

President's Message

Two years ago the agency's first five-year strategic plan was inaugurated. The staff and Board identified five key areas of need and set goals to address them: *Services, Financial Stability, Human Resources, Volunteers, and Marketing and Communications*. We have almost reached the half-way point of the plan and I am pleased to observe that our progress in several areas is on target and, in some areas, ahead of our objectives.

During the past year, core settlement and language assessment services have been enhanced by some truly innovative programs to support immigrant youth, women and the elderly, all with the same goal of assisting them to settle, adapt and integrate into the larger community of Guelph and Wellington.

The agency is fortunate to attract numerous volunteers whose enthusiasm and energy contributes so greatly to the work of the agency. I humbly acknowledge my gratitude for and appreciation of the talents and dedication of my colleagues on the Board.

A significant achievement of the Board and staff during the past year was the research, development, and approval of the agency's Fundraising Policy. The detailed and clear set of guidelines and directives in the Policy provide a long-needed blueprint for the Fundraising and Marketing Committee to use in planning their activities.

I wish to thank our funders; *Citizenship and Immigration Canada, Ministry of Citizenship and Immigration, Ontario Trillium Foundation, Ontario Arts Council, United Way of Guelph and Wellington, Rotary Club of Guelph and Guelph-Trillium*, for their trust and their support. This has been a year for which the Board and staff can be proud. I thank them for their dedication and encourage them to continue to work together for the good of our clients and their active inclusion in our beautiful City and County.

Roger Manning

Our Volunteers are a key part of our success and growth. Each volunteer brings unique skills and a wonderful spirit of generosity. They are the friendly faces that make our reception inviting, they work diligently behind the scenes supporting the work of the staff, they are high school students, seniors, new and established Canadians, they are the community connectors that make Immigrant Services such a dynamic organization. Their hard work and continued support is instrumental in the expansion of our programs and the implementation of new programs. For all the work of dedicated volunteers, Immigrant Services is very thankful.

Between April 2010 to March 2011, volunteers contributed a record **2378** hours of their valuable time to our centre.



Farial Hashimi, reception and Income Tax volunteer

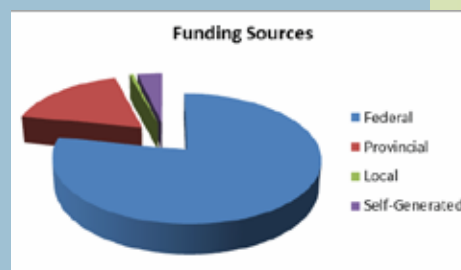
What 2010-2011 meant to our organization

What a challenging year 2010-2011 proved to be. For half of the year we were visioning and planning new programs and initiatives and dreamed of a new model of service delivery, what we coined: *A Reciprocal Model of Settlement Services*. For the other half, we were tested by the prospect of shrinking resources and funding cuts and the challenges of how to continue doing what we do best - that is the delivery of exemplary settlement services. It was amazing to observe the unrelenting energy of the board, staff and volunteers who worked together to reposition ourselves as such, so that cuts would not affect services to our clients. Uninterrupted, effective and efficient service delivery was what we committed ourselves to heading into 2011-2012.

When I think of 2010-2011, two words jump to my mind: *Essential and Relevant*. We were, and still are convinced of the essentiality of our services and the relevancy of our work: The essentiality of our work in making Guelph a welcoming environment, and relevancy of our work to the life of the couple of thousand newcomers to Guelph who find us a bridge to their new life in Guelph.

On a personal note, once an immigrant myself, when I look at the work of our agency, the commitment of the staff, the positive impact it makes in the life of Guelph's newest members, the partnerships it builds with other service providers, I feel I am in the right place. The words of our clients resonate with me when they tell us *it feels like home*.

Roya Rabbani,
Executive Director



Financial Statements

Statement of Financial Position as at March 31, 2011		
	2011	2010
ASSETS		
CURRENT		
Bank	\$ 18,397	\$ 4,745
Short term investments	0	15,000
Grants receivable	122,758	58,524
Other receivables	16,150	3,024
Prepaid expenses	12,468	17,380
	<u>169,773</u>	<u>98,673</u>
CAPITAL	30,837	35,892
RESTRICTED		
Short term investments	17,573	0
	<u>\$218,183</u>	<u>\$134,565</u>
LIABILITIES		
CURRENT		
Line of credit	\$ 16,000	0
Accounts payable and accrued liabilities	60,369	30,193
Deferred income	47,408	21,267
	<u>123,777</u>	<u>51,460</u>
NET ASSETS		
Internally Restricted Funds	17,573	0
Unrestricted funds	76,833	83,105
	<u>94,406</u>	<u>83,105</u>
	<u>\$218,183</u>	<u>\$134,565</u>

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

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Immigrant Services Guelph-Wellington,
519-836-2222

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Financé par: Citoyenneté et Immigration Canada

Canada

Ontario

Ontario Trillium Foundation

Fondation Trillium de l'Ontario

United Way OF GUELPH & WELLINGTON

Thank you to our sponsors who enabled us to increase the range and variety of our programs: Scotia bank; the Rotary Club of Guelph and the Rotary Club of Guelph-Trillium; the Guelph & District Multicultural Festival.

Statement of Revenue and Expenditure for the year ended March 31, 2011	2011	2010
REVENUE		
GRANTS		
Ontario Ministry of Citizenship & Immigration (MCI)	\$ 60,842	\$ 60,779
Citizenship and Immigration Canada	554,575	566,498
Ontario Arts Council	7,000	0
City grant	0	10,000
Pay Equity Funding MCI	6,424	6,424
Symposium MCI	0	20,000
United Way	5,000	0
New Horizons	79,356	0
Ontario Trillium Foundation	75,000	0
Donations	6,120	2,814
Fees and sponsorships	0	21,546
Rental revenue	0	1,000
Fundraising	3,144	0
Other revenue	19,492	4,391
	<u>816,953</u>	<u>693,452</u>
EXPENDITURE		
Wages and benefits	549,203	437,299
Computer	5,407	9,696
Conferences and seminars	8,076	3,525
Contract services	40,553	17,131
HST expense	7,054	4,994
Heat and hydro	3,923	5,812
Insurance	4,584	3,629
Meetings	2,540	13,979
Mileage	5,107	2,090
Office supplies and expenditure	21,514	19,742
Pay equity	6,424	6,424
Printing and Copying	14,185	8,263
Professional fees	7,498	23,051
Promotion and Outreach	16,220	15,019
Rent and common area costs	88,813	92,405
Repairs and equipment	4,803	6,731
Telephone	7,748	5,057
Amortization	12,000	11,596
	<u>805,652</u>	<u>686,443</u>
EXCESS OF REVENUE OVER EXPENDITURE	<u>\$ 11,301</u>	<u>\$ 7,009</u>

IMMIGRANT SERVICES

Guelph-Wellington

Annual Report 2010/11

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“During the past year, core settlement and language assessment services have been enhanced by some truly innovative programs to support immigrant youth, women and the elderly, all with the same goal of assisting them to settle, adapt and integrate into the larger community of Guelph and Wellington”.

relevant
essential

Board of Directors

Roger Manning (President), Ann Marie Gilroy (Vice President), Jasmin Jo (Treasurer), Joanne Oliver (Secretary), Oumou Annou, Nikita “Niki” Bhagra, Bernadette Fernandez, Paul Keizer, Tom Lusi, Brian Wiley

Settlement & Adaptation Program

The objective of ISAP is to assist immigrants in settling and integrating into Canadian society. It includes the delivery of direct services to immigrants such as orientation, translation, interpretation, referral to community resources, para-professional counselling, and general information.

Highlights Provided one-on-one services to 925 ISAP eligible clients • 533 clients were new to our Centre • Facilitated 160 group sessions with a total of 1043 participants • Answered 1766 settlement related enquiries through phone-in services.

Language is identified as a major barrier for new immigrants in accessing community and social service programs. Our seven dedicated ISAP team members were able to deliver settlement services in 15 languages; Arabic, Cantonese, Dari, English, Farsi, French, Hindi, Hungarian, Mandarin, Pashtu, Punjabi, Serbian, Spanish and Urdu.

Another common barrier for new immigrants to access community services is transportation. For easy access, our services were available at 10 different itinerant service sites: St. George's Centre for ESL, Lutherwood, Guelph Public Libraries, Shelldale Centre, Guelph Sikh Society, Muslim Society of Guelph, Islamic Society of Guelph, Balnar apartment building and St. Mathias Church. The collaboration with these partners strengthened our capacity to provide essential services for newcomers to the city of Guelph.

Programs, groups and workshops

- Coffee Talk:** Weekly program linking immigrant women from diverse cultural backgrounds to meet and practice English.
- Yoga for newcomers:** Free yoga classes for newcomers promoting health and physical activity.
- Score High:** Tutoring program offered to immigrant children and youth aged 7-18 who attend schools in Guelph and Wellington County.
- Chinese Seniors Group:** Our purpose is to promote health, reduce feelings of isolation, connect seniors to the community, provide opportunities to meet new people and help increase knowledge of English. Clients are also provided with advocacy and referral to specific services.
- Let's Speak English:** Social gathering for newcomers to meet and practice conversational English in a casual and welcoming environment.



Coffee Talk participants with volunteers Pat and Lorraine

- Information Workshops:** Bi-monthly information workshops such as Sponsorship, the Canadian income tax system, Managing your Finances and many other topics relevant to the lives of newcomers.
- Income Tax Clinic:** Provided free income tax preparing services to low income individuals and families. With the support of 8 trained volunteers and 7 trained staff, we completed 309 income tax returns. A grand total of tax refunds reached over \$178,935.00 for the 2010 tax year.

Highlights of ISAP statistical reports

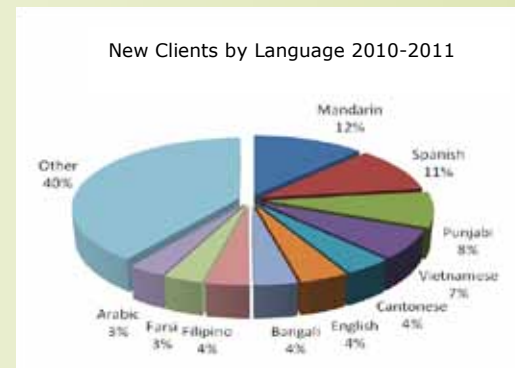
Where are our new clients from?

We served 533 new ISAP eligible clients from 87 countries and our largest client groups are from India, China, Vietnam, Philippines, Afghanistan, Iran, Pakistan, Bangladesh, Cuba and Ethiopia.



What languages do our clients speak?

Our clients speak more than 52 different languages. The top languages (other than English) are Mandarin, Spanish, Punjabi, Vietnamese, Cantonese, Bengali, Filipino, Farsi and Arabic.



Recent Arrivals by Immigration Categories

- 48% of our new clients were under the Family class
- 40% of our clients were under the skilled worker class
- 11% of our clients had Convention Refugee status
- 1% of our clients were under the Intended to Landed category

Newcomer Settlement Program

This is a complementary program to the Settlement and Adaptation program. Clients of this program include permanent residents, Canadian citizens, and refugee claimants.

Highlights Served a total of 676 new and returning clients under both the settlement and employment services • Served a total of 442 walk-in clients • Organized 44 workshops and 35 group information sessions under both the settlement and employment services • The majority of our clients are Canadian Citizens between the ages of 18 and 64, who have been residing in Canada for five years or longer • Top source countries are China, Vietnam and other Southeast Asian countries • Two NSP staff helped to file 80 income tax returns.

Programs & Groups

Besides settlement counselling services, we also organized three volunteer involved programs, *Happy Friday Vietnam*, *Connect Computer Club* and *Homework Helpers*. Under these programs we provided workshops and information sessions on all aspects of Canadian life, we organized English conversation circles and basic computer learning, and provided the opportunity for youth to receive assistance with their homework. In addition, participants also went on field trips to explore the beauty of Canada and attended cultural celebrations.

We continue to see an increase in client participation for all programs with a high demand for programs to be offered more often. *Our programs are so successful, clients themselves act as ambassadors in recruiting new participants!*



Happy Friday group celebrating the Moon Festival with Councillor Gloria Kovach

Language Assessment Centre

Language is the key! This is a simple, but true catch phrase used by the Centre for Canadian Language Benchmarks that highlights the central role of the English language for work, study and community life in Canada.

The Language Assessment Centre is often a starting point in the settlement process. Newcomers wishing to access government-funded English Language Training programs in Guelph and Wellington County can come and have their English levels assessed with a certified Assessor using the Canadian Language Benchmarks. After the assessment they are referred to a program that is most suitable to their needs and more settlement services and orientation.

In the 2010-2011 fiscal year 350 clients were assessed, and 379 were referred into Language Training programs. The majority of clients have assessments as 'recent arrivals', but many return to have reassessments for skills upgrading; sometimes after many years in Canada. *Placement in the right level and referral to the most appropriate program can more efficiently move Newcomers to where they want to be on the path to settling in Canada.*

We are working on marketing Language Assessment beyond just enrolment in English Classes. We hope to create awareness that a Language Assessment can help in the following ways:

- Plan a path for work and study
- Better understand what you can do in everyday English
- Guide 'self-study' by providing concrete information about current language skills and information on higher levels
- Access Bridging Programs and Occupation Specific Language Training for Foreign-Trained Professionals
- Understanding, and being understood is something we all wish for, and it is an honour to serve immigrants in Guelph and Wellington as they establish new roots using the English language as one of their tools.

One-on-One English Practice Pilot Project

Since January 2011, IS-GW has been home to *One-on-One English*. Funded by the Rotary Club of Guelph, the project matches established Canadians with Newcomers who have not been able to attend English classes regularly. The volunteers meet their newcomer matches at Guelph Public Library Branches for weekly English practice sessions. These sessions are flexible and arranged by the pair. You can imagine that working a 60 hour week with night shifts you might need a very flexible arrangement to be able to improve your language skills!

As hoped, after the first 12 weeks of pairs meeting, we saw language skills and confidence increase - but even more significantly, we saw real friendships and cultural exchanges develop.

Translation and Interpretation Program Services (TIPS)

Translation and Interpretation Program Services (TIPS), addresses linguistic barriers faced in Guelph Wellington with the introduction of a quality standardized Translation and Language Interpretation service.

Highlights Trained 24 individuals in Language Interpretation • 190 translations and 215 interpretations for the community were provided • TIPS planned for the delivery of five 'Working with Interpreters for Service Providers' workshops for 55 anticipated participants

A sustainability program has been introduced and included four partnerships. The December 2010 launch of Sun River Honey is an initiative of this sustainability program. TIPS is a community leader in offering quality, consistent, reliable, and standardized services in keeping with best practices in this field. To support standardization, on-site Interpreter Language Skills Assessment Tool (ILSAT) testing is underway.

We sold 324 jars in our first Sun River Honey campaign



Youth Voices

Roots In Stone, a youth video project, was launched with a grant from the Ontario Arts Council and space provided by the Guelph Public Library. Ten high school students participated and the project culminated in a live event and screening of a 24 minute video. This program set the stage for additional youth focused initiatives that provide newcomer youth with leadership opportunities. These unique programs are an engaging way for youth to participate in our centre and to also serve the community. Through outreach in highschools we now have a visibility amongst young people that helps strengthen our ability to provide a network of support and services to youth and their families.

Project Wisdom

Project Wisdom raises awareness of the issue of elder abuse among ethnocultural communities and builds the capacity of seniors' service providers to work with linguistically and culturally diverse communities.

Highlights 77 seniors' health and social service providers surveyed • 56 local seniors and family members representing Arabic, Uzbek, and Punjabi communities, in 6 focus group lead by community volunteers

Since its beginning in May 2010 Project Wisdom has emerged as a model of successful inter-agency and community partnership at work. This linkage between ISGW and Trellis, supported by other health and social service agencies and community members is a shining example of how strong collaborations make positive progress. Project Wisdom brought issues of cultural and linguistic diversity into conversations about seniors' services in Guelph-Wellington; building bridges and demonstrating the relevance of ISGW's expertise to other service sectors.

In addition to engaging with the seniors' service sector, Project Wisdom has continued ISGW's tradition of engaging with community. Through focus groups in Arabic, Uzbek, and Punjabi, we heard about seniors' concerns and experiences, and began a conversation about the issue of elder abuse where there had been silence before. The crowning achievement of Project Wisdom in 2010-2011 was, however, to assemble a group of seniors from diverse cultural and linguistic backgrounds to serve on the "Wisdom Committee;" to guide the project and perhaps to even carry it into the future. 2011-2012 will see the completion of this phase of Project Wisdom with the delivery of training and a resource booklet for service providers, and a resource booklet to inform community members of existing seniors' services. However, we are also looking for ways to continue the essential work that we have begun and the Wisdom Committee has big plans for our next steps!



Project Wisdom committee