

Annual Report 2011-12



Centre for
Newcomers

Welcoming People from Around the World

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Table of Contents

Report from the Chairperson	1
Report from the Executive Director	3
Human Resources and Organization Development	5
Children’s Settlement	7
Immigrant Settlement	9
Career Development and Training Programs	
• Career Development and Job Search	11
• Business Communication for Professionals	13
• Moving Forward: Training for Employability	13
• Health Care Aide	14
• EthniCity Catering	15
English as Second/Other Language	17
Youth Services	19
Partnerships and Collaborations	21
Volunteerism	23
Summary of Services	25
Finance Report	27
Board Members and Staff List	29
List of Services	31

Report from the Chairperson

I am happy to report that the past year has been a productive one at the Centre for Newcomers while being accompanied by a significant amount of change.

I would like to start by thanking our Executive Director, management team members and all staff at the Centre for their focus and dedication to sustaining and improving the Centre for Newcomers in the past year.

Here is a brief summary of important accomplishments of the past year:

- The most visible change for the Centre for Newcomers has been our move to wonderful new facilities, which brings together all of our services at one location and enables us to better serve our clients.
- As with any mature organization, we have had retirements and resignations and as a result we had the opportunity to review our management team structure and responsibility assignments. We have welcomed several new members to our management team and are enthusiastic about the experience, skills and strengths each will contribute.
- Sub-committees of the board, (Human Resources, Governance, Strategic Planning, and Finance) have been working on their areas of focus and have improved the board's ability to process topics. During the past year we have added an External Relations sub-committee to provide additional focus in this area.
- We recognize that successful immigrant integration takes the work of many partners, and last year the Centre hosted several "partnership focused" events to promote collaboration between interested parties in the Calgary community.

Our "Immigrant Integration Model" which we accepted last year is proving to be an excellent framework for understanding both the stages an individual immigrant may progress through, and the change society must undergo to allow for the realization of the full benefits that diversity and immigration can bring to our city, province and country.

- Continued delivery of high quality programs and services by CFN staff to our clients for which we have been contracted by our funders, and for the renewal and awarding of new contracts for future services by our funders.

As we look forward we see exciting opportunities as well as some challenges we will need to address to continue to provide the high quality programs and services for which we are known.

I would like to thank Dale, our Executive Director, and my fellow Directors for their support over the past two years, during which time I have been the Board Chairperson. Your active engagement and thoughtful contribution have been critical to our collective success. As Dilan Perera takes over as Board Chair, I look forward to completing my term as a Board Member.

Finally, I would like to thank all society members and our funding agencies for their interest and support.

If you have an interest in becoming more involved in this endeavour please contact the Centre for Newcomers to explore the opportunities.

Ken Doerksen, Chairperson
On behalf of the Board of Directors

Report from the Executive Director

The same great services in a great new location – this has been one of the major themes in *The Year of The Move*. Consolidating services in a major shopping destination, the Centre has taken an important step towards positioning our organization for the future, and helping to establish settlement and integration as a key feature of an inclusive, multicultural community. I would like to thank Cabinet Solutions, Legacy Kitchens, and Alberta Culture and Community Spirit for significant contributions to the construction of the new facility, and my staff colleagues for their enthusiasm in taking on the additional work of relocating.

Newcomers to Canada are especially vulnerable to the ups and downs of the Calgary economy. However, despite fluctuations in the labour market, projections are that Alberta is facing a significant labour shortage in the coming decade, and governments are looking to immigration as a major contributor to this economic need. Calgary has been receiving approximately 20,000 immigrants per year, and this number is not likely to decline: the inflow of new people, and new cultures, brings exciting new possibilities for the creation of a vibrant, integrated community – to the extent that we together can ensure that newcomers are welcomed and encouraged to contribute their skills and talents, insights and creativity.

In anticipation of continued growth in the demand for settlement services, and increasing complexity as Calgary develops as an integrated community, the Centre is strengthening its services in a number of ways.

Consolidating our work at one location, to better facilitate client-focused connections between programs is one measure. More comprehensive and detailed strategic planning will help to make our work more efficient. Internal projects to strengthen business processes include a revision of our information management system, to ensure consistent and timely internal communication.

We are also taking a more deliberate and intentional approach to partnership and collaboration, in order to maximize our collective efforts. At the recent Partner Forum, we publically launched our Integration Model (insert to the Annual Report), which illustrates our understanding of the broader conceptual framework in which our services are located. We offer this framework as a vision of the process by which newcomers and the receiving community work together in the creation of a new vision, in which people of diverse backgrounds participate fully as citizens.

Dale Taylor, Executive Director

Human Resources and Organization Development

Centre for Newcomers epitomizes the concepts of diversity and inclusion. Not only do our employees counsel, teach, train and support newcomers from all over the world to ease their transitions to new lives and productive livelihoods in Canada, they also mirror the population we serve. Centre for Newcomers has been diligent in its hiring practices to make *valuing diversity* more than a buzz phrase.

Our more than 130 employees help thousands of newcomers annually in navigating the complexities of settling in a new land. We are professional teachers, facilitators, certified career development practitioners, certified immigrant settlement practitioners, registered social workers and certified life skills coaches -- to name a few of our qualifications. We hold undergraduate diplomas and degrees in various disciplines, post graduate degrees and doctorates. We are proud of who we are and how we serve the Calgary community.

Yet with all that our employees have accomplished in terms of education, training and other forms of professional development, it is their vision and hearts that make Centre for Newcomers a great place to work: their vision of a diverse and integrated community in which people of all backgrounds find and create opportunities to fulfill their dreams and participate fully as citizens, their heart for the value of those who seek our assistance.

In 2011 the Centre for Newcomers restructured to create an even more nimble and responsive organization with major emphasis on teamwork and cross-functional communication. Shifts of this nature in structure, people and processes are not simply addressed by traditional HR processes, and needs to be complemented by an Organization Development (OD) approach. The Centre for Newcomers is committed to OD, a collaborative process in which employees who will be affected by change are actively involved in diagnosing needs and in designing new ways of operating to strengthen organizational capacity, and improve our services.

Bruce Meyers, Manager
Human Resources and Organization Development

Children's Settlement

Colour Our World, Children's Settlement Program believes that every child is unique. Program staff focus on what a child is able to do rather than what he/she is not able to do. Just as newcomer adults need to learn new skills to adjust and integrate to their new lives in Canada, so do their children. This unique program provides a venue for parents to learn and practice new skills alongside their children.

Keeping in mind the ongoing experiences and requirements of immigrant children, a wide variety of daily thematic units are planned. A total of 568 activities were conducted through the year. This curriculum includes topics in three broad areas: All About Me, My Surroundings, My Bigger Community. Children are introduced to Canadian holidays and "special" days through an annual Christmas party, trick or treating around the agency at Halloween, and a celebration of Canada Day. Enriching these classroom themes are excursions and activities for the families such as trips to the Calgary Zoo, the Calgary Tower, a leisure centre, the Calgary Public Library.

Collaboration with other services and special speakers is also key in providing important information to parents and their children. Some of these special presentations have included: Girl Guides, Managing Picky Eaters, Staying Home Alone, Canadian Education system, and Babysitting. Children aged 4 to 5 and their parents are invited to attend a Kindergarten Readiness series of workshops, culminating in a special graduation.

Other initiatives to connect parents and children with community resources include a regular, on-site immunization clinic and pre-natal classes (in partnership with Alberta Health Services). A very successful new initiative has been the introduction of free piano lessons, taught by a volunteer teacher from Flamingo Music School.

Ahmed, a three year old boy from Egypt joined Children's Settlement Program in April 2011. Being new to the county he was facing difficulty in coping with the change of environment. Ahmed was not ready to socialize with other kids his age and always wanted to play alone. He could not speak or understand English. At times he was seen throwing tantrums.

Ahmed's parents were disturbed and very anxious to seek help for their only child. Program staff planned activities based on Ahmed's needs. Communication with Ahmed was done in simple words to improve his understanding. Props and pictures were used to enhance his vocabulary. Regular art work contributed towards improving Ahmed's fine motor skills and cognitive development. Circle time was the best time to make him practice his language skills and to develop social skills by playing with the toys and his peers. As an only child, Ahmed was living an isolated life at home. His mother was introduced to other families who had children of same age. Regular participation in social gatherings helped Ahmed and his mother become a part of the group and gain confidence.

The encouraging environment gave Ahmed a path toward expressing himself. His language skills have improved so much that program staff now often remind him to complete his tasks and minimize chatting with his peers! Making use of community resources like recreational centres have made Ahmed a very healthy boy. He is making use of the amount of energy which is very common for his age. Ahmed is now a very popular boy among his peers. He shares toys and looks better behaved and happy during the sessions. He has become more receptive towards his surroundings and is still attending our settlement sessions.

Immigrant Settlement

What do our clients say?

“The Centre has guided us in all aspects of our settlement and put us at a great comfort.”

“You helped me build my confidence and I will do my best to help people when they need (it) as you did to me...”

“If I would be successful . . . you are one of the people I can say contributed to my success.”

Three comments from clients sum it up. Choosing Canada as one of the most livable countries, newcomers find the journey to dreamland presents challenges. Lacking information, essential skills and social support network, newcomers may experience waning self-esteem and depleting finances – often leading to mounting frustrations and stress. Often their high hopes plummet but succeed over time. Settlement Practitioners work with clients to prevent or reverse this progressive pessimism – and even clients who become discouraged in the early stages of their settlement.

Our clients’ successes make us creative and hopeful. Thanks for the support from Citizen and Immigration Canada and Alberta Human Services. Our services enhance the knowledge and skills of newcomers to stand on their own feet and navigate the system; their positive settlement experiences with our Centre spur them to give back to newcomers through the many volunteering opportunities in the community. They attribute their success to the social networks facilitated by settlement services, and, in turn, they touch the lives of others by becoming mentors and leaders in the community.

Services make a difference in the lives of newcomers by equipping them with necessary information, tools and skills they need to find and create opportunities to fulfill their dreams, which at one time in their challenging sojourn were greatly shaken and seemed impossible to reach.

The Program – What do we do?

Through a range of settlement services our clients increasingly access needed information, connect to community resources, enhance their social capital and acquire skills through opportunities to volunteer. With enhanced skills and knowledge of resources, newcomers become self-reliant and contributing members of the community. Settlement Practitioners support the initial stages of their transition and map out their settlement through action plans that identify needed information, resources and community supports. The program uses a community development approach to reach out to newly-arrived immigrants and refugees. Services are delivered in one-on-one and group settings, both at the Centre and in the community. Current activities include needs assessment; individual and group orientation for newcomers; settlement action planning; supportive counselling; workshops on various topics such as: financial issues, health, education, healthy family relationships, family unification, Canadian law, housing. Through off-site services, including a partnership with the Saddletowne Library, the many newcomers who cannot access office-based services due to barriers of language, transportation, finances and family situation, participate in sessions and workshops, hence contributing towards making a difference in the lives of Calgarians, wherever they are in the City.

Career Development and Training Programs

Working in partnership with funders, employers and newcomers, Career Development and training programs provide opportunities that help bridge newcomers towards gainful employment and ease their transition to become contributing members of the society. These services help newcomers have a long-term vision towards their career while developing their employability skills to address their immediate needs.

Career Development and Job Search

Career Practitioners work collaboratively with individuals so that they are able to make informed choices towards future employment and educational goals; learn new skills; understand the Canadian labour market and employment standards; develop intercultural competency in managing their career development. Newcomers develop and address their employment goals using the self-directed Job Search Centre; attend workshops to learn local job search skills; plan their educational and career path.

“Just to inform you that I was promoted in the company - I am now working as an HR Coordinator in a Calgary office. I started last Jan 5 and so far I am really enjoying the work not to mention also the good pay. Thank you for all the support and assistance that you extended to me.”

“Today is my first day with a communications company! Thank you so much for the knowledge you shared to us during our computer workshop. I was able to bring with me the skills and also confidence I gained from attending your workshop.”

Over 1,100 clients of the Career Development service met one-on-one with Career Practitioners for more extensive career and employment coaching and counselling. Services are offered in several languages and in English. The pre-employment workshops, E-Job Search and Managing Workplace Expectations are an access point to clients who require additional support. Our Service Canada Community Office served more than 9,000 newcomers who required assistance with EI applications, and who are seeking information on how to access other government services.

Newcomer Experiences

Jasmeen worked as a pharmacist in her home country, found a survival job in Calgary. She came to the Centre for career and job search support. She is now reconnected to her profession, working as a pharmacist and is currently writing her competency exams.

A professional with education and experience in Human Resources, Naveed accepted a job unrelated to his background. With the support and guidance of a Career Practitioner at the Centre, he was able to redirect his career and is currently working as a Human Resources Administrator.

Having attended employment workshops at the Centre, a client who has worked with multinational companies realized how the workshops helped her focus not just on the technical components of her job. These workshops gave her a better understanding of the workplace culture and how understanding the culture improved her relationships.

Training Programs

Business Communications for Professionals is a program which prepares internationally trained and experienced accountants with the skills and knowledge needed to bridge into employment in their profession in Canada. Thirteen out of fourteen of the clients who completed this program at the end of 2011 are now working full time in accounting positions in Calgary. One of these graduates, Mario Martinez, originally from Mexico, stated “*I cannot imagine my life in Canada without this program. I believe without this program, I probably would be working a survival job. But now, with the help of my teachers I’m very confident that I can find a job in my field. I would recommend this program to any accountant newcomer. You can see on the Internet about how to do your resume, how to prepare for an interview but the real life is very different. Furthermore, the life skills that the program provides, and the accounting courses from SAIT are powerful tools that I have used in my work placement already*”.

Moving Forward: Training for Employability is a targeted intervention for immigrants to Canada who have limited formal education in their first language and low levels of Essential Skills and English Literacy. This new program started in January 2012 and is now assisting 7 clients to develop their language, numeracy and job readiness skills and to prepare them for entry level jobs in the baking and meat cutting industry.

Health Care Aide provides academic foundation courses, life management, and Canadian workability skills for newcomers with an interest in establishing a career in health care.

Victor came to Canada from the Philippines in July 2010 with his wife and 2 teenage children. After a career in accounting and administration he retrained as a nurse and worked in a hospital.

Upon arriving in Canada, his high expectations turned into disappointments as he was not able to find a full-time job related to either profession. He was so depressed that he wanted to go back to the Philippines. His morale was so low and he could only hug his wife and cry.

With the help of his sister, he got employed as a carpenter but found working outdoors in December hard on his health. He did find part-time employment as a caregiver but struggled to find full-time employment in the health field. He became very discouraged and concerned for his role as a provider, and decided to apply for the Skills for Health Care. Skills for Health Care boosted his morale and he gained confidence in his profession. Upon completion of the training he found employment at a hospital. He finds his job interesting and fulfilling as his job entails the application of critical thinking.

Victor recently passed the Canadian English Language Benchmark Assessment for Nurses and is looking forward to upgrading as a Nurse. The training for the Health Care Aide certificate has helped him to create opportunities to return to his career as a Registered Nurse.

EthniCity Catering is a training business providing transitional paid employment experience in the food industry to newcomers, while serving authentic multi-ethnic meals to Calgary customers. In addition to on-the-job and kitchen skills training, participants also have in-class training to develop their Workplace Essential Skills: oral communication, reading, document use and numeracy. The program also supports clients to connect with community resources, build social networks and create employment and other opportunities.

When Yanisleidy Estrada, originally from Cuba joined the program in August 2011, she was very reserved and shy. Her communication level was low and she felt very isolated, with no networks or friends in Calgary. After she started the program she improved her English and her overall communication, formed new friendships and expanded her social network. Upon completion of the 12-week training, she found her first full time job at a cafe, and is currently enrolled to upgrade her English language skills.

Shy no more

Buzaheyu can't thank the Centre for Newcomers enough for how it changed her life - all within a span of five months of her coming to Canada. Buzu owned a restaurant in Kenya and when she came to Calgary in June 2011, she wanted a job where she would be able to use her culinary expertise. Like any new immigrant, she had a lot of settlement issues to take care of. One day while shopping, she came across a fellow Kenyan with whom she shared her predicament and was referred to a Settlement Practitioner at the Centre who referred her to EthniCity Catering. She identified instantly

with the program and joined the program as a trainee in August 2011 and since then has undergone a positive transformation.

"I learned a lot of new skills: about the Canadian work culture and developed a network of friends. Also, I got some exposure about working in the kitchen environment in Canada. During the course of training, I also earned a Food Safety Certificate from Alberta Health Services, an important piece of credential for getting hired."

Buzu, who knows Amharic and Kiswahili languages very well, was able to converse in English 'without feeling shy'. "I knew English but always felt shy of speaking it. Since I attended the training with other immigrant women from various parts of globe, I could learn how to converse in English. I don't feel shy no more."

Equipped with Canadian credentials, food safety card and positive references from Ethnicity program trainers, Buzu just walked in to a well known grocery retailer. "They looked at me, my credentials and also the food safety card. They talked to me briefly and said: 'Do you want to start a job right now? She was initially surprised but then regained her composure and said Yes, and started a job the very same day. "I must say, the Centre for Newcomers and Ethnicity Catering has played a major role in settling me, just in five months of coming to Canada. I have gathered a lot of confidence and I feel shy no more."

Update: Buzaheyu is now the proud owner of a restaurant in downtown Calgary.

English As Second/Other Language

Most adult newcomers expect to improve their English reading, writing, listening and speaking skills when they enter one of our classrooms. However, they quickly discover that teachers work collaboratively with them, other teachers, agency programs, and community resources to create a rich learning environment beyond verb tenses and pronunciation tips. At the lowest levels, teachers focus on helping students with the information and language skills they need to be successful in their daily lives in Canada. This may be as simple as a student learning to write his/her name and address and to be able to give this information orally when asked. Fieldtrips may be arranged to a local public library to get a free library card or up the Calgary Tower to practice directions while becoming familiar with the city from a bird's eye view. Students may practice how to make a doctor's appointment or listen to a special speaker on banking in Canada. Students may meet a City of Calgary Police Officer for the first time at a "You and the Law" presentation or may learn about recycling from a City of Calgary Waste Management presentation developed especially for newcomers with low levels of English.

In higher levels, classroom content frequently introduces skills necessary to find employment in Canada. Goal setting, both for English language improvement and for future career/education planning, becomes important. Students learn about and practice the soft skills necessary to be successful in Canada. Depending on students' interests, class content may focus on parenting or understanding the

K-12 Education system. Fieldtrips in these levels may include a visit to City Hall to learn about municipal government, the Provincial Court to learn more about the legal system, or local polling stations during election times.

From two Graduating Students in July 2011: *"The LINC program had been a real asset in our personal development and enhancing of our language skills. The Newcomers Centre had been a real asset in facilitating our experience."*

Manmohan Dadwal was a serious student. She started our program with Canadian Language Benchmarks (CLB) assessed at 5 (Speaking), 6 (Listening), 6 (Reading), and 5 (Writing). She took ESL classes in the LINC program with interest and dedication. She exceeded teacher's expectations by consistently practicing the language, submitting all of her assignments on time, and requesting extra work. She performed her classroom tasks diligently and helped other students in class. She graduated from LINC 5 with expected benchmarks, 7, 7, 7, and 6+ in March 2012, after spending 359 hours in part time and full time classes.

She used to be an instructor in her native country; therefore she comprehended the value of the LINC classes. She had chosen to pursue a career in Medical Laboratory Technology in Canada. After she graduated from our LINC Program, she was re-tested and received CLB's of 8, 8, 7, and 8. She was admitted into her program of choice at SAIT, however due to unavailability of immediate space she decided to start her studies at ABS College. She will start her program in July 2012. It is humbling to see such success stories through the LINC program

Youth Services

Immigrant youth – they are diverse, they are multicultural, they are multi-talented. And they face numerous challenges: being new to Canada, learning to adjust to new ways of life, while adjusting to adult roles. Some bring bruised and scarred memories, some are isolated, others traumatized, all are seeking to understand who they are and where they belong. Sometimes these realities contribute to high-risk behaviours by these individuals, hence the need for strong support structures. The Centre is one such well-positioned support structure providing youth programs and services for immigrants.

The Centre's suite of youth programs supports over 200 immigrant youth a year to receive counselling and skills training, and to build stronger and positive relationships and the networks needed for success in Canada. The need for these programs is summed up by a frustrated young person when he asked "*what should I do in the next 18 months? Shall I commit a crime and go to jail so I could enter your program?*" This is an expression of desperation. Informed by these calls for support, the Centre offers youth programs including: volunteer engagement, life management, employability skills, and support in exiting gang life.

Through outreach, group-based intervention and learning, these services offer immigrant youth the tools to successfully integrate and adapt to their new country. For most, successful integration strongly depends on the ability to enter the labour market. In some of the Centre's

programs, participants have personalized support in finding Work Experience Placements in accordance with their personal career goals. This exposure to workplace environments and culture, coupled with having alternatives to gang life, are all contributing to making a positive difference in the lives of immigrant youth.

A 20 year old immigrant youth, speaking of a volunteer opportunity as a forklift operator in a warehouse, commented, "*they took a chance in me and the chance has paid off for them and for me.*"

Partnerships and Collaborations

The Centre for Newcomers' partnership and collaborations drive is rooted in the principle that what is here we need, and what we have we value. As an organization that strongly believes in being the community it wants to build, the Centre fosters healthy relationships, cherishes the contributions of its people and values the people who are served. Our excellent programs are created in partnership with ethno-cultural communities, government, funders, sister agencies, institutions, faith groups, businesses, corporations and grassroots community groups.

Practical partnership endeavours in the reporting year include work on diversity and inclusiveness initiatives and human resource practices that impact services users of the Centre as they transition into the workplace. As well, collaboration between the Centre and Pro Bono Law Association supports service users who have legal needs. This partnership effort has resulted in the establishment of a Legal Aid Clinic that will begin our strategic planning and business processes.

Several other partnership initiatives include grassroots empowering work: Stichting Rights Initiative for Justice Foundation (SRIJUF), Cooperative ESL Ministries (CESLM), the University of Calgary and Mount Royal University. In collaboration with the 12 CSI group, the Centre is supporting education initiatives for newcomers to ease their settlement challenges and to equip them with the necessary knowledge about Canadian laws.

A particularly significant partnership effort is the Multicultural Peer Mentorship Program, a collaborative venture between the Chinese, Colombian, Nigerian communities and the Centre. This exemplary initiative provides newcomer professionals with supports to succeed in their respective areas of professional expertise. Though primarily focused on the 3 communities, program participants come from over 16 countries – making it a truly multicultural program and partnership.

The Centre's vision was celebrated at the annual Partner Forum in April 2012. Over 70 community partners came to share knowledge of their contributions to making Calgary a better place. These forums have also become avenues to create awareness and to empower each other to make a difference in the lives of all Calgarians. Showing how, together, we care.

Volunteerism: Link to Integration

Volunteer activities at the Centre extend the Centre's partnership engagement work. Seeking out meaningful volunteer opportunities for newcomers is a key support to integrating new Canadians into the Calgary community.

The opportunities provide connections between volunteers from the settled Calgary community with newcomers, as well, facilitating integration of newcomers as volunteers learn more about the needs of newcomers, the contributions that immigrants make to the community.

One particular meaningful connection from the first quarter of 2012 was from our Knitting Peer Support group. Two knitting instructors were connected with a group of immigrant women who wanted to learn to knit and make friends. One of the instructors was a bit nervous, as she had never worked with newcomers before. After her first volunteer shift with the women, she was glowing. "It was amazing", she said – and she absolutely loved it. As the weeks went by she continued to be touched by the sheer determination and spirit of the participants.

Another spirited initiative that the Centre takes on each year is the Volunteer supported Tax Clinic program. Close to 2,000 volunteer hours are devoted annually to ensuring that low income individuals are able to complete their taxes on time. A less known benefit of the tax clinic is the networking that happens between volunteers. Of the nearly 100 volunteers, most have backgrounds in accounting and bookkeeping.

On a tax clinic day, the volunteers take a lunch break together and get to know each other – to network and share knowledge. New friendships and sometimes job leads are created between settled and immigrant volunteers. Friendships between volunteers from past years are renewed and strengthened.

When meaningful connections are made, the capacity of newcomers to integrate is strengthened, ultimately strengthening our community.

I am from the Philippines and I came to Canada to work as a live in caregiver. It was totally a big challenge for me to work as a caregiver in a foreign land which is totally different from my career back home. My family and friends are living on the other side of the world so I feel alone most of the time. After a year of living in solitude, a friend of mine introduced the Centre for Newcomers. As soon as I stepped in the place, my heart was filled with glee because finally I felt that I belong to a group of people with the same experiences and situation as mine. I decided to be one of their volunteers. At first, the volunteering was simple but gratifying. It involves cleaning and preparation of the room needed for the seminar and workshop that most of the times we also benefited from it. I also volunteered to choreograph dance and we were invited to perform in several events.

In summer of 2010, I had the opportunity to be one of the clients who took the CLT program by Engineers without Borders. I would say that the class was very helpful for us especially those who don't have enough experience in using the computer. During this time, I realized that I also wanted to share my knowledge about computer. In September 2011, I was given the opportunity to be an assistant teacher for Computer Literacy Training for live in caregivers. From then, I saw the need of caregivers to have Computer Literacy Training so I decided to make a lesson that is suitable for caregivers' necessity. Finally in Sept 2011, I was given another opportunity to teach Computer Literacy Training for live in caregivers.

Now, I can say that I am not only receiving the services from Centre for Newcomers, I am also volunteering to provide the services needed especially by caregivers. My volunteer work at the Centre for Newcomers was selfless experience. To me, it was something that I enjoyed doing and found it to be my leisure time after working on weekdays. Until now I still have the passion to volunteer and help others.

Summary of Services: 2011-12

	2010-11	2011-12
Career Development and Job Search		
Career and Business Information Hub		
# of client contacts	24,350	19,243
Employability Workshops		
# of sessions	366	378
Employability Assessments	920	953
E-job Search Workshops		
# of participants	109	107
Service Needs Determination	n/a	172
Job Placements	35	0
<i>This service is no longer provided</i>		
Service Canada Community Office		
# of inquiries	10,692	9,229
Managing Workplace Expectations		
# of participants	29	42
Children's Settlement		
# of child participants	600	732
# of adult participants	377	473
Immigrant Settlement		
# of clients served	2,857	2,853
Multicultural Peer Mentorship		
	n/a	164

	2010-11	2011-12
LINC, English as a Second Language		
# of seats	2,016	2,136
# of child care seats	144	192
Student progress levels		
from LINC 1 to LINC 2	50	41
from LINC 2 to LINC 3	101	106
from LINC 3 to LINC 4	97	96
from LINC 4 to LINC 5	118	100
graduated from LINC 5	118	89
Training Programs		
Business Communication for Professionals		
# of participants	27	27
EthniCity Catering		
Sales Revenue	\$172,813	\$172,329
# of clients served in		
Work Experience Training	44	47
# of meals served	20,669	19,922
Moving Forward	n/a	7
Skills for Health Care		
# of participants who completed training ..	18	26
Youth Services		
Youth Possibilities	135	60
Youth Quest	26	50
Stepping Out	55	
Volunteer Development		
# of volunteers	1,074	584
# of volunteer hours	10,900	9,800

Finance Report
April 1, 2011 – March 31, 2012

Revenue by Source

Federal Government	\$4,444,570	56%
Provincial Government	2, 962,018	38%
Community Agencies	251,752	3%
Donations	13,410	0%
Catering Sales	172,329	2%
Other Revenue	<u>103,047</u>	<u>1%</u>
	\$7,947,126	100%

Expenses

Personnel Costs	\$5,243,675	65%
Direct Program Costs	851,094	11%
Facility Costs	750,606	9%
Amortization	286,810	4%
Capital Assets Contributed by Funders	515,334	6%
Other Operating Costs	<u>380,792</u>	<u>5%</u>
	\$8,028,311	100%

Thanks to our Supporters

Services at the Centre for Newcomers are offered without charge to participants through the generous support of donors and program sponsors, including:

For on-going services:

- Alberta Human Services
- Citizenship and Immigration Canada
- City of Calgary, Family and Community Support Services
- Public Safety Canada
- Service Canada
- United Way of Calgary and Area

For special projects in 2011-12:

- City of Calgary, Community & Neighbourhood Services
Theory of Change and Logic Model – Staff Development
- Government of Alberta, Culture and Community Spirit,
Community Facility Enhancement Program Grant -
*Grant to assist with upgrades to the Centre for
Newcomers' facility*

Board Members and Personnel

Board of Directors

Ken Doerksen, Chairperson
Dilan Perera, Vice Chairperson
Marco Stangherlin, Treasurer

Members: Charles Buchanan, Stuart Chow, Khatera Haidery
Ranil Herath, Michael Kurtz, Don MacDiarmid, Catherine Todd

to June 2011

Allan Hiebert, Hieu Van Ngo, Susanne Barr

Personnel

Abbas , Nahilah	Cvijetic, Biljana	Khanna, Moushmi
Agnihotri , Peeyush	Denda, Slavica	Kunnel, Johnson George
Ahmed , Rais Uddin	Douglas, Lois	Lenon, Victoria
Alam, Kaniz	Dumitrescu, Maria	Lim, Teresita
Amer, Hayat	Easthouse, Randy	Liu, Xu Kitty
Armstrong , Susan	Elhusseini, Noha	Ma, Ying
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