

CALGARY IMMIGRANT EDUCATIONAL SOCIETY 30 YEARS

ANNUAL REPORT 2017-2018

The CIES Team

2017-2018



Front row, from left to right: Olivia, Michael, Alison, Lu, Cliff, Oxana, Tanis, Noha, Jan, Nadine

Second row: Eva, Melissa, Anna, Gurmit, Mayssoun, Monica, M'Liss, Ray, Wilson, Sally, Celia, Analiza

Third row: Imee, Keiko, Katerina, Daniel, Mavis, Jeanette, Kerry, Karen, Nataliya, Kevin, Jana, Maysa, Laura, Jun, Suzanne, Annie, Zakia, Whitney

Back row: Colyn, Wei, Racine, Bob, Jennifer, Lana, Peter, Lidia, Merv, Richard, Suman, Irina, Peter, Donna, Patricia, Alice, Rob, Cesar

VISION, MISSION, & VALUES	4
--------------------------------------	---

REPORT FROM THE PRESIDENT	
----------------------------------	--

& THE CHIEF EXECUTIVE OFFICER	6
--	---

BOARD OF DIRECTORS	
---------------------------	--

& LEADERSHIP TEAM	9
------------------------------	---

LANGUAGE	
-----------------	--

<i>LINC (Language Instruction for Newcomers to Canada) & LINC Literacy</i>	11
<i>LINC Home Study</i>	12
<i>LINC Blended</i>	13
<i>Adult ESL Class Online (AECO)</i>	14
<i>Computer Access for Literacy Learners (CALL)</i>	14
<i>Workplace Online Retention Class (WORC)</i>	14
<i>Drop-In ESL</i>	16
<i>Literacy & Basic English</i>	16
<i>The Reading Room</i>	17

EMPLOYMENT & EMPOWERMENT	
-------------------------------------	--

<i>Entrepreneurship Development Training (EDT)</i>	18
<i>Money Smart Financial Literacy</i>	18
<i>RESP Programs</i>	18
<i>Tax Clinics</i>	18
<i>Empowering Youth Through Employment (EYE)</i>	20
<i>Employment Skills Training (EST)</i>	22
<i>Pre & Post Canadian Workplace Training (CWT)</i>	22
<i>Transition to Employment Services (TES)</i>	24

<i>Clerical Training</i>	25
<i>Essential Computer Skills</i>	26
<i>Computer Skills for Employment</i>	26
<i>Advanced Computers</i>	26
<i>Basic Accounting</i>	27
<i>Advanced Accounting</i>	27
<i>Quickbooks</i>	27
<i>Sage 50</i>	27

SETTLEMENT & INTEGRATION	
-------------------------------------	--

<i>Empowering Syrian Refugees (ESR)</i>	29
<i>Gardens for Refugees and other Newcomers Welcomed (GROW)</i>	31
<i>Refugees and Newcomers Emotional Wellness (ReNEW)</i>	31
<i>Care for Newcomer Children (CNC)</i>	32
<i>Welcome Resources Information Program (WRIP)</i>	33

VOLUNTEER PROGRAM	35
--------------------------	----

OFFICE UPDATES	35
-----------------------	----

RECOGNITION OF FUNDERS	36
-------------------------------	----

RECOGNITION OF CORPORATE DONORS	37
--	----

RECOGNITION OF INDIVIDUAL DONORS	38
---	----

Our Vision:

An inclusive and pluralistic society



Our Mission:

To provide innovative language education, customized employment training and placement, and integration services to newcomers and Canadians based on best practices



Our Values:

Caring | We support others through compassion, understanding, and empathy

Inclusion | We welcome and embrace pluralism

Empowerment | We instill confidence and strength in ourselves and others

Service | We serve and build our community



30

YEARS

30

PROGRAMS

2

LOCATIONS

6,472

CLIENTS
SERVED

180

STAFF

75%

FEMALE

25%

MALE

882

ONLINE
PROGRAM
REGISTRATIONS

208

VOLUNTEERS

75

LANGUAGES
SPOKEN BY
CLIENTS

364

ONLINE
LIVE INQUIRIES



Report from the President & the Chief Executive Officer

In Celebration of our 30th Anniversary

On June 21, 1988, the Calgary Society for Immigrant Workers was registered with Alberta Consumer and Corporate Affairs as a non-profit organization. Since that day, our organization has persevered through funding challenges, dramatic expansion, the construction of two unique facility spaces, and two name changes. The Calgary Immigrant Educational Society (hereafter “CIES” or “the Society”), as we know it today, thrives in the face of challenge and embraces change. Thirty historic years after our inception, almost to the day, brings us to our 30th Annual General Meeting. Looking back, it is amazing to think that all of this began with a small group of people meeting in a little office on 17th Avenue, dedicated to serving new Canadians. Of course, none of this would be possible without the support of our valued funders, donors, community partners and the hard work of our staff and volunteers, to whom we offer our most sincere gratitude.

To celebrate our 30th Anniversary, a series of events are being held throughout the 2018 calendar year. The Kick-Off and unveiling of the One World Mural took place in January. Another highlight is the establishment of the Salim M. Sindhu Memorial Scholarship, in honour of our founder, Mr. Salim M. Sindhu, who passed away in November 2014. The series of 30th Anniversary events is set to culminate in the One World Many Stories 30th Anniversary Gala, which will be held on October 30th, 2018. A corresponding One World Many Stories commemorative book will be released at the Gala.

As we take a step back this year to reflect on our history, it is a fitting time to define our identity and re-evaluate our goals in the years ahead. In December 2017, with funding support from the Calgary Foundation and the assistance of MSH Strategies Inc., CIES produced a 5-Year Strategic Plan for 2018-2022. The mission, vision, and values were revisited and updated through this process, and Strategic Priorities were identified. The updated Strategic Plan informed the creation of a new Operational Plan. In addition, the Society's By-laws were reviewed and amended. Appropriately, our brand identity will also be updated this year, a strong visual indicator of a new era at CIES. The new logo will be announced at our 30th Anniversary Gala.

A point of focus going forward is the Society's people-oriented culture, particularly in regard to leadership. The leadership at CIES has been strengthened this year through many different avenues. Through involvement in the XD Training + Coaching Program, our CEO is empowered to develop leaders within the Society. In November 2017, we were privileged to welcome Din Ladak to our leadership team as Program Director. Under Din's leadership, a CIES Leadership Development Program was introduced; the first workshop will be held on June 28th. Many management staff at CIES serve the immigrant service sector in capacities outside of their roles: Din sits on the AISA Regional Professional Development Committee, and Manager Colyn DeGraaff, who oversees e-Learning and Communications, is the ATESL President elect as of October 2018. The CIES Board is very engaged; committees are active and reporting back to the Board. In February of this year, we held our first ever Board and Management retreat, which promoted team building and dialogue about future initiatives. Our culture of peer mentorship, ownership, and giving credit to others enhances the people culture at CIES.

During the 2017-2018 Fiscal Year, networking with the community was prioritized, including community partners, funders, and politicians. A communications database was established, which facilitates communications with our contacts. A online donation portal was created. Diversified funding relationships were actively sought out. Our first Employer Appreciation event, including a brunch and job fair, was held on March 16, 2018 to thank community and corporate partners who support CIES Employment programming. We are grateful for the support we have received from decision-makers and politicians in municipal, provincial, and federal roles. We had the pleasure of hosting Mayor Naheed Nenshi at our Summer Festival on August 17, 2017. On March 15, 2018, the Minister of Labour in Alberta, Christina Gray, and MLA Robyn Luff visited our SE Location. They spoke with management and clients, and visited our SE Childminding space.

Significant program expansion occurred in 2017-2018. The total number of LINC classes expanded from 48 to 62. We continue to offer our existing Language, Employment and Settlement programs, including specific initiatives for refugees, as well as e-Learning, Literacy and childcare options. In addition to existing programs, many new programs were also launched.

Partnership with other organizations is a significant aspect of programming implemented in 2017-18 fiscal year. For example, the Arms Open Mentoring Program, funded by the University of Calgary Committee of 10,000 grant, matched University of Calgary volunteers with CIES clients for support, guidance, and contact-building. In the same vein of mentorship and counselling for newcomers, is the Refugees and Newcomers Emotional Wellness Program (ReNEW), initially funded by the Calgary Foundation. A second ReNEW proposal was approved for funding from IRCC (Immigration, Refugees, and Citizenship Canada) SDI (service delivery improvement) in 2018 in partnership with the University of Calgary, the Centre

for Newcomers, and the Calgary Bridge Foundation for Youth, which provides an opportunity to determine best practices for ReNEW through research. Transition to Employment Services (TES), funded by Alberta Labour, is a two-year joint project with Centre for Newcomers that provides individualized services for Employment Insurance recipients. Foundations in Agriculture for Refugees and other Migrants (FARM), funded by Alberta Labour, pairs partners in the agricultural industry with clients who have agricultural or horticultural backgrounds. The proposal for FARM was informed by needs determined through research. Best practices for FARM and impact on social inclusion will be identified and shared through research funding from the Social Sciences and Humanities Research Council (SSHRC) of Canada in partnership with SAIT.

In addition to FARM and ReNEW, several other initiatives introduced during the 2017-2018 fiscal year exemplify best practices informed by research. Funded by IRCC SDI, Newcomer Introduction to Classes Online (NICO), in partnership with NorQuest, fulfills a growing need among e-Learning clients by teaching them to navigate the online learning interface. Pre & Post Canadian Workplace Training (CWT), an employment program funded by IRCC, was recently restructured to address service gaps; it now provides job specific language training for three industries: hotel and housekeeping, warehouse and logistics services, and childcare. To identify future service gaps and improvements, CIES is in the process of establishing a Research Centre for Excellence that will continue to inform our good practices. Other programs introduced in the 2017-2018 fiscal year are: Empowering Youth through Employment (EYE) funded by Service Canada, Computer Access for Literacy Learners (CALL) funded by Calgary Learns, and Workplace Online Retention Class (WORC) funded by Alberta Labour.

Our staff and volunteers continue to be our biggest asset for our 30th. To all who are celebrating our 30th Anniversary with us, thank you. It is thanks to the ongoing support from our funders, donors, supporters, and community partners that we are able to empower our clients with vital skills for employment, settlement and integration, and well-being. We are so fortunate to be surrounded by a community of like-minded people seeking to make a difference, and your contributions are sincerely appreciated. Together we will make Calgary the preferred destination for all.



M'Liss Edwards

M'Liss Edwards

President of the Board of Directors



Sally Zhao

Sally Zhao, PhD

Chief Executive Officer



Board of Directors

We are grateful to our Board of Directors, an experienced team who share a commitment to the goals of CIES.



M'Liss Edwards
President



John Li
Vice-President



Philip Baker
*Treasurer/
Secretary*



Gita Boyd
Board Member



Wilson Howe
Board Member



A. Ray Kristinson
Board Member



Nalini Plesche
Board Member



Peter Plesche
Board Member



Rabail Qasir
Board Member



Gerry Robitaille
Board Member



Jay Sandhu
Board Member



Kuldip Thind
Board Member

Leadership Team

Our leadership team is made up of motivated individuals with a passion and energy to serve the community.



Dr. Sally Zhao
Chief Executive Officer



Wei Dang
*Chief Financial
Officer*



Eva Su
*Human Resources
& Office Operations
Manager*



Din Ladak
Program Director



Olivia Chen
*Employment Support
Program Manager*



Jana Ciobanu
LINC Program Manager



Colyn deGraaff
*Manager of E-Learning
Programs & Communications*



Racine Diallo
*LINC Database & Training
Programs Manager*



Suman Khanal
*Settlement Services
& Employment Training
Programs Manager*



Clifford McGuire
*Manager, Facility
& Operations*



Melissa McKinnon
*Drop-In ESL & Volunteer
Program Manager*



Dr. Cesar Suva
*Program Development
& Research Manager*



LINC & LINC LITERACY

LANGUAGE INSTRUCTION FOR NEWCOMERS TO CANADA

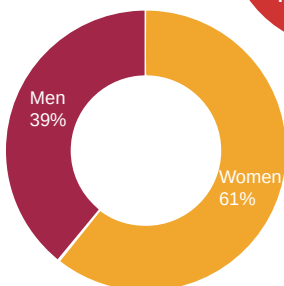
English language skills + Canadian customs and culture

Funded by Immigration, Refugees, & Citizenship Canada

Since 1992, LINC has been an integral part of CIES, serving clients from varying backgrounds. LINC is a free-of-charge program providing a uniform quality of English language and settlement training for landed immigrants and refugees. Qualified instructors deliver the program from the scope of Portfolio-based Language Assessment (PBLA), a principled approach to classroom-based language assessment that focuses on providing clients with knowledge and skills in the areas of Speaking, Listening, Reading and Writing as well as essential skills, life skills and Canadian cultural awareness. CIES offers LINC classes for Literacy (1-4) and Stage 1 (CLB 1-4) learners. Placements are based on referrals from the Immigrant Language and Vocational Assessment Referral Centre (ILVARC).

1399
clients
served

42,660
instructional
hours served

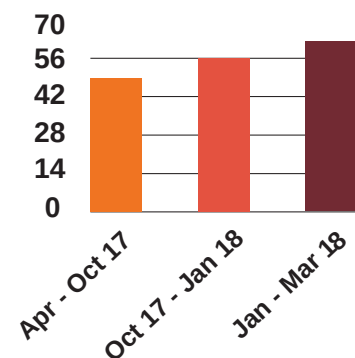



TOP 10 Countries of Origin

Syria: 215	
Ethiopia: 141	
Eritrea: 116	
India: 100	
Vietnam: 84	
Afghanistan: 72	
Somalia: 67	
Iraq: 56	
Pakistan: 52	
D.R. of Congo: 18	

85 countries
of origin

The LINC department expanded 3 times in the year 2017 - 2018, from 48 to 56 to 62 classes.





Those of us who are new Canadians must make speaking English our first priority. To make this dream come true, I'm doing my best.

- Sobia Saddique, LINC student

In my opinion, LINC classes are the biggest opportunity for learning English. I gained not only knowledge but also confidence.

- Chantoeun Sao, LINC student

For sure, 100% I will recommend the program to others. The program is good, the teacher is just great, very helpful, and giving me extra time for my classes.

- Miryem Ismaili Alaoui, LINC student

Thank you, my teacher, CIES and Canadian Government! I love you and I think you all do an amazing job!

- Nenoh Jarjees Kareem Kareem, LINC student

E-LEARNING PROGRAMS

LINC Home Study (LHS)

Learn English online, at home

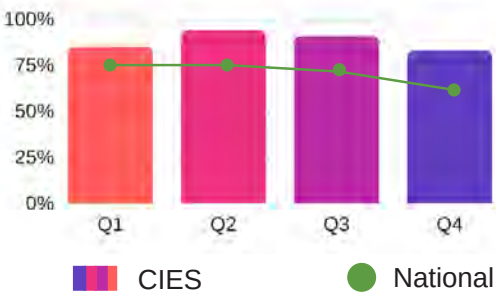
Funded by Immigration, Refugees, & Citizenship Canada

Not every student can attend LINC classes. Some are prevented from attending due to illness, disability, conflicting work schedules, or distance. Students complete exercises and activities online each day on the LINC Home Study website, a digital version of our in-class curriculum. Students are also paired with a LINC Home Study instructor who monitors and encourages their growth, and initiates a weekly Skype or mobile phone-call to lay out the week's activities, assign and discuss homework, and answer questions.

REASONS FOR ENROLMENT IN LHS



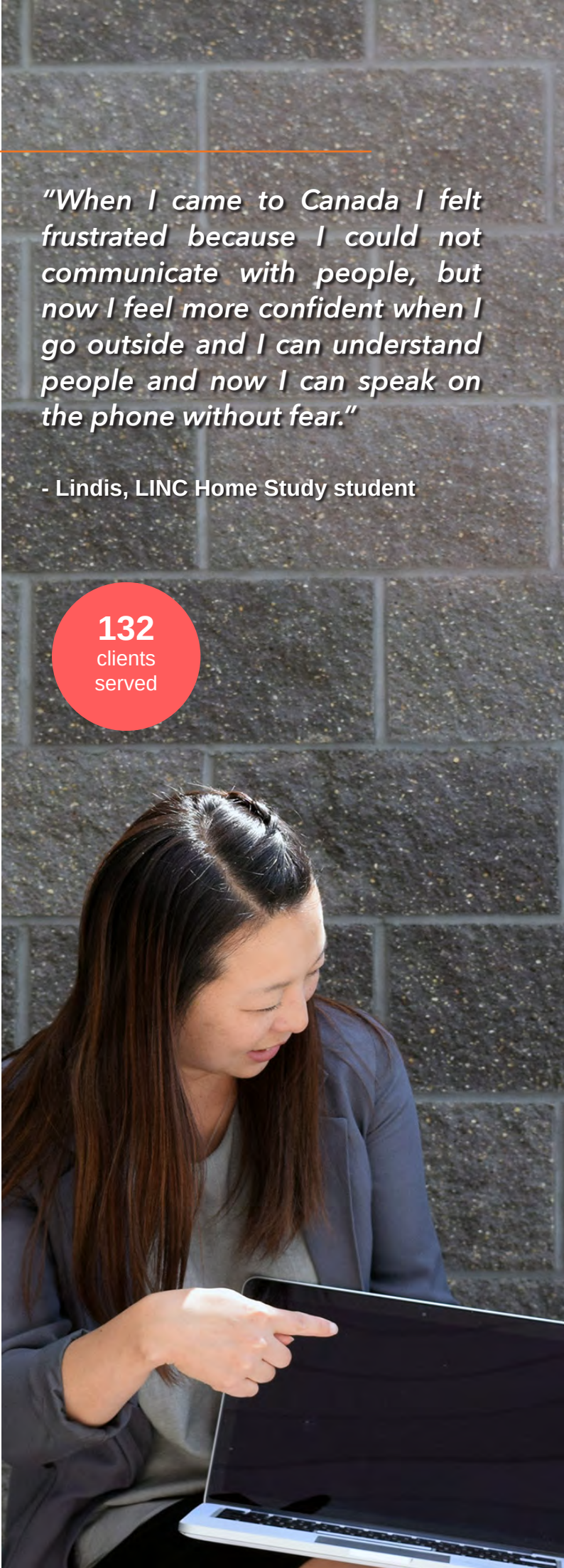
CIES student progress rates continue to meet or exceed the national average



"When I came to Canada I felt frustrated because I could not communicate with people, but now I feel more confident when I go outside and I can understand people and now I can speak on the phone without fear."

- Lindis, LINC Home Study student

132
clients
served



115
clients
served

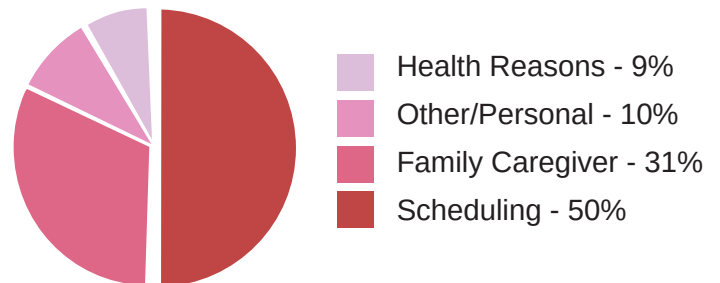
LINC Blended (LBP)

The knowledge of in-class, the ease of online

Funded by Immigration, Refugees, & Citizenship Canada

For students who are unable to attend part-time classes, but still wish to have classroom interaction, we offer the LINC Blended Program (LBP). This program is offered in two parts: a once-per-week classroom session, and daily self-directed activities completed online. Classes are offered to clients with benchmarks of CLB 3 to CLB 6.

REASONS FOR ENROLMENT IN BLENDED



90%

of students surveyed say
Blended helped them
meet their English goals

69%

of students feel that
Blended helped them
find a job

Adult ESL Class Online (AECO)

Employment-ready English

Funded by Alberta Labour

The Adult ESL Classroom Online (AECO) provides free language instruction for beginner-level English language learners looking for employment in Calgary. Clients participate in a 12-week, 30-hour online course, made up of a combination of classroom style webinars and self-directed activities. AECO was CIES' first e-learning program to be developed entirely in-house – from the curriculum development to the activities and hosting of the learning management system.

Computer Access for Literacy Learners (CALL)

Essential digital literacy for language learners

Funded by Calgary Learns

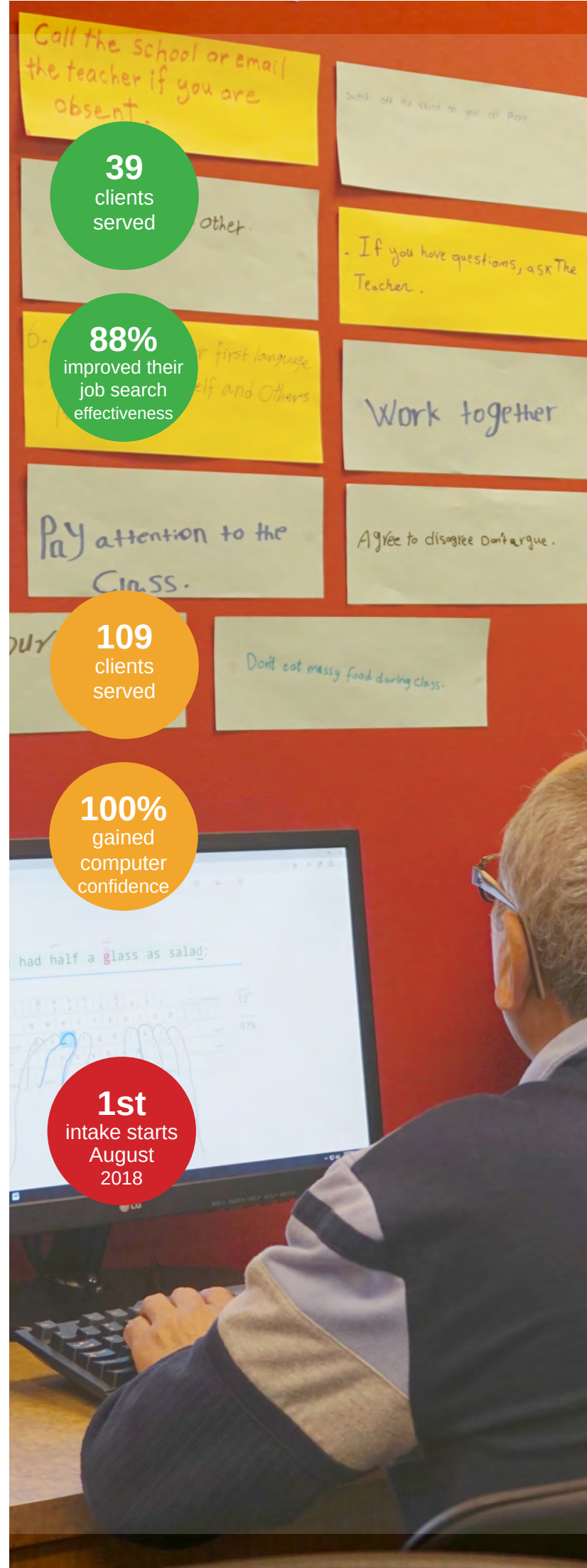
Computer Access for Literacy Learners provides essential computer literacy skills to literacy-level, economically disadvantaged, low skilled, and unemployed newcomer and Canadian adults. The program focuses on basic computer operation, the use of essential software, internet search, email and basic social media communication for real-life tasks.

Workplace Online Retention Class (WORC)

Career advancement classes online

Funded by Alberta Labour

This year CIES began development of its next e-learning project – WORC! Intended for students with CLB 4/5, WORC will provide English for employment training with an emphasis on workplace communication and career advancement. Intake for WORC will begin in August 2018 - we look forward to the first intake.





Parts of Speech

verb
swim
sat
walked
eat
was
grow

A word that shows action or state of being

Lola raced breathlessly down the court.

preposition

A word that shows the relationship of a noun or a pronoun to another word

The clue is hidden in the book between the pages.

conjunction

A word that connects words or groups of words

I enjoy rock, hip-hop, and jazz, but not classical music.

adverb

A word that describes a verb, an adjective, or another adverb and tells where, when, how, or to what

James strolled arrogantly to the dance.

Be careful!

Too many "and's" make your sentences run on and on and on and on.

pronoun

used in place of a noun

interjection

A word that expresses a feeling or surprise

Wow! That movie was great!

ask The

her

rgue.

DROP-IN ESL

English classes to fit your schedule

Funded by Alberta Labour

Taught by volunteers, Drop-In ESL helps adult immigrants, refugees, and low-income Canadian citizens improve their English skills by exploring weekly themes and practical subjects related to daily living and employability skills. Aimed at helping participants adapt and integrate smoothly into Canadian society, three different levels of classes are offered in the afternoon and evening: pre-basic, basic, and intermediate/advanced. This program is ideal for those who have to fit classes around family needs or work schedules or those who are not eligible for LINC (such as Canadian citizens).

Between

DROP-IN ESL + LITERACY



235
clients
served

98%

"I am satisfied with my experience"

97%

"This class helps me learn English and Canadian culture"

87%

"I use what I've learned outside of class"

93
clients
served

100%

"This class helps me learn English and Canadian culture"

LITERACY & BASIC ENGLISH

Bringing English within reach

Funded by Alberta Labour

The Literacy & Basic English program is designed to help adult immigrants, refugees, and low-income Canadian citizens who have extremely low to non-literate language skills develop the essentials needed to learn English. Completion of this program will minimize the learning obstacles experienced by some individuals and will prepare them for basic conversations and recognition of the English alphabet and words. The program focuses on improving participants' self-esteem and confidence when speaking English.

THE READING ROOM

One-on-one tutoring for literacy learners

Funded by Calgary Learns

The Reading Room provides a quality reading instructional program to reinforce literacy-level learning amongst CIES clients in a one-on-one tutorial context. Students are recommended to the program by their instructors, who may feel that the student requires additional guidance in reading and comprehension skills. This can happen for a variety of reasons, including having had little education or interrupted education in their countries of origin, possessing a learning disability, or having experienced a trauma affecting their ability to learn.

69

clients
served

18

volunteer
teachers

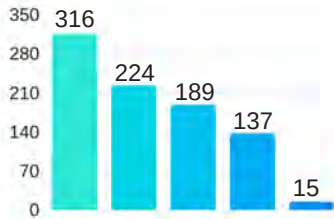
340

volunteer
hours



FINANCIAL EMPOWERMENT PROGRAMS

Financial Empowerment Clients Served



RESP Workshops & Openings: **316**
Financial Literacy: **224**
Personal Financial Counseling: **189**
Tax Clinics: **137**
Entrepreneurship Development Training: **15**



Top 4 client countries

1. India
2. Pakistan
3. Syria
4. Vietnam



Entrepreneurship Development Training

Encouraging independent business

Funded by First Calgary Financial

EDT improves the standard of living for immigrants and low-income earning Canadians in Calgary by promoting entrepreneurial success. Course components include: self-assessment, internal and external business environment scanning, business selection, business plan preparation, financial and risk management, record keeping and taxes, and business registration.

Registered Education Savings Plan (RESP) Program

Saving for our children's futures

Funded by Momentum

CIES informs clients on the importance of RESP and helps them in opening an RESP account. We organized an RESP sign up event on November 22, 2017 with participation from ATB, BMO, Canadian Western Bank, CIBC, First Calgary Financial, RBC, Servus Credit Union, and Scotia Bank and Service Canada.

Money Smart Financial Literacy

Essential personal finance skills

Funded by Federated Co-op &
First Calgary Financial

Financial Literacy Education is provided in the following five areas:

- The Banking System in Canada
- Financial Planning and Budgeting
- Registered and Non-Registered Savings Products (including RESPs)
- Credit Building + Home Ownership

The aim of the project is to empower clients with financial literacy skills.

Tax Clinics

Taking your tax return off your mind

Offered in partnership with the Canada Revenue Agency, the Community Volunteer Income Tax Program (CVITP) grew to include new community partners this year with participation from Momentum, First Calgary Financial, CIBC, TD Bank, Scotiabank, BMO, ATB Financial, Canadian Western Bank, and Servus Credit Union. CVITP has also grown inter-provincially, and is now partnered with ABC Life Literacy from Toronto, ON.



"If I did not attend Entrepreneurship Development Training, I would not have known how to prepare a business plan. Now, I have a business plan and am going to run my business soon."

- Abdoulfatah Sabouni,
CIES graduate and owner of Aleppo Savon



EMPOWERING YOUTH THROUGH EMPLOYMENT (EYE)

Canadian work experience and independence for newcomer youth

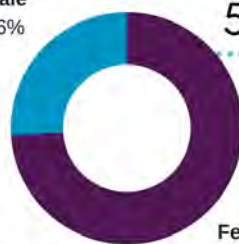
Funded by Service Canada

The Empowering Youth through Employment (EYE) Program is designed to help Immigrant, Refugee and low-income Canadian youth between the ages of 15 -30 break barriers to employment through education and training. Over the course of the program students will learn skills essential to finding employment, evolving with their career, and adapting to workplace change. They then complete the work experience component of the program, working part-time over 12 weeks to develop employability and occupational skills on-the-job.

EYE employment
placement rate

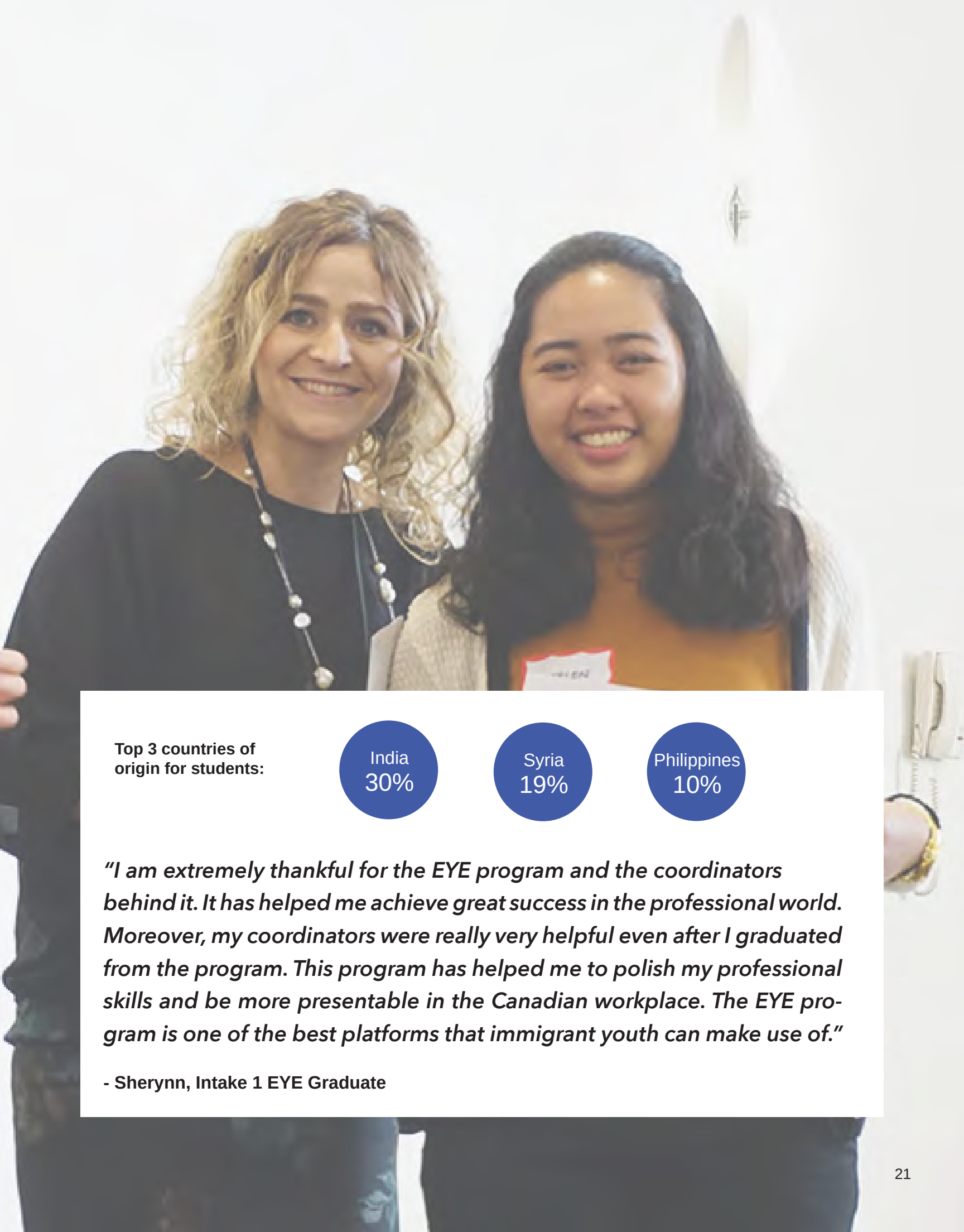
87%

Male
26%



59 clients served

Female
74%



Top 3 countries of
origin for students:

India
30%

Syria
19%

Philippines
10%

"I am extremely thankful for the EYE program and the coordinators behind it. It has helped me achieve great success in the professional world. Moreover, my coordinators were really very helpful even after I graduated from the program. This program has helped me to polish my professional skills and be more presentable in the Canadian workplace. The EYE program is one of the best platforms that immigrant youth can make use of."

- Sherynn, Intake 1 EYE Graduate



EMPLOYMENT SUPPORT PROGRAMS (ESP)

Employment Skills Training (EST)

Excel in the Canadian workplace

Funded by Immigration, Refugees, & Citizenship Canada

Employment Skills Training is one of the largest programs at CIES. Free of charge, this program also provides free childminding for clients while they study. Over the course of 3 months of full-time study, clients will receive up to 80 hours of job search skills training, up to 80 hours of Canadian-style business communication training, up to 160 hours of computer skills for job readiness, and up to 80 hours of seminars featuring corporate sector networking opportunities.

Pre & Post Canadian Workplace Training (CWT)

Job-specific English language training

Funded by Immigration, Refugees, & Citizenship Canada

The CWT program offers employment skills training to newcomers, providing insight on Canadian workplace culture and building soft skills to result in a more productive and inclusive workplace setting.

For 2018, we are enhancing the program to encompass job-specific English language training that will help students find jobs in one of three areas:

Childcare Level 1 certificate training, Hotel Housekeeping job training, and Warehouse/Logistics Job Training.



EST BENCHMARKS



of part-time students
found employment



of full-time students
found employment

CWT IN 2018/2019

Job-specific language training in:



Warehouse/
Logistics



Hotel
Housekeeping



Childcare

"I will definitely recommend CIES to all my Nigerian friends and family upon arrival in Canada because it is the way to go if you seek fast Canadian Integration. A big applause to all the staff of CIES and the funder for initiate a program like this for immigrants. Keep Supporting the cause with the good work. May your waters never run dry."

- Miyedo Egbuson, ESP graduate



TRANSITION TO EMPLOYMENT SERVICES (TES)

Our partnership with Centre for Newcomers

Funded by the Government of Canada & the Government of Alberta

38
clients
served

75%

of graduates found employment in 2017-2018

The TES program provides services to clients currently in receipt of EI benefits, or those who have received regular EI in the last 5 years in Calgary and area. Participants acquire necessary workplace and occupation-related skills that facilitate their re-entry into the workforce. This is achieved through a comprehensive and personalized needs assessment, skills upgrading, employability soft-skills training, and industry-specific mentorship. TES is offered in partnership with Centre for Newcomers, who have been wonderful partners, providing assessment and other support services.

"...our coaching has been so valuable, and not only for me. I honestly consider that you have an incredible project in your hands. In my case it is working. With the revision of my resume, I am getting more interviews and have more confidence. Keep it up!"

- Carlos, TES Graduate

"...my sincere thanks goes to the funder, United Way for the tremendous contribution without which we could not be able to get this opportunity [and] last but not least I am highly acknowledged and thankful to the teachers (Lynn and Rajni Grover) for their outstanding guidance in the training session."

- Chandi Bhusal, Clerical Training graduate

CLERICAL TRAINING

Training for administrative professionals

Funded by the United Way of Calgary and Area

The Clerical Training Program provides 51 hours of classroom training over 17 weeks for clients who would like to obtain jobs in clerical or business positions in Canada.

Topics covered include business software such as Microsoft Office, keyboarding skills, basic internet functions, Canadian office culture, and career search techniques, as well as an optional 80-hour practicum work placement at a local business. The program is largely hands-on training with the aid of computers, printers, and software.

Male
12%



Female
88%

137
clients served

Students who reported increased confidence in getting a new job

89%

87%

Students who received more job interviews post program completion

Previously unemployed students who were hired in clerical or related work

78%

COMPUTER SKILLS TRAINING PROGRAMS

Advance your digital literacy

Funded by the Alberta Gaming & Liquor Commission

CIES offers 3 levels of computer programs for clients wishing to improve their digital literacy:

Essential Computer Skills

This 10-week program includes classroom training on computer hardware components, software such as Windows, basic Microsoft Word, keyboarding, and basic internet skills.

Computer Skills for Employment

This 14-week program is suitable for those who want to enhance their Microsoft Office knowledge, and consists of more advanced functions of applications. It also teaches job search and employment functions.

Advanced Computers

The Advanced Computers training program helps students improve their computer skills in advanced Microsoft Excel, Word, and Powerpoint functions.

"My sincere thanks to Calgary Immigrant Educational Society, without their generosity we are not able to avail such wonderful programs at a low cost with high quality education. Also, to our teachers, faculty and staff who in one way or another made this program a success: I pray that this program will last and continue from generation to generation. More Power!"

- Irene Mabanta, Accounting graduate





ACCOUNTING TRAINING PROGRAMS

Begin your career in Accounting

Funded by the Alberta Gaming & Liquor Commission

CIES' Accounting Training Programs provide accounting experience and pre-employment training through 4 independent programs:

Basic Accounting

This course focuses on teaching students the basics of manual accounting such as the Balance Sheet, Income Statement, Cash Flow Statement and double-entry bookkeeping. Most of the students that finish with the Basic Accounting enroll also in the next level to further their accounting skills. Among those 261, 75% of them are female.

Advanced Accounting

The Advanced Accounting program further refines students' accounting skills through learning advanced features and functions such as payroll, taxation principles, personal income taxes, business/corporate taxes, pensions and other employee benefits, complex financial instruments and accounting principles.

Sage 50

The Sage 50 training program introduces students to the Sage 50 software suite. Throughout this program, students will learn general ledger, accounts payable, accounts receivable, payroll and inventory functions.

Quickbooks

QuickBooks is a very commonly used accounting software in the accounting industry. The QuickBooks Accounting Program will train students to complete the general ledger, accounts payable, accounts receivable, payroll and inventory using the software.

112
clients
served

55
clients
served

34
clients
served

60
clients
served

92
clients
served





EMPOWERING SYRIAN REFUGEES (ESR)

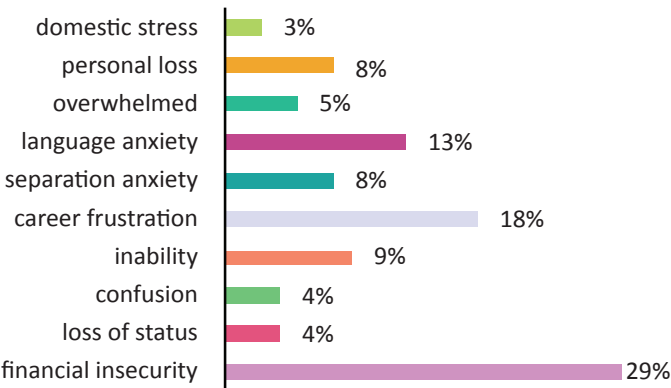
Step-by-step community support

Funded by the City of Calgary

In 2016, the City of Calgary's Emergency Resiliency Fund (ERF) allowed our Empowering Syrian Refugees program to concentrate much-needed knowledge, skills, and resources around the specific needs of Syrian refugees. This included the dissemination of information and referral to government assistance programs such as Alberta Works, community-based charities such as the Food Bank, and introduction to local healthcare providers.

Since the program was initially offered in 2016, there has been a shift in popularity from the group workshops providing basic information about Calgary's community resources, to the one-on-one consultations where Syrian refugees seek direct assistance from ESR staff and volunteers on more complex issues such as dealing with theft, domestic discord, and financial stress. The ESR program has established a rapport between staff and clients, which builds trust between communities.

ISSUES FACED BY ESR CLIENTS 2017/2018



100%

would
participate
in GROW
again

100%

felt GROW
contributed
positively to
the community



GARDENS BY REFUGEES AND OTHER NEWCOMERS WELCOMED (GROW)

Building healthy, vital communities

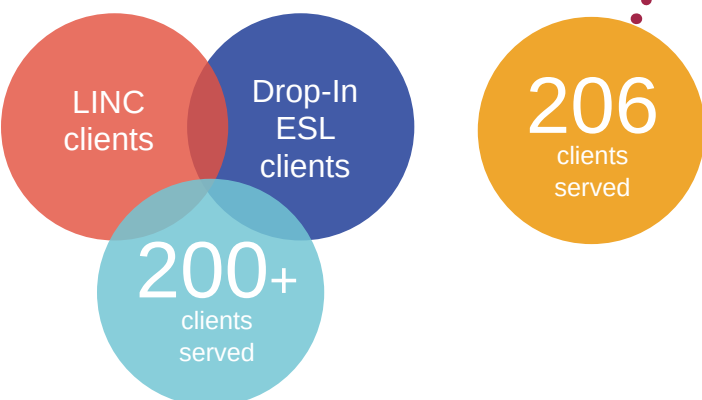
Funded by the Calgary Foundation

GROW was a major project that became school-wide in scale, involving every daytime LINC class at our SE school. The project beautified otherwise unused spaces around CIES' Forest Lawn building by introducing a new fence and raised garden beds to the area.

GROW was organized with an overarching emphasis on the sharing of fresh, beautiful food and community-building. The plots did not belong to a particular individual or group, and the harvest of vegetables as well as the food made using them was shared with the school as a whole.

What really stood out was the constant sharing of experiences – from advice on how to grow zucchinis more efficiently, to how often to water certain plants, and the amount of sunshine one vegetable would need versus another. It seemed that for many participants, their experience with GROW was that of finding the familiar in the unfamiliar – in the midst of learning about an unfamiliar place, speaking an unfamiliar language amongst unfamiliar people with an unfamiliar culture, the garden and the activities involved was something they knew that made them comfortable and 'at home'.

GROW program participants



REFUGEES & NEWCOMERS EMOTIONAL WELLNESS (ReNEW)

A mental health referral and support system

Funded by the Calgary Foundation

The ReNEW program provides one-on-one consultations with clients to address issues of mental and emotional wellness, and currently serves between 20 and 25 newcomer and refugee clients monthly. In addition to experiencing culture shock, feelings of displacement, and social and cultural isolation, many clients come from conflict zones and recent experiences of forced migration. One-time seed funding from the Calgary Foundation, expiring in July 2018, ensured that the ReNEW program could provide a gateway to settlement, health, and wellness partners in the community that newcomers might not otherwise have access to. Additional funding from the Arms Open Mentoring Program helped further ReNEW's impact in 2017/2018.

The ReNEW program conducted over 168 one-on-one consultations between August 2017 and February 2018, with approximately 30% of consultations being repeat clients requiring emotional and settlement support. The majority of individuals using the service are married, with males (87) outnumbering women (78) among those who have identified their gender.

ReNEW Consultation Outcomes

Referrals to community agencies	64
Food bank referrals	43
Financial referrals	36
Career assistance requests	22
Academic support	10
Legal referrals	10
Medical referrals	7
Mental health-related referrals	3



CARE FOR NEWCOMER CHILDREN (CNC)

Innovative childcare in a multicultural context

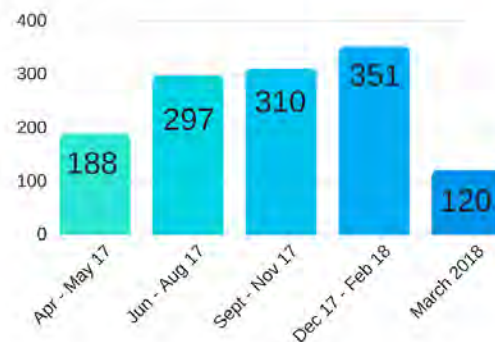
Funded by Immigration, Refugees, & Citizenship Canada

CIES has offered its Care for Newcomer Children (CNC) program, also known as Childminding, since 2003. The program is offered free of charge to CIES' LINC and EST students, with children between 19 months and 6 years of age.

By providing a positive and welcoming environment for children while their parents study, CNC helps both children and parents feel that Canada is their new home. The children's health, safety, and well-being is of utmost importance. Children are encouraged to build their social skills and establish new relationships, and, when necessary, are helped to deal with the effects of dislocation and trauma. Toys and equipment in CNC reflect multiple cultures, and many assist the children in speaking English. The program fosters respect and understanding within a multicultural context.



CHILDREN SERVED PER QUARTER





WELCOME RESOURCES INFORMATION PROGRAM (WRIP)

Settlement and integration assistance for new Canadians

WRIP provides settlement counselling, support, and guidance for newcomers and low-income Canadians. The program's objective is to ensure that clients receive referrals to much-needed settlement resources to ensure their smooth transition to Canada. The program has three major components: Information and Orientation, Needs Assessment and Referral, and Community Connection.

New in 2017/2018, the WRIP program formed a partnership with WINS, the Women in Need Society, forming the Free Goods Referral Program. Clients are referred to WINS when they express a need for basic household items such as kitchen staples and furniture.

The WRIP program is often among the first programs newcomers access at CIES after arriving in Canada, and many express their thanks for the valuable settlement assistance that it provides.

2,341
clients served



Newcomers came from **several countries:**

India (30%), Syria (9.4%), the Philippines (8.4%), Nepal (8.4%), Nigeria (6.8%), Pakistan (6.8%), Others (31.8%).

Clients in the Free Goods Referral Program:

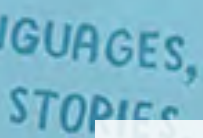
51



THOUSANDS OF LANGUAGES
BILLIONS OF STORIES

ONE WORLD

Calgary Immigrant Educational Society
WELCOME CENTRE



RL

ociety



- Magnetic door locks were installed at both buildings to improve our people's safety.
- Repairing the SW corner foundation wall at our SE building.
- Adding fencing at our SE building to enhance privacy

- Magnetic door locks were installed at both buildings to improve our people's safety.
- Repairing the SW corner foundation wall at our SE building.
- Adding fencing at our SE building to enhance privacy

RECOGNITION OF FUNDERS



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

Alberta Labour

Service
Canada



United Way
Calgary and Area



AGLC
Alberta Gaming &
Liquor Commission



firstcalgary
FINANCIAL



RBC
Foundation™



momentum



UNIVERSITY OF
CALGARY



STUDENTS'
UNION
University of Calgary



International Avenue
Business Revitalization Zone



SE17

The Canada Alberta Job Grant

RECOGNITION OF CORPORATE DONORS



RECOGNITION OF INDIVIDUAL DONORS

Alison Williams
Anne Spring
Din Ladak
Bill Adsit & Valerie Adsit
Cesar Suva
Chen Jian Jun
Chetan Sainath
I-Hui (Eva) Su
Jacki Srajer
Jana Ciobanu
Joanne HIngley

Katerina Palova
Kerry Howard
Lin Na Li
Marjorie Cameron
Mohammed Shahid
Mr. Lukas Frey & Ms. Sue Yee Lee
Noha El Tanahi
Peter Jarmics
Racine Diallo
RuoBing Sun
ShiFeng (Sally) Zhao

Simon Best
Suman Khanal
Suzanne Clavelle
Tanis Hykaway
Victoria Veldhoen
Wei Dang
Whitney Loewen
Xuelian Zhao
Yao (Olivia) Chen
Zhao Huili & Yi Sun



CELEBRATING 30 YEARS

CIES 30th Anniversary Gala

ONE WORLD MANY STORIES

Join us in celebration of **30 years of service** with inspiring presentations, multicultural performances & dinner, and stories untold.

TUES OCT 30, 2018



Calgary Immigrant Educational Society **30**
SINCE 1988 YEARS

SINCE 1988

YEARS

Location: Coast Plaza Hotel – 1316, 33rd Steet NE, Calgary, AB
5:00PM Registration & Networking / 6:00PM Dinner & Program
For tickets, visit www.immigrant-education.ca

Calgary Immigrant Educational Society

Forest Lawn Location:

1723 - 40th Street SE
Calgary, AB T2A 7Y3
403-235-3666

Whitehorn Location:

3820 - 32nd Street NE
Calgary, AB T1Y 7L9
403-291-0002