



Centre for
Newcomers

Welcoming People from Around the World

Annual Report 2009-10

125, 920 – 36th Street NE
Calgary, Alberta T2A 6L8
Telephone: 403-569-3325
www.centrefornewcomers.ca

Table of Contents

Report from the Chairperson	1
Report from the Executive Director	2-3
Programs and Personnel	
▪ Community Development	4-7
Children's Settlement	
EthniCity Catering	
Immigrant Settlement	
Mobile Settlement	
Temporary Foreign Workers	
Welcoming Communities	
Volunteer Development	
▪ Employment Services	8-11
Career Development and Job Search	
Skills Investment, Health Care Aide	
Stepping Out	
Youth Services	
▪ English as a Second Language	12
Finance and Administration	13
Executive Office	13-14
Finance Report	15
Summary of Services	16-18

Report from the Chairperson

At the Annual General Meeting, the Board of Directors welcomes the opportunity to report to the membership of the Society. I would like to begin by thanking my Board colleagues: as usual, the roster has changed somewhat during the year. Dolly Castillo resigned for family reasons; however, we're pleased to note that Dolly is now able to return and is thus on the nominations slate again. Also, 2009 marked the end of the term for Harvey Wiehler, and for Jude Udedibia, who has moved to Edmonton. Ken Friesen and Lisa Tan have indicated that they are not able to continue on the Board. On behalf of our Society, I want to wish all of our departing Directors all the best in their future endeavours and thank them for their contributions to the Centre.

I also want to take this opportunity to advise the membership that, after this meeting, while I will continue on the Board, I will be stepping down as Chair. I have enjoyed my four years as Chair and have found it quite fulfilling; at the same time, I see the organizational benefits of getting new people into new Board positions. We also anticipate transition in other offices: Allan Hiebert is planning not to continue in his role as Treasurer, in deference to his other volunteer commitments. Allan has been a terrific financial over-seer, never letting our statements be covered in red ink, and we are grateful for his willingness to support a new Treasurer.

The Board of Directors is legally responsible for governance, guidance and operations of the Center for Newcomers, and provides ongoing guidance to the Executive Director and staff. While the Centre for Newcomers is a Not-For-Profit Society, it is also a substantial business with an annual budget that exceeds \$8.1 million. The bulk of our funding, for which we are very grateful, comes from the federal and provincial governments, and the Board takes its statutory duty of accountability very seriously. We are spending -- for the most part -- your and our tax dollars and we operate with the expectation that this money must be well spent and good value provided. We strive to fulfill our governance duties without being bothersome "micro-managers."

The services we provide are not theoretical or intangible. Last year, we served approximately 7,500 people, helping to make their migration to Canada an enriching experience, through much-needed integration services, especially for those newcomers who may be vulnerable and adrift in a strange new world. Our revised mission -- *to achieve the integration of newcomers in the community, through services and initiatives that promote diversity, participation and citizenship* -- guides our decisions. The Board supports the services of the Centre through combining strategic and long-range

considerations with diligent monitoring of the more prosaic day-to-day issues such as ensuring we have adequate leasehold space, and enough money in the till to adapt to the changing needs of newcomers. Recently, we have been developing long term policies, especially concerning Board sustainability and succession planning.

In anticipation of the World Cup of football, I recently learned that South Africa's national motto is "Unity Through Diversity," a truly commendable goal. I hope that with continued strong football-playing immigration, maybe Canada can actually qualify for future World Cups and compete with the rest of the world -- rather than being content to be simply the best nation in the world on hockey skates.

Respectfully submitted,
John L Townley, Chairperson

Board of Directors: 2009-10

Chairperson: John Townley
Vice-Chairperson: Hieu Van Ngo
Secretary: Harvey Wiehler (to December 2009); Ken Doerksen
Treasurer: Allan Hiebert

Directors:
Susanne Barr Dolly Castillo (to October 2009)
Ken Friesen Dilan Perera Lisa Tan

Report from the Executive Director

I am pleased to report on the success of another year of assisting newcomers to Canada to find connections in Calgary. We have continued to develop our services, and our professional skills, in areas where we have provided service for many years. We have also continued to initiate new services, and to establish and achieve new organizational goals, to ensure that the Centre continues to be a source of excellent settlement and integration services, and an exciting and rewarding workplace where everyone's contribution is valued.

In our core program areas we have continued to develop and improve our service, and have provided professional development activities through which staff members continue to build their expertise. In all disciplines, the Centre sets an exemplary standard for immigrant-serving agencies in Alberta, with a level of staff professional achievement – ATESL certified teachers, certified Settlement Practitioners, and certified Career Development Practitioners – well above the average for our sector. I would like to thank and

congratulate my staff colleagues for their commitment to excellent service, and to lifelong learning and professional and personal growth. It is an honour to work with a staff group that is so committed to the welfare of the people we serve and so enthusiastic in their support for each other.

One new service initiated in 2009-10 has been the Stepping Out program, for which we gratefully acknowledge the support of a new funding partner, the National Crime Prevention Centre of Public Safety Canada. This initiative is designed as a wrap-around service for immigrant youth at risk of gang involvement, and includes one-to-one services, group-based communication and lifeskills development, and work with ethno-cultural community leaders and with public sector service providers (including the Calgary Police Service) to reduce the risk factors for these young adults.

One major organizational development initiative in the past year has been a comprehensive organizational review: the purpose of this was not to examine our mission, plans or services, but to understand how, in growing from a budget of \$2M to \$8M in just a few years, the Centre might need to adjust its management approach and structure. One of the major results of the review was the development of a prioritized workplan for the management team; in order to address emerging needs, we have also created two new management positions, Director of Client Services and Community Relations Manager, and are pleased to introduce the wonderfully skilled new colleagues we have recruited to these positions.

The creation of a Community Relations department also helps us to address the Centre's mandate to support settlement and integration through initiatives that help to make Calgary a more welcoming community for newcomers from, literally, anywhere in the world. This work has been given additional focus by the Board's work, in 2009, to revise and refine the agency mission statement so as to affirm our commitment to integration as a "two-way street." The revised mission focuses on results: we are here in order to *achieve the integration of newcomers in the community, through services and initiatives that promote diversity, participation and citizenship.*

Thank you to our staff, Board, funders and other supporters for believing in this mission and helping us to bring it one year closer to fulfillment.

Respectfully submitted,
Dale Taylor, Executive Director

Programs and Personnel

The list of personnel for each program includes those who have worked at the Centre for Newcomers between April 2009 and March 2010.

Community Development

Marichu Antonio, Manager (to June 2009)

Victorino Lantion, Interim Manager

Children's Settlement Program

Colour Our World, Children's Settlement Program, is an innovative settlement service for newly-arrived immigrant and refugee children aged two to twelve. This unique learning program helps newcomer children adjust to life and school in Canada through learning and fun activities.

The program includes one-to-one and group sessions for children and their parents, focusing on children's settlement issues such as overcoming social and emotional isolation, coping with the changing weather, sports, food and other customs as well as preparing for schools in Canada. Besides targeting settlement needs, program activities also support growth in four major areas of child development: language, cognitive, social and motor skills.

Personnel: Zainab Qaiser Khan, Co-ordinator
Meenakshi Singhal, Children's Settlement Practitioner
Maria Aurora Gan, Children's Settlement Practitioner
Merrillii Pinaroc, Children Settlement Assistant

This service receives financial support from Citizenship, Immigration and Multiculturalism Canada.

EthniCity Catering

This social enterprise provides workplace essential skills training and Canadian work experience to newcomers, and multi-ethnic food to Calgary customers.

EthniCity's 54 training participants came from 16 countries around the world, and received a total of 5,400 hours of paid training. EthniCity clients receive Workplace Essential Skills training while gaining workplace experience as they work in EthniCity's commercial kitchen.

This year, EthniCity provided 21,500 servings of food to the general public, up 900 servings from the previous year. This year's sales revenue of \$185,000 represents 93% of the sales target. The economic downturn played a significant role in the shortfall of EthniCity's revenue. At the same time, the economic downturn resulted in an increased need for EthniCity's training

service; for each session of 15 participants, we had a recruitment pool of 50-60 suitable clients in need of workplace skills development.

In 2009, the program made some changes to improve business and training outcomes. A Chef's position was added to professionally set up and manage the kitchen operation while a training facilitator delivered the training component.

EthniCity continues to develop its expertise as a social enterprise, and has developed a business model to maximize sales while supporting the key role of providing Workplace Essential Skills training. EthniCity's program was featured at the Calgary Foundation, Friends of the Foundation Annual Celebration and was presented in a workshop on social enterprise for settlement and integration, at the National Metropolis Conference.

Personnel: Sherry Choma, Training Co-ordinator (to June 2009)
Linh Bui, EthniCity Co-ordinator
Ebtisam Temraz, Training Facilitator, Michael Tse, Chef
Angelica Aguilar (to August 2009), Mediatrix P. Tarun, Customer Relations
Afaf Mohammed, Osama Sofan, Kitchen and Delivery Staff

This service receives financial support from the United Way of Calgary and Area and Calgary Learns.

Immigrant Settlement

Newcomers find assistance in meeting their settlement needs: the service provides information and orientation; links to resources, services and people in the community; and settlement action plans to help newcomers to participate fully as active citizens in Canada.

The program uses community development approach to reach a wider segment of newcomers. Services are delivered one-to-one and in groups, at the Centre and in the community. Current activities include individual and group orientation for newcomers; settlement action planning; supportive counselling; workshops on financial issues, family reunification and income tax. The program collaborates closely with ethno-cultural groups and community associations to help newcomers integrate and settle meaningfully in Canada.

Mobile Settlement is a distinct service within the Settlement program. It is designed to reach out with off-site services to some of the many newcomers who cannot access office-based services due to multiple barriers, including language, transportation, finances and family situation. Settlement services are offered in regularly-scheduled workshops at designated satellite venues.

Personnel: Jason Klinck, Co-ordinator
Team Leaders: Bukurie Mino (Settlement), Issa Mosa (Mobile)
Jie Shao, Outcomes Monitor, Yifru Beyene, Administrative Assistant
Settlement Practitioners: Hayat Amer, Mario Ayudo (to August 2009),

Dolly Begum, Teresita Lim, Neelam Madan, Maria Mora, Janice Moses, Dario Ontolan, Trina Rahimi, Irene Yi, Xiaoye Zhang.

Settlement Programs receive financial support from Alberta Employment and Immigration and Citizenship, Immigration and Multiculturalism Canada.

Temporary Foreign Worker Support Service

The Temporary Foreign Worker Support Service assists Temporary Foreign Workers to adapt to living and working in Alberta and integrating into Canadian society while they reside in Alberta; with 841 clients served, the program has achieved 170% of its target.

The service addresses both the general needs of newcomers, and the many unique needs that arise from the workers' unique situation in Canada. The economic slowdown had an adverse effect on temporary foreign workers. Many workers were laid off or had their hours significantly reduced, resulting in increased need for support services. Foreign workers, especially those who lost their jobs, were dealing with the challenge of continuing to provide income to their families in their home countries.

Support is provided regarding housing, connecting to government services such as the TFW Advisory Office and CIC, reporting illegal employment practices, isolation, depression, and health and family issues. Services are offered both in individual sessions, and in workshops providing government and community information – including, labour market, work permit processing, and finding appropriate and affordable options for leisure activities. The Centre's services were supplemented by a strong corps of community volunteers prepared to befriend and support temporary workers.

Personnel: Renato Abanto, Co-ordinator
Koli Agbing (to January 2010), Selina Cruz, Camilo Torres: Settlement Practitioners

This service receives financial support from Alberta Employment and Immigration.

Welcoming Communities

Welcoming Communities promotes the strengthened participation of new immigrants in civil society and fosters the development of more inclusive and welcoming communities for new immigrants. This program works with communities and institutions to adjust their policies, programs and practices in order to take advantage of the benefits of diversity, improve levels of economic prosperity and ensure social cohesion.

Welcoming Communities is the Centre for Newcomers' proactive response to the Government of Canada's larger effort to leverage the benefits of Canada's

diversity by reducing discriminatory barriers.

Activities include Hate Crime forums with the 12 Safe Communities collaborative, promotion of newcomers' perspective in the Ten Year Plan to End Homelessness, and action planning on community-wide initiatives with other members of the Immigrant Services Sector Council of Calgary.

Personnel: Victorino S. Lantion, Co-ordinator (to June 2009)
Dario Ontolan, Interim Co-ordinator

This service receives financial support from Citizenship, Immigration and Multiculturalism Canada.

Volunteer Development

Volunteer Development Program facilitates participation of newcomers, newcomer community groups and established communities and institutions to work collaboratively towards newcomers' meaningful integration into Canadian society.

A short term outcome that the Volunteer Development Program has consistently achieved is to ensure that newcomers become aware of volunteer opportunities when they come to Calgary. The program delivered weekly Volunteer Information Sessions to 423 newcomers and settled Canadians; participants in these sessions then joined the Centre as volunteers, teaching English or basic computer skills, or assisting with event planning and office administration. As the focus is volunteer development, the Centre also supports its clients to contribute as volunteers in other ethno-cultural and multi-cultural events and organizations.

Personnel: Maribel Javier, Co-ordinator
Alexander Nader, International Volunteer (to June 2009)
Pearl Mo, International Volunteer

This service receives financial support from Family and Community Support Services, City of Calgary.

Employment Services: Carol Simpson, Manager

Business Communication for Professionals

Business Communication for Professionals is an employment bridging program that provides internationally trained accounting professionals with training in Business Communication skills, enhanced language instruction, orientation to Canadian and workplace culture, job readiness and job search skills and a work experience placement.

Participants engage in a seven-month training program. In the first four months, the curriculum covers business English and workplace communication, and basic computer and accounting applications; in the next three months, participants develop their knowledge of Canadian accounting practices through three CGA Intermediate Accounting courses delivered through a partnership with the Business faculty of Ambrose University. After the training, participants are assigned to a six-week Work Experience placement as an accounting professional.

Personnel: E. V. J. Pulak, Co-ordinator
Sharon Horne, Career Practitioner
Cattaleya Hill, Program Assistant
Lisa Hicks, Vinay Thanawala: BCP Instructors

This service receives financial support from Alberta Employment and Immigration.

Career Development & Job Search

Immigrants to Canada, especially skilled workers and professionals, develop and address their employment goals. They use the self-directed Career & Business Information Hub for job search, and attend workshops to learn local job search skills, plan their educational and career path, and understand the Alberta labour market and employment standards.

The Service Canada Community Office serves newcomers who require assistance with EI applications, and who are seeking information on how to access other government services.

A new E-Job Search workshop in 2009-10 introduces clients to the use of the computer as a tool in searching for labour market information, career and educational planning information and job search. A new Essential Skills workshop addresses basic employability skills such as communication in the workplace, working relationships, assertiveness communication techniques and managing Canadian workplace expectations.

Approximately 1,000 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.

Personnel: Mayra Castro and Lorraine Moulding, Co-ordinators
Paul Atanya Sukhmani Brar Laura Conrado (to Nov 2009)
Biljana Cvijetic Slavica Denda Noha Elhusseini
Pablo Franco Tim Haley Shirley Huang
Ying Ma Scott McRae Linh Nguyen
Diana Picek Marivic Prospero Gurpreet Sidhu
Bernice Shukairat Lidia Bomba-Sorbo Vesna Stikic
Cam Tremblay Jean Wang

This service receives financial support from Alberta Employment and Immigration, Service Canada and Citizenship, Immigration and Multiculturalism Canada.

Skills for Health Care

Newcomers develop life management and leadership skills along with academic upgrading. Canadian workability skills and job search strategies are also defined and developed. Occupational training towards a Health Care Aide diploma is provided by Bow Valley College.

Graduates of this program are valued in the continuing care sector because of the personal management and communication skills gained in the program. Some Health Care Aide graduates move on to complete additional training such as Licensed Practical Nurse, or as medical or dental assistant.

Personnel: Anand Manickaraj, Co-ordinator
Debby Jones, Assistant Co-ordinator
Michael Belostotsky, Instructor

This service receives financial support from Alberta Employment and Immigration.

Stepping Out

Stepping Out is a new service designed to prevent and reduce criminal gang activity among immigrant youth. The program delivers one-on-one coaching and mentoring to youth in order to help them make informed and safe choices, and provides support to those choosing to exit gang life.

The program collaborates closely with other community partners, including the Calgary Police Service, youth-serving agencies, schools, and other institutions involved in the juvenile and criminal justice systems, and has the mandate to lead the development of a community-wide approach to prevention of gang

involvement by immigrant youth.

The program also includes a communication and lifeskills training component for at-risk youth, providing skills development to assist youth to find healthy alternatives to gang life.

Personnel: Paras Persad, Project Manager
Sang Ngu, Rameen Farokhzad, Hayat Yousuf, Youth Practitioners

This service receives financial support from the National Crime Prevention Centre of Public Safety Canada.

Youth 1•2•1

Youth receive career counselling and job search support, in one-on-one and small group settings, assisting them to work towards their goals.

Personnel: Sara Clark, Co-ordinator
Youth Career Practitioners: Ellen Bandelow-Chung
Jee Gang Jesse Sturk (to December 2009)

This service receives financial support from Alberta Employment and Immigration.

Youth Possibilities Program

Youth Possibilities offers a full-time skills development program, in which participants develop increased self-understanding, clearer goals, and confidence in their ability to meet their personal and professional goals. The program supports immigrant youth who have not yet found success in school or employment, and assists them to take the next step towards engaging in further training or joining the labour market.

Participants may enrol in either or both of two 10-week classes: Employment Skills and Life Skills. The program was significantly revised in 2009-10, resulting in significant changes in staffing.

Personnel: Sara Clark, Co-ordinator
Facilitators: Makara DeLorey (to June 2009) Heather Harden (to June 2009)
Ammarah Imran Tanis LeBlanc
Beibei Lu Stella Mukoro
Ashley Tedham (to June 2009)

This service receives financial support from Service Canada.

English as a Second Language

Cindy Colman, Manager

Fariba Mohammadi, Interim Manager (to May 2009)

Language Instruction for Newcomers to Canada

In LINC classes, students develop the necessary language and life skills to participate actively in Canadian society and to exercise the freedom, rights and responsibilities of a citizen of Canada.

The LINC program increased from 31 classes in April to 33 classes – morning, afternoon, full-day and evening -- by September 2009, providing language instruction to 479 adult newcomers every session. The Childcare program also offers 18 seats for each of the morning and afternoon sessions.

Personnel: Charlie Wang, Evening LINC Co-ordinator

John Castro, Student Support Specialist

Program Assistants: Qun Guan, Rais Ahmed, Osama Sofan

Childcare Personnel: Malika Rahman, Maria Siddiqui, Nahilah Abbas

LINC Instructors:

Jane Whitman

Kathy Chu

Gord Benedict

Mary Cummins

Lois Douglas

Shahram Ersali

Santosh Pulikkal

Nancy Hayne

Lesley Trussler

Carol Johnson

Linda Wu

Aurang Zeb

Farkhanda Jabeen

Anca Roman

Tammy Stuhr

Johnson Kunnel

Donna Paskall

Joel Leavitt

Kayla Yang

Susan Armstrong

Rabia Garewal

Vaughn Leavitt

Okema Oyet

Rubina Bokhari

Heather Christie

Amira Aziz

James Edel

Raheela Butt

Lily Lee, Leslie Willocks, Nadia Punja, Danijela Latinovic (to June 2009)

Anne Marie Marchand (Summer 2009)

Mary Friesen, Rekha Watts, Gurpreet Dara (to December 2009)

This service receives financial support from Citizenship, Immigration and Multiculturalism Canada.

Finance & Administration: Robin Randers, Manager

This department ensures the effective use of our shared facility and resources and provides equitable support to all programs and clients.

The administration department continued to improve quality of service to programs and clients throughout the year. We are pleased to welcome Christine Xiao to our team filling the position of Administrative Assistant. Other milestones for the year include the renovation of Bay 201 and 203 to accommodate the expanded Youth Possibilities Program. Bay 521 at Pacific Place Mall was leased and renovated and is now open to clients participating in our new Stepping Out program. Marjorie MacRae has worked diligently to strengthen the agency's human resource planning and management. Her vast experience with change management and policy and administration has been a valuable resource for our organizational development.

Personnel:

Ana Bince, Administration Co-ordinator

Marjorie MacRae, Human Resources Co-ordinator

Aaron Notland, Facilities Co-ordinator

Helen Negre, Lead Client Information Worker

Client Information Administrative Assistants:

Corallyn Bargayo, Moushmi Khanna, Christine Xiao

Lily Shen, Sr. Accounting Assistant

Kaniz Alam, Accounting Assistant

Executive Office: Dale Taylor, Executive Director

The Executive Office serves the Board of Directors in ensuring that the agency fulfills its vision, mandate, and organizational outcomes, and in ensuring that the agency's vision and services are communicated to relevant audiences.

One new initiative was the Organizational Development and Program Alignment Project, to identify the Centre's leadership and management needs for the coming years, to address the many new opportunities in immigration, integration and multiculturalism, and to ensure that agency services are aligned and connected. The Centre for Newcomers assigned an Interim Manager to co-ordinate the process, and engaged an external management consulting firm to conduct the Organizational Review.

As part of this project, and to ensure that all staff members practice a consistently welcoming and professional service ethic, the Centre revised its Code of Ethics and trained all agency personnel in ethical decision-making. The Centre also developed a Code of Client Rights and Responsibilities, and

has created a poster version of the Client Rights and Responsibilities message, translated into the main five immigrant languages.

Communications

The Communications staff group in the past year has updated the agency website, with changes to both the graphics and the structure. New poster templates have also been developed, along with a new display banner featuring EthniCity Catering. These visual materials are used regularly by staff members for off-site presentations, resource fairs, workshops and conferences. A total of 150 external activities and over 200 Centre-initiated programs were posted and distributed to various stakeholders this year.

Personnel:

Fariba Mohammadi, Interim Manager for Organizational Development
Estelita Novakovic, Communications Co-ordinator
Barbara Malagueno, Sr. Administrative Assistant
Peeyush Agnihotri, Communications Assistant

Finance Report: April 1, 2009 – March 31, 2010

Revenue by Source		
Federal Government	\$ 3,918,734	48 %
Provincial Government	3,277,224	41 %
Community Agencies	267,705	3%
Donations	8,292	0%
Catering Sales	183,238	2%
Other Revenue	79,520	1 %
Designated Grants	410,772	5%
	\$ 8,145,485	100 %

Expenses		
Personnel Costs	\$ 5,174,637	65%
Direct Program Costs	1,052,128	13%
Facility Costs	679,252	8%
Amortization	314,589	4 %
Other Operating Costs	384,730	5%
Designated Grants Disbursed	410,772	5%
	\$ 8,016,108	100 %

The Centre gratefully acknowledges the following donors and funders:

For on-going services:

- Citizenship, Immigration and Multiculturalism Canada
- Service Canada
- Public Safety Canada
- Alberta Employment and Immigration
- City of Calgary, Community & Neighbourhood Services
- United Way of Calgary and Area
- Calgary Learns

For special projects in 2009-10:

- Affiliation of Multicultural Societies and Service Agencies of B.C. – *Safe Harbour: Respect for All*

Summary of Services: 2009-10

Community Development Department

	2008-09	2009-10
<i>Children's Settlement, Colour Our World</i>		
# of Child Participants	377	487
# of Adult Participants	224	303
A total of 397 settlement activities addressed 20 different themes. The program has also developed an Instructional Manual for program facilitators to ensure the quality of program delivery.		
<i>EthniCity Catering</i>		
Sales Revenue	\$203,000	\$184,727
# of Clients Served	49	54
# of Meals Served	20,650	21,533
Over 90% of graduates moved on to other jobs or educational opportunities.		
<i>Immigrant Settlement</i>		
# of Clients Served	2,165	2,302
Clients came from 78 countries. New workshops were offered for Live-in Caregivers. 143 Volunteers helped 1,443 people to prepare their Income Tax Returns.		
<i>Mobile Settlement</i>		
# of Clients Served		332
The program was able to secure 5 satellite venues in the community.		
<i>Temporary Foreign Workers</i>		
# of Clients Served	515	841
Exceeded the target of 500 clients by 170%.		
<i>Volunteer Development</i>		
# of Volunteers	985	1,365
# of Volunteer Hours	10,674	10,379
Through weekly Information Sessions, new volunteers were signed up as ESL Facilitators, or provided support for special events, settlement service and office work.		
<i>Welcoming Communities</i>		
# of Collaborations	5	5
# of Ethnic Community Partners	4	5
In partnership with the Employment Services, the program conducted a diversity and inclusion workshop for a major oil company, attended by 50 employees. The workshop encouraged discussions on individual and organizational roles in promoting and embracing diversity and inclusion.		

Employment Services Department

	2008-09	2009-10
<i>Business Communication for Professionals</i>		
# of Participants	24	30
Internationally-trained accountants work towards certification in Canada, while preparing for work in their profession.		
<i>Career & Business Information Hub</i>		
# of Client Contacts	24,381	26,186
Service in the Hub has increased, with two Career Practitioners now assigned to this.		
<i>Career Development Workshops</i>		
# of Sessions	337	396
Workshops focus on job search skills and accessing employers for job ready clients.		
<i>Career Planning Assessments</i>		
# of Clients	744	997
The economic downturn has increased the demand for this service.		
<i>E-Job Search Workshop (new service)</i>		
		93
Clients receive assistance to use email and the internet in their job search.		
<i>Job Placements</i>		
	59	35
Recession was particularly hard on placements for this year.		
<i>Service Canada Community Office</i>		
# of inquiries	7,255	10,662
Clients with language barriers are supported to access on-line government services, including EI applications.		
<i>Essential Skills Workshop (new service)</i>		
		30
Communication and personal skills for the workplace.		
<i>Skills for Work</i>		
# of participants who completed training	58	30
Over 200 newcomers attended orientation for this training, and each session had a significant pool of qualified candidates.		
<i>Youth Services</i>		
Youth Possibilities	100	99
Youth 1.2.1	272	125
Youth Possibilities participants can enrol in either or both of two 10-week classes: employability skills and life skills.		

LINC, English as a Second Language Department

	2008-09	2009-10
# of Seats	1,385	1,611
# of Waitlisted Students	(not recorded)	231
769 new students entered the program through the year.		
# of Child Care Participants	87	106
86 new children accessed the childcare service during the year		