

IMMIGRANT SERVICES

Guelph-Wellington

ANNUAL REPORT 2009/10

From the President of the Board

In June 2009, the board approved the agency's first comprehensive strategic plan for the period 2009–2012. During the past year, the board and staff diligently implemented the goals set in the strategic plan. I am happy to report that it has been a year of much success in attaining the five goals identified in the plan:

SERVICES: I wish to acknowledge Roy's and staff's innovations and successes, and the positive reputation that they have secured for the agency in Guelph-Wellington through their enthusiasm, professional expertise, and friendly, welcoming approach to all who come to the Centre.

FINANCIAL STABILITY: Through careful oversight by the Board and close fiscal administration, the agency ended the past year with a small surplus. This allowed the Board to create the agency's first Reserve Fund with funds transferred from the year-end surplus. The contingency fund is intended to cushion the agency in the event of unforeseen expenditures. We will increase the Reserve Fund as future financial conditions permit. I am pleased to report that upon receiving our charitable status at the end of last year, the Board formed our Fundraising Committee who lost no time in planning our first fundraising event in collaboration with the Edward Johnson Music Foundation. We look forward to a spectacular event in November.

HUMAN RESOURCES: The Board's Human Resources Committee reviewed the agency's Human Resources manual, which was approved by the Board in January, 2010 and distributed to the Board and staff.

VOLUNTEERS: The Board of Directors is our most important group of volunteers. I am proud to be associated with this team of strong individuals whose enthusiasm at meetings, eagerness to develop their knowledge of Board governance, commitment to serve the agency, and care for each other and the staff never fail to inspire me. As colleagues and friends, we will genuinely miss the directors who are retiring this year. In thanking the directors for their leadership, I do not want to overlook the splendid contribution by our program volunteers, who are to the agency like roots in the community. Without their support and nourishment, the agency tree would surely wither and die.

MARKETING AND COMMUNICATIONS: A committee has been formed to assist the Board in assessing the most suitable methods for promoting the services and programs of the agency. This committee complements the overall promotional strategy of the organization. Over the next pages, you will read about some of the ways through which we are communicating with the community.

On behalf of the agency, I also wish to thank our funders, Citizenship and Immigration Canada, the Ministry of Citizenship and Immigration, and United Way of Guelph Wellington, for their trust and their support.

Thanks again to all for giving us yet another year to celebrate the good work and spirit of the agency.

Roger Manning, Board President

TABLE OF CONTENTS

President's Report	1
An Audit on Re-rooting.....	2
Program Update: Immigrant Settlement and Adaptation Program (ISAP).....	3
Program Update: Newcomer Settlement Program (NSP)	3
Program Update: LINC Language Assessment Centre.....	4

Introducing Project Wisdom: Intercultural Awareness of Elder Abuse.....	4
Statement of Financial Position as at March 31, 2010.....	5
Statement of Revenue and expenditure for the year ended March 31, 2010.....	5
Our Board of Directors.....	6
Our Volunteers.....	6
Our Funding Partners.....	6



An Audit on Re-Rooting

A financial audit is done annually and speaks to an agency's financial performance. Our agency did well in the past year; the figures show it. But the work we do is about more than a report on economic progress, or a story of financial achievement and fiscal responsibility. It is about our social impact. It is about what we do, and whether we do it well.

What we do is not a social conundrum. It is easy to audit and there is no need for special expertise. Simply put, this is what we did last year and will continue to do: People who have been uprooted—whether by choice or by force—came to our Centre and we provided them with conditions to root in this land.

The gardener in all of us knows well that re-rooting needs special care. It does not happen overnight. At the beginning,

preparing the ground is very essential. This is exactly the organic process at work in our agency: preparing the ground and the tree for successful settlement.

In the next pages, you will read about our settlement programs and our Language Assessment Centre, about the newly-fledged Translation and Interpretation Program and Project Wisdom—these are the works done with extreme care to prepare newcomers for their rooting in Guelph. In the next pages, you will find a cornucopia of our stories from the last year. We invite you to do a social audit of us. Let us share our work with you.

*Until next year,
Roya Rabbani, Executive Director*

Keeping in Touch

Our first e-newsletter went out in April 2010 after staff explored various modes of communication that would utilize the power of the internet. People can subscribe from the home page of our website, www.is-gw.ca. The newsletter is full of updates about our programs, staff, volunteers, and workshops. It's yet another creative way we promote our services, in addition to bus signs, shopping mall events, schools, City entrances, and much more.

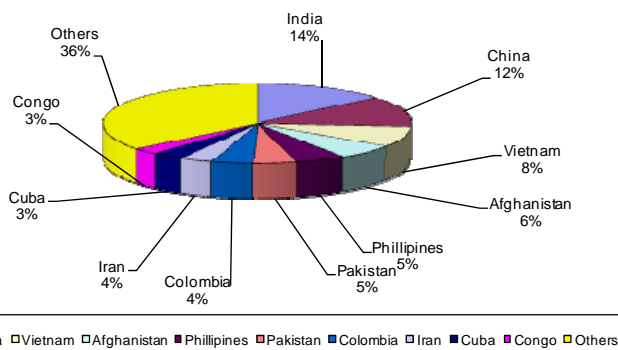
In 2009/10, we continually increased the number of locations where our staff offer itinerant services. We can now be found in all corners of Guelph...

Lutherwood • St. George's Centre for ESL • Shelldale Centre • Norfolk Street United Church • Muslim Society of Guelph • Balnar Residences • Islamic Society of Guelph • St. Matthias Church • Guelph Sikh Society

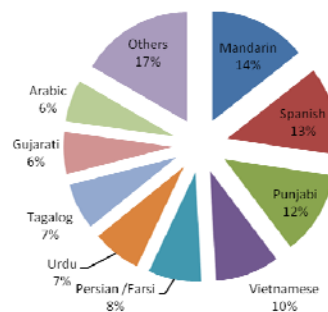
Thank You to all our partners for making this possible.

Statistics

ISAP Top 10 Countries



**Language Assessment Top Ten Languages
April 2009-March 2010**



STRENGTH IN DIVERSITY

Program Update: Immigrant Settlement and Adaptation Program (ISAP)

First some statistics. Counsellors under ISAP served 547 recent (landed in Canada within the past year) and new (landed in previous years but new to the Centre) clients, 320 previous clients (served in the previous year), and 609 returning clients (served repeatedly within the same year). We also organized 85 group sessions and workshops. We served eight out of ten clients in their mother tongue—reflecting the unique strength of an agency with seven settlement counsellors who speak 12 languages. Our top ten languages served were: Spanish, Mandarin, Vietnamese, Punjabi, Tagalog, Urdu, Amharic, Farsi/Persian, Dari and Serbian.

Now for the deeply personal...Occasionally a client comes along with an extremely difficult and emotional situation; virtually all the counsellors adopt the case and work on it until it is resolved. One particularly rewarding meeting took place a little while ago when we witnessed a reunion between a mother and her two boys, whom we expected to see in Canada a long time ago.

It was a rainy, damp, cold winter afternoon when a woman walked in to our office and asked for help. She had just moved to Guelph from Montreal, and really wanted to find out when her two sons could join her. The two sons were left behind in a Congo refugee camp because she did not have enough money to pay for all her kids to come. She was forced to make the most unthinkable choice a parent will ever make – which child would she take to Canada with her, and which must she leave behind unprotected?

We started a long and painful process of family reunification that would last four years. That evening I think we all went home and hugged our loved ones thinking what wonderful weather we have on this winter evening in Canada.

*On behalf of the ISAP team,
Amenda Ng and Djurdjica Halgasev,
Settlement Counsellors*

Program Update: Newcomer Settlement Program (NSP)

The degree to which clients tell others about our services is the degree to which we have helped them settle. When a senior with a history of abuse who has been monitored by our staff for many years becomes an ambassador for our services and reaches out to other senior immigrants, we know we've done well. In this case, we sought shelter protection for her, interpreted and advocated for her in legal matters and during assessments by other providers. The senior is now safely living in a subsidized unit and enjoying her retirement in Canada.

Then there are the heart-warming stories from immigrants and refugees who reunite with their families after we assist them in sponsoring loved ones to come to Canada. We help them to fill out various applications, as well as advocate on their behalf when immigration procedures become more perplexing.

There are plenty of stories being created all the time in this program:

- There is a continuing and substantial increase in new clients. We served 568 new clients in 2009/10 .
- We served 750 returning clients.
- The top five countries of origin were: Vietnam, China, an increase in Canadian-born clients seeking assistance with spousal sponsorships, India and Afghanistan.
- The majority of clients are Canadian citizens between the ages of 18 and 64, who have been residing in Canada 5 years and longer.
- New initiatives planned for 2010/11 are Connect: Immigrant Computer Club and a Vietnamese people's group.

*For the NSP team,
Kathy Zhao, Settlement Counsellor*

In April 2010, Translation and Interpretation Program Services (TIPS) was launched, funded by The Ontario Trillium Foundation. A TIPS Coordinator and Resource Planner came on board mid-June.

TIPS has already experienced a substantial increase in translation and interpretation orders. The program serves both individuals and groups.

TIPS looks forward to working with you in meeting the translation and interpretation needs of our community.



Program Update: LINC Language Assessment Centre

Our Language Assessment Centre saw more clients than ever in the last fiscal year, with 406 completed language assessments.

The majority of assessment clients were referred to language training programs throughout the region that best meet their needs and skill levels. A language assessment helps people to know what their strengths and weaknesses are so they can better plan for skills upgrading.

Awareness of the importance of language skills has also been higher than ever across the community, as shown by some trends we saw. Although 46% of assessment clients were very recently arrived newcomers (less than one year in Canada), more established newcomers returned for assessments and referrals to language training programs after being laid off. Upgrading language skills can lead to better employment opportunities. We also saw increasing numbers of foreign trained professionals with higher language skills looking to further upgrade their English skills for meaningful work in their industry.

Post-secondary institutions, academic upgrading programs, job search and employment programs, settlement counsellors, and community agencies are continuous sources of referrals for language assessments as they recognize the value of a standardized language assessment for the success of their newcomer clients.

My goal for our Language Assessment Centre is to maintain its growing reputation for consistent and accurate language assessments and for being a welcoming environment for newcomers to start mapping out their settlement journey in their new home.

Esther Bruins, Language Assessor



And an A+ for Immigrant Services

99% of our clients surveyed in the past fiscal year were very satisfied with our services and would tell a relative or friend about us.

A+ for Score High...

Our new homework assistance and tutoring program, coordinated by settlement counsellor Maryam Khademi, passed the test!



Score High began in January of 2010, covering math, science, English, and French, once a week for two hours. The program served 27 students regularly, and drew 18 volunteers, mostly tutors. Our survey showed that 99% of program users were very satisfied with the program and hoped that it would continue, preferably two days a week. At least two of our regular students reported that they excelled (that's A+!) in year-end exams in grades 3 and 4 after receiving help from us.

Introducing Project Wisdom: Intercultural Awareness of Elder Abuse

Project Wisdom is an exciting new partnership project between Immigrant Services Guelph-Wellington and Trellis Mental Health and Developmental Services, with support from the Wellington Senior Services Network. Running from April 1, 2010 to September 30, 2011, this project will build awareness and community capacity around elder abuse in Guelph and Wellington County's South Asian and Middle Eastern communities.

In its first four months, Project Wisdom has moved by leaps and bounds! So far we have hired a project coordinator, established an advisory committee, initiated relationships with geriatric and immigrant service providers, developed an evaluation model and contracted a consultant to carry out project evaluation, developed promotional materials, and negotiated with Arabic and Punjabi-speaking focus group facilitators. We also continuously review literature of best practices in intercultural relationship building and elder abuse awareness, prevention, and intervention.

Through literature reviews, consultations with immigrant and geriatric service providers, and most importantly, focus groups and discussions with immigrant seniors and their families, Project Wisdom will develop resources to raise awareness of elder abuse, promote intercultural communication and understanding, strengthen connections between immigrant seniors and existing seniors' services, and support cultural competence amongst existing service providers.

Project Wisdom is made possible by funding from Human Resources and Skills Development Canada's New Horizons for Seniors Program. For information contact the project coordinator, Ella Henderson at ehenderson@is-gw.ca or 226-203-4882.

STRENGTH IN DIVERSITY

Statement of Financial Position as at March 31, 2010

	2010	2009
ASSETS		
CURRENT		
Bank	\$ 4,745	\$ 25,934
Short term investments	15,000	0
Grants receivable	58,524	59,435
Other receivables	3,024	5,693
Prepaid expenses	17,380	19,263
	<u>98,673</u>	<u>110,325</u>
CAPITAL	35,892	41,108
	<u>134,565</u>	<u>151,433</u>
LIABILITIES		
CURRENT		
Accounts payable and accrued liabilities	30,193	50,337
Deferred income	21,267	25,000
	<u>51,460</u>	<u>75,337</u>
UNRESTRICTED NET ASSETS		
BALANCE, beginning of year, as previously reported	34,988	39,368
Change in accounting policy	41,108	0
BALANCE, beginning of year, as restated	<u>76,096</u>	<u>39,368</u>
EXCESS OF REVENUE OVER EXPENDITURE	7,009	36,728
BALANCE, end of year	<u>83,105</u>	<u>76,096</u>
	<u>\$134,565</u>	<u>\$151,433</u>

Statement of Revenue and expenditure for the year ended March 31, 2010

	2010	2009
REVENUE		
GRANTS		
Ministry of Citizenship & Immigration	\$ 60,779	\$ 59,070
Citizenship and Immigration Canada	566,498	377,769
City grant	10,000	0
Pay Equity Funding	6,424	9,967
Symposium MCI	20,000	0
Donations	2,814	7,022
Fees and sponsorships	21,546	0
Rental revenue	1,000	2,200
Other revenue	4,391	755
	<u>693,452</u>	<u>456,783</u>
EXPENDITURE		
Advertising	15,019	8,408
Professional fees	23,051	13,404
Conferences and seminars	3,525	1,897
Contract services	17,131	338
Equipment rental	8,263	1,598
Heat and hydro	5,812	4,204
Insurance	3,629	3,261
Mileage	2,090	1,133
Miscellaneous	4,994	2,207
Office and copying	19,742	13,921
Rent and common area costs	92,405	29,259
Repairs and equipment	6,731	3,479
Telephone	5,057	3,289
Wages and benefits	437,299	293,680
Meetings	13,979	1,221
Computer	9,696	3,921
Relocation	0	12,951
Pay equity	6,424	9,967
Amortization	11,596	11,917
	<u>686,443</u>	<u>420,055</u>
EXCESS OF REVENUE OVER EXPENDITURE	<u>\$ 7,009</u>	<u>\$ 36,728</u>

Auditor's Report by
RLB LLP Chartered Accountants and
Business Advisors
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519-822-9933

For full auditor's report contact
Immigrant Services Guelph-Wellington,
519-836-2222

IMMIGRANT SERVICES

Guelph-Wellington

ANNUAL REPORT 2009/10

Our Board of Directors

We are enormously grateful to our highly skilled 2009/10 Board of Directors for their assistance through our journey of growth this past year.

Oumou Annou, *Naylor-McLeod Group Ltd*
Tony Buenaventura, *Retired*
Ana Bueno (Secretary), *City of Guelph*
Craig Chamberlain (Vice President), *Ignatius Jesuit Centre*
Ann Marie Gilroy, *Conestoga College*
Olivia Hadar, *English Language Consultants (ELC)*
Jasmin Jo (Treasurer), *TD Waterhouse Financial Planning*
Lloyd Longfield, *Guelph Chamber of Commerce*
Roger Manning (President), *Retired*
Brian Wiley, *Lutherwood*

Our Volunteers

It has been a joy to work with our diverse group of volunteers this year. Our volunteers help us to deliver our services in various crucial ways, whether it's serving on our Board, facilitating cultural groups, assisting children and youth with schoolwork, helping us with our maintenance needs, compiling our surveys, welcoming walk-in guests and answering our busy phones, teaching basic computer skills, and much more. Only one example of the great impact our volunteers have is the Community Volunteer Income Tax Program, coordinated by Amenda Ng, our Settlement Counsellor, and utilizing volunteers trained through the Canada Revenue Agency. Those volunteers completed over 100 income tax returns for low income families.

Between April 2009 and March 2010, volunteers contributed **1695 hours!** their valuable time to our Centre for a whopping total of...

This number does not include the hours spent on Centre matters by our Board members, a number which would likely be impossible to capture given the wide range of issues they must consider. To all our volunteers, a huge...

Thank You!

Our Funding Partners

Funded by the Government of Canada through Citizenship and Immigration Canada



Citizenship and
Immigration Canada

Citoyenneté et
Immigration Canada

Canada

We also gratefully acknowledge the support of:

Funded by:



Ontario

identify • engage • deliver

United Way
OF GUELPH & WELLINGTON



Making a Difference

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