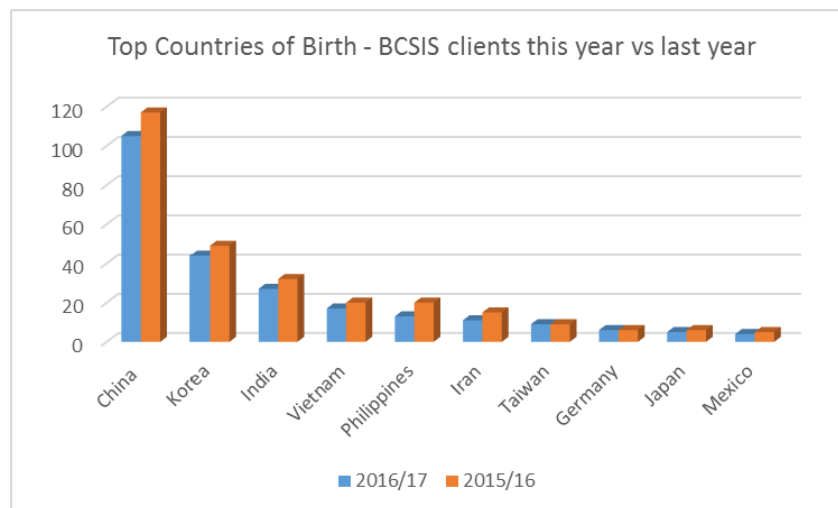
	2015 / 16	2016 / 2017	%
TFW	126	110	-13
Provincial Nominee	51	25	-51
Intl. Students	Not eligible	40	n/a
Refugee Claimants	0	4	n/a
Naturalized Citizens	225	170	-24

Top Countries of Birth for clients served at CVIMS:

IRCC clients



BCSIS clients



Administrative Staff



HILDE SCHLOSAR
EXECUTIVE DIRECTOR, *Retired Sept 2016*



NANETTE LEATHER
ASSISTANT DIRECTOR



ROBERT DAWKES
PROGRAM DIRECTOR



KELLY McBRIDE
OPERATIONS DIRECTOR, *Acting ED Oct 2016*



WENDY PEPPERDINE
ACCOUNTANT



MANOELA CURADO
RECEPTION / CLIENT SERVICE

Settlement Services



Submitted by Samantha Letourneau, Settlement Manager

Funder: Immigration, Refugees and Citizenship Canada (IRCC); BC Ministry of Jobs, Tourism and Skills Training

Settlement Support Services were provided through drop-in and appointments by settlement workers in the year 2016-2017. Individual services ranged from one-off support in providing information on Canadian life and providing referrals to other services in the community, and on-going case management support.

We assisted approximately 1200 clients. Clients came from 88 different countries and spoke 60 different languages.

We continue this year to provide Refugee Resettlement Assistance services (RAP). This program provides immediate support services to assist in meeting refugees' resettlement needs, including finding affordable housing for Government Assisted Refugees.

The settlement workers provided extensive individually tailored one-on-one support to more isolated and vulnerable clients. Settlement workers received training on trauma informed practise from the Vancouver Association for Survivors of Torture, and Income Assistance training from the local ministry office in preparation for new changes of on-line application processes. Settlement Manager Samantha Letourneau, attended the National Rap (Resettlement Assistance Program) Conference held in Ottawa in March 2017. Topics discussed included: Interim Federal Health, Housing, Mental wellness for clients and programming for youth.



This year settlement services developed diverse programming including: a youth program, and hired Deanna Ward as the Youth Program Coordinator. This has proven to be a very successful with over 35 youth in attendance.



Activities included: dancing, curling, skating, as well youth volunteered in their community with Nanaimo Community Gardens and Nanaimo Foodshare Society.

Settlement Services continued ...



A women's group was also created in partnership with the Nanaimo Women Resource Society and a Family Match Program to assist Newcomer Families to get to know their new home. In this program Newcomer Families are match with Nanaimo families to spend time together, helping them understand their new country and take part in activities in the community.

Throughout the year staff provided a number of community outreach activities to promote community connections among immigrants, in relation to other service providers, and within the community in general. These outreach activities included but not limited to attending community meetings, hosting information booths and hosting community partners to deliver their services at CVIMS facility.

Settlement workers coordinated the service delivery and the interpretation service for community partners such as School District 68, Community Dental Hygiene Program through Island Health, and Nanaimo Division of Family Practice. As part of the settlement services, the settlement workers and community volunteers assisted over 100 low to middle income newcomers to file their income tax returns under the Community Volunteer Income Tax Clinic with Canada Revenue Agency.

It has been a busy and exciting year for CVIMS Settlement Services. We would like to thank the many volunteers that assisted us this year in making Nanaimo feel like home for many newcomers. We would also like to thank Immigration, Refugees and Citizenship Canada (IRCC) and the Province of British Columbia for their financial support.

Settlement Staff



SAMANTHA LETOURNEAU
SETTLEMENT MANAGER



RIM SHIN
SETTLEMENT WORKER



JENNIFER BRICKER
SETTLEMENT WORKER



MING FREDERICK
SETTLEMENT WORKER



AHMAD BRIZ
SETTLEMENT WORKER



DAISY BERESKA
SETTLEMENT WORKER



FERAS SAEDAM
RAP COORDINATOR



DEANNA WARD
YOUTH WORKER

Language Program - LINC



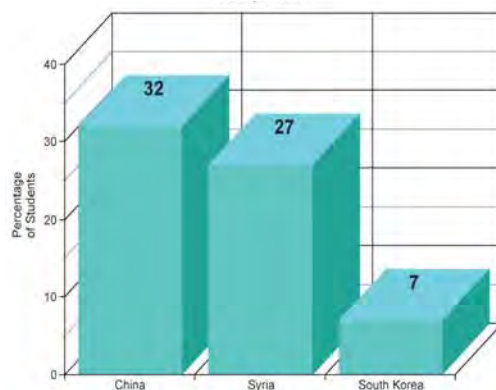
Submitted by Jillian Yun, LINC Program Coordinator

Funder: Immigration, Refugees and Citizenship Canada (IRCC); BC Ministry of Jobs, Tourism and Skills Training

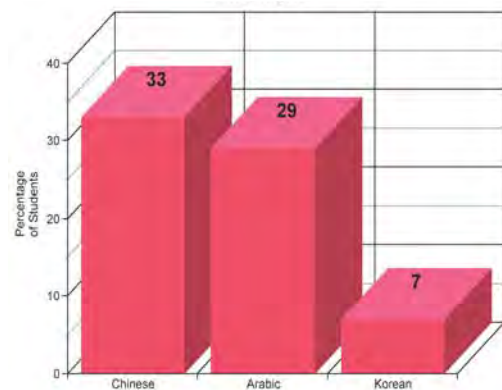
Language Instruction for Newcomers to Canada (LINC) is free English language training for eligible newcomers to Canada funded by Immigration, Refugees and Citizenship Canada. This year we offered 2.5 hours of training a day to a total of 230 clients from levels 1 to 8, Mondays to Fridays. Free child-minding was also available for pre-school aged children while parents attended classes.

Since we first welcomed our Syrian newcomers through government and private sponsorship groups in early 2016, the number of students from Syria and Eritrea has doubled from 31 in the previous year to 70: 49 of them were government sponsored, and 16 from private sponsorship groups and 4 were others.

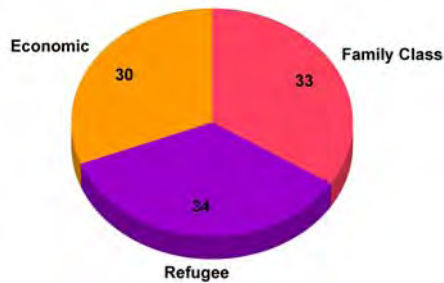
Country of Birth



Mother Tongue



Immigration Class



Main Purpose for Language Learning



A placement test to enter the LINC program continued throughout the year through Canadian Language Benchmark Placement Test (CLBPT). We assessed a total of 163 clients, with the most assessed level during this fiscal year being LINC 1 followed by LINC 6, LINC 5, LINC 4, LINC 7, LINC 2, LINC 8 and LINC 3. 67% of the students with refugee status were assessed at LINC 1, which clearly identified the needs of a class supporting literacy and low beginner students' learning. We also provided the CLBPT service with fee for a total of 65 clients to access work related training programs with a language component outside of CVIMS.

The biggest change brought to our LINC classes this year was Portfolio Based Language Assessment (PBLA), a new approach to an assessment and evaluation of students' progress. With PBLA, students complete a needs assessment, set their language learning goals, compile various examples of language proficiency and learning in their binders called Language Companions throughout the term, and in the end, their binder is used as evidence of their progress. After our PBLA lead instructor's successfully completed PBLA training, the LINC instructors acquired the various aspects of PBLA through ten intense training sessions with PBLA lead instructor. Instructors began to use needs assessment and elements of PBLA in their classes in January 2017 and are anticipating a full implementation in September 2017.

Language Program continued ...



We continued to refer students who are unable to attend LINC class in person for various reasons to the LINC Home Study program. LINC Home Study is distance learning allowing students to study from home with instructors giving weekly lessons by Skype or over the phone. A total of 16 clients were referred this year and benefited from the LINC Home Study program.

LINC had another successful year, as the survey shows that over 90% of students feel that LINC class helps them learn about life in Canada and would recommend the LINC program to their friends. Our language training program has been continuously evolving over the past few years, from provincially funded ELSA to federally funded LINC, from only a few levels to eight levels, from one standardized progress test to PBLA. Accordingly it has changed the shape of our classes and students' learning. Whatever the changes may be ahead, LINC program staff will ensure that our students can learn in a comfortable and supportive learning environment to get the best out of our program, regardless of their language learning goals.

LINC Staff



JILLIAN YUN,
LINC PROGRAM COORDINATOR



NANCY HAYNE
INSTRUCTOR, LEVEL 1 & 2



GERALD HALABURA
INSTRUCTOR, LEVEL 1 & 2



EMIKA ASANI
INSTRUCTOR, LEVEL 3 & 5



MAGGIE WOUTERLOOT
INSTRUCTOR, LEVEL 4



BRIAN EGGIMAN
INSTRUCTOR, LEVEL 6 & 7/8

HIPPY Program

Home Instruction for Parents of Preschool Youngsters



Submitted by Swedini Halliday, HIPPY Manager

Funder: Immigration, Refugees and Citizenship Canada (IRCC); BC Ministry of Jobs, Tourism and Skills Training

“Home Instruction for Parents of Preschool Youngsters” (HIPPY) program was launched by the Central Vancouver Island Multicultural Society on May 27, 2014. Since then, over forty families have participated in the program each year.

HIPPY is a school readiness program that is offered to low income, isolated families. HIPPY recognizes the parent, primarily the mother, as the child’s first and most important teacher. The thirty week curriculum is delivered to the mother by a Home Visitor. The mother uses the activities and practical information, provided in the lessons, to develop the cognitive, social, emotional and physical skills of the child.

In the past year, the program was offered to forty-one families who emigrated from thirteen countries and among these were eight Syrian Refugee families. An Arabic speaking Home Visitor was employed to teach the program to the Syrian mothers. In total five Home Visitors native to China, Indonesia, Bosnia/Hercegovina and Iraq delivered the program to the families.



Maja, one of the Home Visitor, was interviewed by HIPPY Canada. In this interview Maja spoke about her life prior to arriving in Canada, the challenges she faced as a newcomer and the impact of being a HIPPY Home Visitor has had on her and her family. Maja's story will be included in a book. Also, Maja could become a potential recipient of the Mother's Matter Award at a ceremony held in Ottawa.

As well, HIPPY Canada interviewed a mother who participated in the Age 3 and Age 4 program who will be advancing to the Age 5 program this fall. This is her story, featured in the **Because Mothers Matter** magazine.



Ghadir

SHARING KNOWLEDGE

Ghadir is a HIPPY mom from Nanaimo, British Columbia. She was born in Gaza and, in 2011, due to safety concerns, moved to Canada along with her husband and three daughters. This was followed by her son's birth in 2012.

Ghadir's two biggest struggles as a Canadian immigrant have been her separation from family back in her home country, combined with lack of friends in her new community. She found out about HIPPY through the Central Vancouver Island Multicultural Society while she was taking ESL lessons and since joining, her son has excelled in the program.

Besides acquiring academic skills, Ghadir also noticed changes in her son's attitude. He became more

patient, organized and cooperative. His self-confidence grew and his leadership skills improved.

Taking part in the HIPPY program made Ghadir realize the importance of quality one-on-one time, and she now strives to spend at least 15 minutes a day with each of her children. HIPPY has ultimately affected her views on life and motherhood, while enabling her to socialize with other mothers in the program.

Ghadir is currently working as an English-Arabic translator having completed her diploma in this field. She would like to return to school to work toward a diploma in Medical Interpretation so she can extend her knowledge to help more people, including new immigrants.

HIPPY Program continued ...



The HIPPY mothers continue to attend monthly group meetings where they socialize with other mothers. At these meetings the mothers also participated in information sessions on Theft & Fraud, Triple P Program, Aboriginal History, Financial Planning etc. A high percentage of mothers attended these meetings, higher than at the other HIPPY sites.

The 2017 Graduation Ceremony was held on May 31st. Thirteen children graduated after completing the Age 5 program year and the remaining children advanced to the next level. The celebration was attended by the local dignitaries, the CVIMS Acting Executive Director, CVIMS Board Members, local media and families and friends of the participants.

The Home Visitors had the opportunity to travel to one of the HIPPY sites in Vancouver to join a training session. They were also able to visit the HIPPY Canada office and meet the staff. The Program Manager attended a HIPPY In-Service in Saskatoon where she spent five days with managers and coordinators from all the Canadian Multicultural and Aboriginal HIPPY sites.

The participants value this program and believe in its benefits to themselves, their children and the entire family. The HIPPY Manager and Home Visitors admire the dedication and the commitment of the mothers in delivering the program to their children. CVIMS is pleased with the success of this program and the support it has received from the Nanaimo community.

HIPPY Staff



SWEDINI HALLIDAY
HIPPIY MANAGER

NO PHOTOS

HOME VISITORS:
MAJA DJILAS
ENNA KURINA
NADIA SOUFAN
TRACEY MAO
ZHAO ZHANG

Employment Services



Submitted by Angelika Valchar, Employment Manager

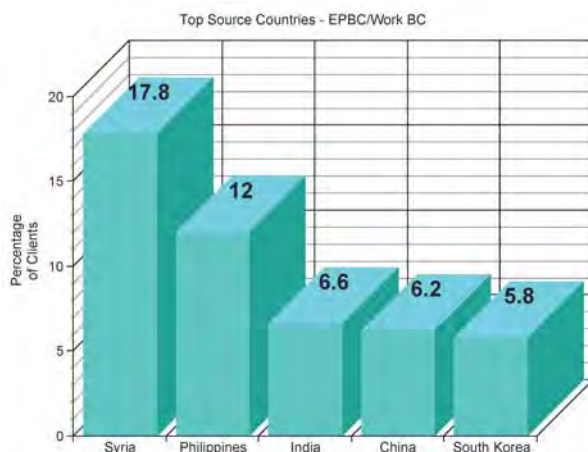
This year, Employment Services tailored programming to meet the unique needs of newly-arrived refugees and continued to provide services to our clientele seeking employment support.

Some of the accomplishments include:

- ✓ Launch of the new **Career Paths for Skilled Immigrants** program in January 2017. Career Paths replaces the Skills Connect for Immigrants program, which CVIMS delivered successfully for nine years. The service area for **Career Paths for Skilled Immigrants** includes Vancouver Island North and communities such as Port Alberni, Campbell River, Courtney/Comox, Qualicum, Parksville, Nanaimo and Ladysmith. The program focusses on customized career counselling, training supports and occupation specific language training (*select occupations*) for skilled immigrant job seekers.
- ✓ Partnering with WorkSafeBC and Thorne Consulting, delivered a session Working in BC: An Orientation for New Arrivals from Syria. The session was attended by 22 newcomers, many of which were then able to include the successful completion of the orientation on their resume. Local employers provided very positive feedback as safety in the workplace is a critical concern for all.
- ✓ Collaborations with numerous community Employment Services agencies including GT Hiring Solutions, VIVRS, NYSA, Island Deaf and Hard of Hearing Society and Educational Institutions including VIU, Sprott-Shaw College, Discovery College, Drake-Medox College, Alert First Aide Inc., Forefront Training Services, and many more.

- ✓ Developed relationships with many local employers who provided employment opportunities to recent immigrants, just to name a few: Laird Wheaton GM, Cornerstone Tile, Sports Barbers, Wyndlaw Acres, Pheasant Hill Homes, Nanaimo Precast, North Gate Best Western, Tim Horton's, A&W and many more.
- ✓ Delivery of two Information Sessions specifically for Private Sponsorship Groups in the community to share information: understanding refugee employment issues; availability of employment services; understanding the BC Employment/Career programming system; and employment options for sponsored families. Both sessions were well attended and well received by the participants.
- ✓ Maintained continuity of various employment programs including **EPBC / WORK BC, Job Ready** and **Career Paths** as well as delivery of employment services under the Settlement contract for naturalized citizens, Temporary Foreign Workers, International Students who are working or are on a post-grad work permit.

Top Source countries of EPBC / WORK BC:



Employment Services continued ..



'Job Ready' program continued in its second year of operation. During this time, services were provided to 55 clients from various cultural, social-economic backgrounds and including financial support towards short term training, credential evaluation, child care, wage subsidies and other extraordinary costs in the amount of **\$43,155.82**. We said "Goodbye" to Job Developer Douglas Haylock.

The accomplishments of CVIMS Employment Services speak to a true dedication and passion of devoted staff following the mission of CVIMS. We also acknowledge the contributions of our funding partners: Ministry of Social Development and Social Innovation, Ministry of Jobs, Trade and Technology, IRCC and WorkSafe BC.

The Employment team is looking forward to another year of delivering services that benefit clients and community members.

Employment Staff



ANGELIKA VALCHAR, CCDP
EMPLOYMENT MANAGER



CHARLEE TOUCHETTE, CCDP
EMPLOYMENT CONSULTANT



ELENA CHERKASOVA, CCDP
EMPLOYMENT CONSULTANT



WENDY PHILLIPS
FACILITATOR



DARCIE GARUCK
EMPLOYMENT CONSULTANT



DOUGLAS HAYLOCK
JOB DEVELOPER

Children's Program



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

Funder: Immigration, Refugees and Citizenship Canada (IRCC); BC Ministry of Jobs, Tourism and Skills Training

The year started with a bang with the arrival of the large group of refugees and the addition of an evening class for April-June. We then continued with a summer class for those students in July & Aug. So Childminding was extra busy.

We served 64 LINC children and another 62 HIPPY & Settlement children this year.

In the fall we ran a Parent & Tot drop in program on Friday mornings in cooperation with PacificCare and assisted with childcare for Triple P Parenting evenings. In February & March we held a Saturday IPALS program in cooperation with Literacy Central Vancouver Island.

Our community involvement also included taking part in School District 68's Healthy Start to Learning event, Early Childhood Educators of BC Nanaimo branch, ECEBC Island Region Network, VIU ECE Community Advisory Panel and mentoring a ECE practicum student from VIU. Presentations were 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, Ji Yun, Denise, Youngmi, Peggy & Clodagh.

Also many thanks to our wonderful volunteers – Fiona Murphy, Mary Chen, Irene Hassard, Hala Auqab, Kelly Passos de Sousa, Anne Marie Jones, Sally McLean, Joan Warner, Anna Malerba, Shanthi Balija and Laila Hussain for regularly sharing their time and talents along with many others who helped with all our extra classes.

Daycare Staff



SUE LUOMA
CHILDREN'S PROGRAM MANAGER



VANIA ZANETTI
CHILDREN'S PROGRAM COORDINATOR



OLENA NAGORNA-KRYVONOS
CHILDREN'S PROGRAM ASSISTANT

NO PHOTOS

CHILDREN'S PROGRAM ASSISTANTS
PASCO HAMBURG
DENISE JAMIESON
JI YUN KIM
YOUNGMI UM
PEGGY LAKE
CLODAGH O'GRADY

Our Primary Program Contracts



- Immigration Refugees & Citizenship Canada
- B.C. Ministry of Jobs, Tourism and Skills Training
- B.C. Ministry of Social Development/GT Hiring Solutions
- ASPECT
- Canadian Council for Refugees
- Immigrant Services Society of BC

A Very Special Thanks To Our Donors

April 1, 2016 – March 31, 2017

- City of Nanaimo, property tax exemption
- Mosaic IT, in Kind
- Nanaimo Chinese Cultural Society
- Early Childhood Educators of BC
- Great Canadian Casinos Inc.
- Coastal Community Credit Union
- Hotel Nanaimo Holdings Ltd.
- Rock City Elementary, Grade 1
- Friends of the Syrian Refugees Group
- Knights of Columbus Holy Trinity Council
- Nanaimo Filipino Canadian Association
- The Indonesian Community
- ICN Refugee Sponsorship Group
- EDC System Inc.
- Nanaimo Contemporary Ballet

...and our many, very generous, private donors!

Our sincere apologies if we missed anyone.

Staff List

Apr 1st, 2016 – Mar 31st, 2017

Executive Director: Hilde Schlosar / Kelly McBride (*acting as of Oct 2016*)

Assistant Director: Nanette Leather

Program Director: Robert Dawkes

Operations Director: Kelly McBride

Reception and Client Services: Manoela Curado

Accountant: Wendy Pepperdine

LINC Program

LINC Coordinator: Jillian Yun

LINC Instructors: Emika Asani, Brian Eggiman, Nancy Hayne,
Maggie Wouterloot, Gerald Halabura

Employment Program

Employment Manager: Angelika Valchar

Employment Consultant EPBC: Charlee Touchette, Elena Cherkasova

Employment Consultant Job Ready: Darcie Gabruck

Facilitator: Wendy Phillips

Job Developer: Douglas Haylock

Settlement Program

Settlement Manager: Samantha Letourneau

Settlement Workers: Rim Shin, Jennifer Bricker, Ming Frederick,
Ahmad Briz, Daisy Bereska

Youth Activity Worker: Deanna Ward

RAP Coordinator: Feras Saedam

HIPPY Program

HIPPY Manager: Swedini Halliday

Home Visitors: Maja Djilas, Enna Kurina, Tracey Mao, Nadia Soufan, Zhao Zhang

Children's Program

Children's Program Manager: Sue Luoma

Children's Program Coordinator: Vania Zanetti

Children's Program Worker: Olena Nagorna-Kryvonos

On Call: Gail Collins, Pasco Hamburg, Denise Jamieson

Contract LINC Assessor: Mary Peters, Edith Ives

Contract Counsellor: Dr. Martine Charles

Contract Janitorial: Regency Commercial Cleaning

