

VOICE

For over 30 years, the voice of Immigrant Services Calgary has been heard throughout the community. Our voice is our dedicated staff and volunteers, our generous partners, donors and businesses, and all of the immigrants and refugees from all over the world. They have strengthened our voice through the power of their own.



IMMIGRANT SERVICES CALGARY
ANNUAL REPORT
TWO THOUSAND AND SEVEN - EIGHT

OPERATED BY
.....
CALGARY IMMIGRANT AID SOCIETY

THANK YOU

We'd like to thank all the people and organizations who have supported us over the past 30 years, and more important, helped make it possible for people to start new lives in Calgary, Alberta and Canada. Your unwavering enthusiasm, commitment and dedication to helping immigrants and refugees and serving the community is what we are truly about.

Just imagine what we're going to accomplish in the next thirty years.

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{ inspiration }

we BELIEVE

Immigrant Services Calgary, one of Alberta's longest serving and most comprehensive settlement agencies, started in 1977 as Calgary Immigrant Aid Society. We employ, educate, volunteer, teach, share, guide and unite. We believe in equality. We believe in inclusion. We believe in diversity. And we believe in helping immigrants, refugees and their families become successful members

and contributors in our communities. While our programs and resources will always be a big part of what we do, it's the immigrants and refugees that truly come first. They are our inspiration, motivation and purpose. By providing them with language resources, multicultural support, access to family health programs and friendship, we are fulfilling our purpose, and theirs at the same time.

VALUES

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IMMIGRANT SERVICES CALGARY IS COMMITTED TO THE VALUES OF
EQUALITY, INCLUSION, DIVERSITY AND ACCOUNTABILITY.

{ possibility }

PUTTING *the* IMMIGRANT FIRST

When people ask what we do, it's really hard to summarize it in just one thought. Immigrant Services Calgary provides a range of services to support the settlement and integration of immigrants and refugees in the Calgary community. To date we've helped over 250,000 people with everything from access to language training and settlement to employment, interpretation and volunteer opportunities. But we do more than that. We

provide friendship, emotional support and a voice to those who don't feel like they have one. We're a multifaceted agency that helps individuals, families, communities and an entire city. We do it by providing services in over 70 languages and finding even more innovative ways to allow everyone to have access to the things they need. It's not a simple process. But then again, we're not solving simple issues.

VISION

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IMMIGRANTS AND THEIR FAMILIES WILL HAVE EQUAL OPPORTUNITY TO
PARTICIPATE FULLY IN AN OPEN, INCLUSIVE CANADIAN SOCIETY.



CARING. COMMUNITY. CONNECTION

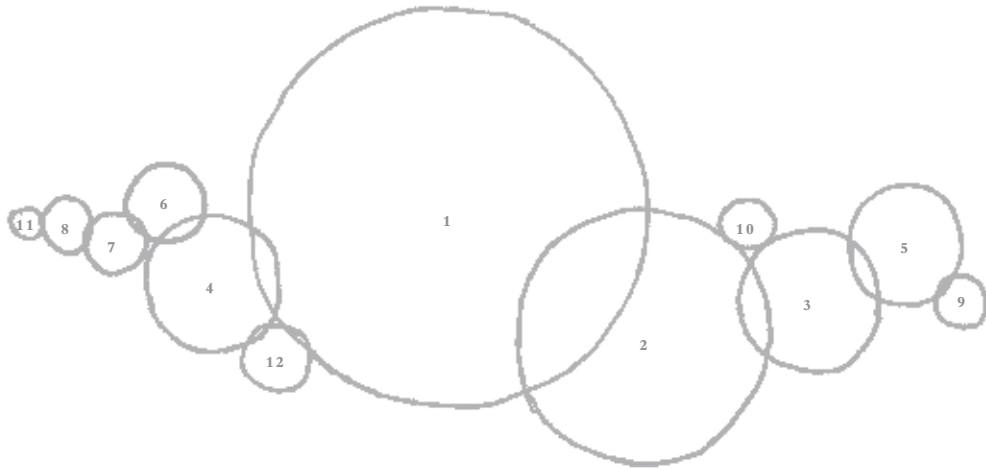
Thirty-one years. We can hardly believe it ourselves. But our work is really just getting started. After 30 successful years as the Calgary Immigrant Aid Society, we decided it was time to reinvent ourselves for the future. A future that is full of hope, prosperity and energy for the agency, our clients and our partners. To celebrate our 30th anniversary, we have changed

our name and our look. The Calgary Immigrant Aid Society is now Immigrant Services Calgary, a name that clearly reflects what we do – putting the immigrant first. Our new name and new visual identity represents new life, growth and working together, which is exactly what we aspire to do.

MISSION

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IMMIGRANT SERVICES CALGARY IS DEDICATED TO ENSURING THAT IMMIGRANTS AND THEIR FAMILIES HAVE THE OPPORTUNITY TO BECOME FULL PARTICIPANTS, BOTH AS BENEFICIARIES AND CONTRIBUTORS, IN CANADIAN SOCIETY.

Thank you for your generosity, your time and your dedication to our vision. Your commitment makes our voice stronger, and brought our funding total for the year to \$5,200,000.



IMMIGRANT SERVICES CALGARY FUNDING

2007 - 2008

1. CITIZENSHIP & IMMIGRATION CANADA	28.70%	\$1,492,000
2. ALBERTA EMPLOYMENT AND IMMIGRATION	18.40%	960,000
3. PUBLIC HEALTH AGENCY OF CANADA	10.50%	545,000
4. UNITED WAY OF CALGARY AND AREA	9.90%	513,000
5. SERVICE CANADA	8.40%	439,000
6. CALGARY AND AREA CHILD AND FAMILY SERVICES AUTHORITY.....	6.00%	310,000
7. CITY OF CALGARY (FCSS)	4.50%	232,000
8. IMMIGRANTS OF DISTINCTION AWARDS AND CASINO	4.20%	220,000
9. CORPORATIONS/FOUNDATIONS <i>including Nexen Inc., Talisman Energy Inc., Trico Homes Inc.</i>	1.90%	98,000
10. ALBERTA ADVANCED EDUCATION & TECHNOLOGY	1.80%	94,000
11. ALBERTA LOTTERY FUND	1.10%	58,000
12. OTHERS <i>including Calgary Foundation, Calgary Learns</i>	4.60%	239,000
TOTAL	100.00%	\$5,200,000

THE HISTORY *of* IMMIGRANT SERVICES CALGARY

1977 – 2008

1977	A group of concerned citizens formed Calgary Immigrant Aid Society, the first incorporated settlement agency in the city, supported by Mount Royal College.	1993	CIAS moved to modern offices; the Carver model of governance was adopted by the Board.
1978	Agencies and governments provided additional funding for two full-time staff.	1994	The Mosaic Family Resource Centre was established.
1979	In response to an influx of 50,000 refugees from Asia, CIAS organized interagency meeting with over 30 community agencies and hired two Asian settlement workers.	1997	The Immigrants of Distinction Awards (IDA) was launched in celebration of CIAS' 20th anniversary.
1980	Two new positions were created in recognition of the demand for services. Public education began with the publication of a monthly newsletter.	1998	A comprehensive assessment of Cambodian clients helped expand programs offered through the Mosaic Family Resource Centre.
1981	The provincial government started to fund the Settlement Program.	2002	Research on inland migrants was conducted. The Calgary Multicultural Healthcare initiative was launched to develop a framework for accessible and equitable health care.
1982	Grants from the Federal Government allowed for more public education and outreach work, for example, advocating for more ethnocultural staff in mainstream agencies. CIAS established its Citizenship Program.	2003	CIAS won the United Way's Spirits of Gold Diversity Award.
1984	CIAS received the Agency of the Year award from United Way.	2005	CIAS began to focus on skills development to better assist newcomers in participating in the economy.
1985	Immigrant Vocational and Language Referral Centre was established, which was the forerunner of the Immigrant Language Vocational Assessment Referral Center. (ILVARC)	2007	Chief Executive Officer, Hadassah Ksienski, received an Alberta Centennial Medal in recognition of her outstanding service to the people and province of Alberta
1986	Research projects included a study of Spanish-speaking families that sparked the beginning of preventative services offered by CIAS.	2008	CIAS changed its name to Immigrant Services Calgary, and launched a new brand.
			Immigrant Services Calgary received the United Way Spirit of Gold Diversity Awards.

Exciting things are happening in Calgary and in Alberta. We want to ensure our organization is well positioned to help immigrants and refugees thrive personally and professionally in this prosperous environment.

REPORT from the BOARD

.....
MR. TYLER CHARKIE

To help mark 30 successful years of helping immigrants and refugees settle into their new lives in Calgary, the Calgary Immigrant Aid Society decided to celebrate the past by embracing the future. We are pleased to announce that in May 2007, the CIAS Board approved a new name and a new visual identity for the organization to be introduced as part of our 30th anniversary celebrations. Calgary Immigrant Aid Society is now called “Immigrant Services Calgary.” It’s a name that clearly communicates the idea of putting immigrants first and providing them with a range of services to help them settle into their new lives and community. So far, the name has been embraced by clients and partners. It’s shorter and more memorable, which will only help us raise our profile.

With a new name, comes a new visual identity, as well as new communication materials to better educate people about our services. Wei Yew, a world-renowned graphic designer from Singapore, designed the new logo

combining the highly recognizable symbol of Canada – the red maple leaf, with three leaves that represent an immigrant’s new life and growth in Canada. The three leaves also represent the immigrant, Immigrant Services Calgary, and the community, all connected, growing and working together. We’re thrilled with the new updated look. It will provide us with a more compelling image to help us brand our organization and generate some new excitement for what we do.

As we embark on this exciting new chapter, we would like to take this opportunity to thank the many people and organizations that have supported us over the past 30 years, and more importantly, helped make it possible for people to start new lives in Calgary and Canada. Your tireless enthusiasm, commitment and dedication to helping immigrants and refugees and serving the community is what this organization is truly about. Our new name and identity will just help to ensure people know about us.

After our 30th anniversary, it was time to celebrate our achievements in making Calgary a welcoming place for immigrants and refugees.

REPORT from the CEO

.....
HADASSAH KSIENSKI

Achievements that were possible as a result of working with the federal, provincial and municipal governments, United Way, foundations and private donors. To celebrate our new name and identity, we held an Open House, which was designed to give guests a better understanding of our programs and services. In a role-playing game, guests were given one of five different profiles and asked to find the services they needed to settle in our community. It was a great way for people to put themselves in the shoes of the clients.

This year has also been a time of change for us operationally. New initiatives are always being developed to help us become an employer of choice. A new Human Resource system was recently implemented to increase the efficiency of our growing HR management. Other initiatives, including a mentorship program to help new employees adjust to the agency culture are also being considered.

A new middle management team was created to develop and encourage leadership and build succession plans for the organization. A new client database is being developed and a volunteer database project was completed.

In February 2008, we presented at the Early Years 2008 Conference in Vancouver, British Columbia. The topic of this presentation, Measuring Success in Programs for Immigrant and Refugee Fathers, focused on the results of an independent evaluation of the Integrated Fathers and Children Participatory Project from 2005-2007. The results of this evaluation were published in

August 2007 and highlighted the value of the role of immigrant and refugee fathers in providing a balance between parent-child bonding and learning activities, as well as information for fathers on topics such as the Canadian school system and positive parenting. During the three years of the program, over 60% of the participants had been in Canada three years or less and 65% of the families who were involved in this project had an annual income of under \$40,000/year, making this program an important resource for fathers who would be unable to afford most other programs.

Our hard work has also earned us some great recognition throughout the community. We received the Diversity Award during the ninth annual Spirits of Gold Awards from the United Way of Calgary and area who stated: "Nominees for the Diversity category demonstrated their commitment to inclusiveness by developing an internal policy to encourage diversity, incorporating diverse populations in program planning, or including diversity and cultural competencies as part of staff development. Congratulations to Immigrant Services Calgary, who won the Diversity Award at the ninth annual Spirits of Gold Awards Gala - a celebration of the individuals, agencies and workplaces that answered the call of the community, and helped United Way meet its goal."

I'd like to thank the Board of Directors for their vision and leadership during the past 15 years, the dedicated volunteers who have made our work possible in the community and the staff with whom I have worked so closely and have supported me tremendously.

Hadassah Ksienski, CEO for Immigrant Services Calgary for 15 years, retired from the agency on March 7, 2008. She has been an inspirational leader and mentor to everyone who had the opportunity to work with her.

SAYING GOODBYE to HADASSAH KSIENSKI

After 15 incredible years, we are sad to see our CEO, Hadassah Ksienski leave the organization. During her time at the helm of the agency, she transformed the former Calgary Immigrant Aid Society into a comprehensive settlement agency with an outstanding reputation in the community. Hadassah has also co-chaired the Immigrant Sector Council of Calgary, she worked hard to mainstream immigrant and refugee issues, and has proudly spoken for diversity and inclusion as a United Way of Calgary and Area cabinet member.

The innovative Mosaic Family Resource Centre project was created to offer holistic programs and services addressing the needs of the entire family, and it was Hadassah's extensive community network that enabled its development. "It was a leap of faith for everyone

involved, from funders to staff to clients," recalls Eileen Grant, former Board member. But Hadassah's passion and commitment carried the idea through.

Hadassah tirelessly promotes the benefits that immigrants and refugees bring to Canadian society and "was truly the inspiration for the Immigrants of Distinction Awards," according to Peter Wong Q.C. co-chair of the event. The awards show is now Calgary's pre-eminent diversity event celebrating the outstanding achievements and contributions of immigrants and refugees.

No stranger to community recognition herself, Hadassah has received many prestigious awards including the Town Crier Award for Calgary's best campaign, the Rotary Club's Integrity Award for exemplary community leadership and a Citizenship and Immigration Canada

Hadassah's contributions to the lives
of immigrants and refugees will
always be with our organization.
Her voice will continue to encourage, inspire
and motivate for many years to come.

SAYING GOODBYE to HADASSAH KSIENSKI

Citation for Citizenship. She also received the Queen's Golden Jubilee Medal for outstanding community service in 2002 and 2003 and was a 2002 Muttart Foundation Fellow. In 2005, she received the Alberta Centennial Medal and has also been awarded the Alberta Commemorative Centennial Medallion.

Hadassah leaves the organization with a new identity as Immigrant Services Calgary, and with the messages of Caring, Community and Connection that underpin the reputation that the agency has built under her leadership. She remains passionate about making Calgary a welcoming place for immigrants and refugees and looks forward to seeing many people that she has inspired continue her work.

In recognition of the significant contributions that Hadassah has made to the agency, immigration sector and Calgary at large, the Board of Directors has established an award in her name. The inaugural Hadassah Ksienski Award will be awarded to immigrants and refugees who have made outstanding contributions to the community and have inspired others through their spirit, ingenuity and philanthropy.

Although Hadassah is leaving her position as CEO, she will remain passionate about making Calgary a welcoming place for immigrants and refugees. Hadassah you have been an inspiration to all of us and we hope that together, we can continue your work and your vision. Your legacy to our agency and in our hearts is unforgettable. And it is with gratitude and pride that we have established this award.

To add your voice, time or resources, please visit add.yourvoice.ca

QUICK FACTS

2007 - 2008

16,961

NUMBER OF IMMIGRANT SERVICES CALGARY CLIENTS

420

NUMBER OF IMMIGRANT SERVICES CALGARY VOLUNTEERS

149

NUMBER OF COUNTRIES OF ORIGIN FOR CLIENTS

116

NUMBER OF LANGUAGES SPOKEN BY CLIENTS

50

NUMBER OF LANGUAGES SPOKEN BY STAFF

23,024

NUMBER OF VOLUNTEER HOURS

375

NUMBER OF IMMIGRANT SERVICES CALGARY WORKSHOPS FOR CLIENTS

By speaking more than 70 languages
and using an integrated approach,
we help individuals and families settle
into life in Calgary in a number of ways.
Here are a few of them.

INTERPRETATION AND TRANSLATION

ASSESSMENT OF ENGLISH AND LITERACY SKILLS

CITIZENSHIP CLASSES

INFORMATION ABOUT COMMUNITY SERVICES

INFORMATION AND REFERRAL FOR ENGLISH LANGUAGE CLASSES

CAREER, EDUCATIONAL AND VOCATIONAL PLANNING

FAMILY PROGRAMS

YOUTH EMPLOYMENT PROGRAMS

VOLUNTEER OPPORTUNITIES

PRESCHOOL PROGRAMS

PRE AND POST-NATAL PROGRAMS

FIRST LANGUAGE SUPPORT IN SETTLEMENT PROCESS

PARENT SUPPORT GROUPS

FAMILY LITERACY PROGRAMS

MENS PROGRAMS

SENIORS PROGRAMS



SETTLEMENT and LANGUAGE BANK

The Settlement and Language Bank Centre addresses the unique challenges faced by each immigrant and refugee group, especially those in under served communities experiencing multiple barriers.

Settlement counselors carry out comprehensive assessments to identify the needs of new immigrants and refugees and facilitate equal access to services and resources. Clients are encouraged to participate in a variety of programs ranging from one-on-one consultations to group workshops. To overcome language barriers, settlement counselors and volunteers provide assistance as well as interpretation and translation services in a multitude of languages. Clients are referred to other agencies for mental health, financial and legal assistance and education services. Citizenship classes are provided to prepare for the Canadian citizenship exam.

SETTLEMENT SERVICES

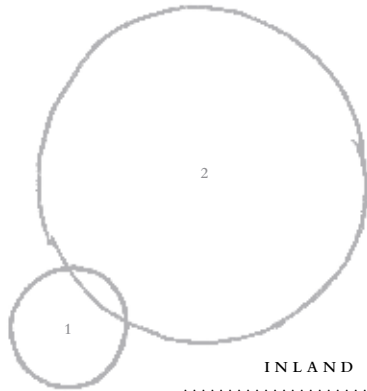
Clients served 3,586
 Countries of origin.....116

LANGUAGE BANK

Volunteers 420
 Volunteer hours 23,024
 Number of languages 72
 Translations 1,125
 Interpretations 564

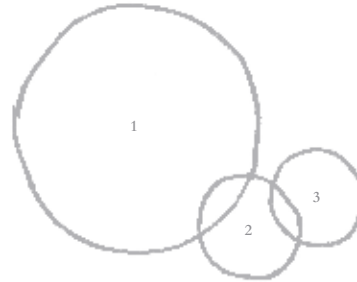
LEADING COUNTRIES OF ORIGIN

1.China
2.Colombia
3. India
4.Pakistan
5. ...Democratic Republic
of Sudan



INLAND MIGRANTS
.....
2006 - 2007

1. INLAND.....	26%	919
2. OTHER.....	74%	2,667



SETTLEMENT CLIENT CATEGORIES
.....
2007 - 2008

1. SKILLED WORKERS (<i>Independent</i>).....	56%	2,012
2. FAMILY CLASS.....	22%	792
3. REFUGEES.....	22%	782

- In 2007/2008, we served more clients than in previous years and the demand for services continues to rise.
- A Career Networking event, giving new immigrants and potential employees the chance to meet was held in September 2007. With seven employers and more than 200 clients in attendance, the event was considered a success.
- Income Tax services were offered free of charge to low-income new immigrants. Dedicated volunteers guide clients through their Income Tax preparation, which helps them learn about the Canadian Tax system and benefits that are available.
- Another highlight of 2007 and 2008 is the new volunteer manual, which was approved by the Board of Directors. Its new philosophy defines the Immigrant Services Calgary volunteer program and opens up new volunteer opportunities.
- In 2007 Immigrant Services Calgary conducted a study, funded by the United Way of Calgary, on the phenomenon of inland migration of recently landed immigrants. The study was based on the statistical data of the Immigrant Services Calgary clients who were initially destined to other cities in Canada, but subsequently migrated to Calgary. We organized a community consultation to explore the resources needed to ensure that inland migrants have access to employment and to the opportunity to participate in the community. The list of consultation participants included community and social service organizations, federal and provincial funders, city officials and perspective employers. Based on the research, next steps in the process of integration and retention of the inland migrants in the Calgary community were developed and distributed to stakeholders.

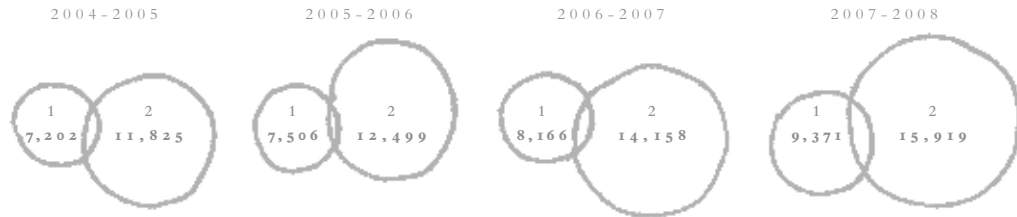


LANGUAGE and VOCATIONAL ASSESSMENT REFERRAL CENTRE

The Immigrant Language and Vocational Assessment – Referral Centre (ILVARC) provides centralized assessment and referral services in clients’ first language and English to help immigrants and refugees achieve their linguistic, educational and vocational goals.

ILVARC assesses clients’ first language literacy and English proficiency, determines their eligibility for federal Language Instruction for Newcomers to Canada (LINC) program and refers them to LINC/ESL programs and other training opportunities. ILVARC also provides education counseling, career planning, and information on accreditation procedures and job search.

		REFERRALS		LEADING LANGUAGE GROUPS	
				Mandarin	18.6%
		Language Training	60.7%	Punjabi/Urdu/ Gujrati/Hindi	13.8%
		Educational Opportunities	7.5%	Spanish	12.5%
		Vocational/Career/ Employability	12.9%	Arabic	8.1%
		Support Services	18.9%	Farsi	5.3%
ASSESSMENTS COMPLETED					
Total	5,964				



ILVARC CLIENTS SERVED | 1. INDIVIDUALS
 | 2. NUMBER OF SESSIONS
 2004 - 2008

- High level of activities continued in response to an increased demand for ILVARC's services. With additional resources from Citizenship and Immigration Canada and Alberta Employment, Immigration and Industry, ILVARC was able to increase its capacity. This resulted in increased access for clients, virtually eliminating waiting lists for both language assessment and information and referral. Timely access to English proficiency assessments and language (LINC/ESL) training, as well as vocational/career and employability planning is an important step for newcomers.
- The shifting pattern of immigration to Alberta has prompted some changes in service delivery. Assessment services have expanded to include assisting employers with meeting language training needs of their immigrant employees.
- The assessment of English proficiency of the Internationally Educated Nurses using the Canadian English Language Benchmark Assessment for Nurses (CELBAN) is a direct response to the critical shortage of nurses in Canada and an important step in helping them become licensed and practicing nurses in Canada. Being the CELBAN administration site in Calgary this year, ILVARC held a total of seven CELBAN testing sessions for a total of 116 assessments administered.
- Labour market shortages in Alberta create demand for a diverse workforce and open windows

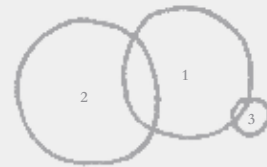
of opportunity for our clients. Our services and workshops are increasingly focusing on enhancing employability of our clients. In response to a high demand from both clients and employers, an increased number of workshops were offered with representatives of various employers as guest speakers.

- All ILVARC staff had the opportunity to attend some professional development, including a retreat held for assessment centers staff that was funded by Citizenship and Immigration Canada and Edmonton Catholic Schools Department of Lifelong Learning, in partnership with Alberta Employment, Immigration and Industry. It provided a great networking opportunity.
- To maintain the highest possible standards in testing, all CLBA/CLBLA/CLBPT assessors at ILVARC undertook and successfully completed assessor re-calibration. The ongoing professional development for ILVARC staff ensures that services delivered are of the highest quality.
- In the fall of 2007, the "Needs and Trends" session was facilitated to assist funders and ESL/LINC providers with identifying needs and trends and addressing gaps in service delivery. As well, throughout the year a number of orientation sessions regarding an overview of the assessment tools used at ILVARC were provided to various ESL/LINC providers.

MOSAIC FAMILY RESOURCE CENTRE

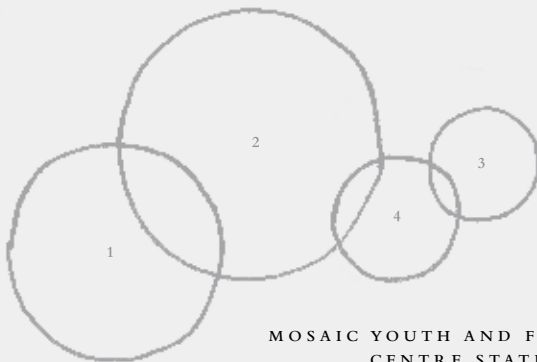
The Mosaic Family Resource Centre provides holistic life-skills services to immigrant and refugee families in Calgary.

The Mosaic Family Resource Centre supports the unique needs of clients ranging from infants and young children to seniors with over 90 years of life experience. The Centre offers programs for pregnant women, new parents, families with young children, youth, men, and seniors. Health and wellbeing, family counseling, employment, and mentorship programs ensure that the Mosaic Family Resource Centre meets the diverse needs of immigrant and refugee families in Calgary.



**MOSAIC CHILDREN AND PARENTS
CENTRE STATISTICS**
.....
2007 - 2008

1. ADULTS	44.3%	523
2. CHILDREN & INFANTS	46.3%	546
3. OTHER	9.4%	111



**MOSAIC YOUTH AND FAMILY
CENTRE STATISTICS**
.....
2007 - 2008

1. ADULTS	32.8%	926
2. CHILDREN	15.1%	425
3. SENIORS	34.8%	984
4. YOUTH	17.3%	489

MOSAIC CHILDREN AND PARENTS CENTRE

Bringing a child into the world is a challenge under any circumstances. Immigrant and refugee parents face additional challenges like raising a child in a low-income situation, language barriers, unfamiliarity with Canadian health and social services, and unfamiliarity with nutritious Canadian foods. The Mosaic Family Resource Centre offers programs addressing these needs and can engage clients in over 70 languages. In 2007/2008 Mosaic Family Resource Centre Child and Parents Programs served 1,180 immigrant and refugee clients.

HEALTHY START

The Healthy Start Calgary Program, in partnership with the Calgary Health Region, promotes pre-natal and post-natal health for low-income immigrant and refugee parents who are experiencing barriers in accessing health services. Now in its third year, this highly successful program served 319 immigrant and refugee clients in 2007/2008. Drop-in services for pre-natal families include consultations with nurses, nutritionists and social workers, and support in accessing healthy food to promote healthy birth weight babies, while workshops provide information and support for pregnant mothers. Post-natal drop-in services include breastfeeding support, nutritionist consultations, community service referrals and aid in accessing healthy food. Post-natal workshops assist families with infants up to 12 months old. Healthy Start program outcomes include healthy birth weight babies, higher parenting confidence, increased client understanding of parenting in Canada, and reduced isolation for immigrant and refugee mothers. A partnership evaluation was conducted in November 2007 with the purpose of identifying partnership strengths. This evaluation consisted of client focus groups, primary partner interviews and a partnership survey completed by community partners and primary partners.

ENGAGING THE COMMUNITY

In 2007 the Mosaic Family Resource Centre introduced program participants to Calgary's vibrant recreation and arts scene with exciting field trips to the Calgary Zoo, the Telus World of Science, the North Mount Pleasant Arts Centre, hockey games, children's theatre events, and the Calgary

International Children's Festival. Many newcomers struggle to provide basic necessities for their families, and these field trips engage them in all their new home has to offer. With immigrant and refugee families often returning to local venues after Mosaic Family Resource Centre field trips, community programs also benefit. Generous donations from the Kids Up Front Foundation and community partnerships made 2007/2008 field trips possible. The Mosaic Family Resource Centre looks forward to more community participation in 2008.

COMMUNITY AWARENESS OF FETAL ALCOHOL SPECTRUM DISORDER

In the third quarter of 2007, Immigrant Services Calgary received enhancement funding from the Public Health Agency of Canada to present a series of workshops on Fetal Alcohol Spectrum Disorder to program participants in the Healthy Start Calgary Program, Mosaic Preschool Program, and Mosaic Family Drop-In Program. A total of 65 program participants attended the workshops to increase their understanding of the effects of alcohol consumption during pregnancy.

THE EARLY YEARS 2008; VALUING ALL CHILDREN, VANCOUVER

On February 2, 2008, the CEO of Immigrant Services Calgary and the Mosaic Children and Parents Centre manager traveled to Vancouver to deliver a presentation on the Integrated Fathers and Children Participatory Project. The program generated interest from a wide range of participants including service providers, program coordinators, and British Columbia Ministry representatives.

MOSAIC YOUTH AND FAMILY CENTRE

The Mosaic Youth and Family Centre identifies and addresses the particular needs of immigrants, refugees and their families through a variety of individual and group programs and activities. All programs and activities are provided in a culturally sensitive manner and offer first language support. Here is a look at a few of the programs being offered.

IMMIGRANT SENIORS PROGRAMS

The Connecting Immigrant Seniors Project is a new program that helps newly arrived immigrant and refugee seniors to access community services and support networks. Through this program, senior volunteers trained as peer helpers provide support to seniors in the community through informative workshops and discussion groups in the first language of participants.

The Community Access Project for Multicultural Seniors, a program for immigrant and refugee seniors who have been in Canada for over 36 months, empowers seniors to develop their potential and leadership skills through active participation in conferences and community workshops. This successful program served 874 immigrant and refugee seniors in 2007.

HIGH-FIDELITY WRAPAROUND PROGRAM

The High-Fidelity Wraparound Program brings professionals, friends, and families together to collaborate on finding solutions to family crises. The Mosaic Family Resource Centre's program adheres closely to Wraparound principles developed and proven in the United States and uses a cutting-edge holistic approach to resolve multiple complex family problems. The Wraparound team encourages families to address their own difficulties by recognizing and developing the family's skills and strengths. The program entered its implementation stage in 2007 and is on track to meet its operational targets of supporting families to help their children.

YOUTH SKILLS DEVELOPMENT PROGRAMS

The Youth Industry Internship Program is a unique skill-building program that helps immigrant and refugee youth aged 15 to 30 obtain employment in their field. Youth learn how to enhance their skills and marketability through workshops, paid work experience, ongoing

career counseling support, and follow-up services. The program aims to help youth overcome challenges such as language barriers, limited knowledge of the Canadian workplace culture, underdeveloped Canadian employability skills, and lack of Canadian work experience. To date, 142 clients have participated in the program's intakes one through eleven, and 88% of program participants have found meaningful work experience in line with their career goals.

CAREER FOCUS PROGRAMS

The Career Focus Program offers graduates who are unemployed or lacking significant Canadian experience in their field of study a paid 20-week work placement opportunity in a career-related position. The Program serves work-ready post-secondary graduate youths who are of immigrants, refugees or Canadian backgrounds, aged 15 to 30 and have an outstanding track record of success over the past two years. In 2007, program participants found work placements in field including Accounting, Information Technology, Human Resources, Social Services, Engineering and Geophysics.

ANTI-RACISM AND HUMAN RIGHTS OUTREACH PROGRAM

Immigrant and refugees living in Canada often come from countries where human rights are understood differently. A lack of previous Canadian human rights experience and knowledge, coupled with barriers to learning about rights in Canada make immigrants and refugees vulnerable to discrimination. The Anti-Racism and Human Rights Outreach Program, new in 2007, empowers newcomers to know their human rights and navigate Canadian and Albertan human rights institutions, with emphasis on housing and employment related issues. The pilot phase has served over 200 clients since its inception.

new PARTERSHIPS PROGRAMS

Immigrant Services Calgary is proud to announce new multi-year partnerships with Trico Homes, Nexen, and TD Canada Trust. Strong partnerships between community agencies, socially conscious locally engaged businesses, and local institutions can help improve the lives of immigrants and refugees in Calgary.

Recent products of these partnerships include Immigrant Services Calgary's participation in GlobalFest and a highly successful fundraising event during the 2007 International Fireworks Competition.

A new Mentoring Hub will complement these achievements in early 2008. Our ongoing partnership with Talisman Energy provides support for the Sudanese community through the "Bridging to Integration Project."

GLOBALFEST

GlobalFest annually celebrates a "World of Difference" and gives all Calgarians an affordable and accessible multi-faceted cultural experience showcasing the increasingly cosmopolitan face of our growing city. In partnership with GlobalFest and the Glenbow Museum, Immigrant Services Calgary presented the first annual Human Rights Forum on August 13-17, 2007. A lecture series themed "Calgary's Commitment to Ending Racism and Discrimination: Building Inclusive Communities and Cross-Cultural Respect" included a keynote address by Stephen Lewis, CC, former UN Special Envoy for HIV/AIDS in Africa.

INTERNATIONAL FIREWORKS COMPETITION

Immigrant Services Calgary, partnered with Trico Homes, hosted a VIP fundraising event during Portugal's display for the International Fireworks Competition on August 21, 2007. The outstanding event included a reception and silent auction, and raised over six thousand dollars which will benefit

employment programs. Immigrant Services Calgary looks forward to continued cooperation with Trico Homes in serving the needs of Calgary's immigrant and refugee communities.

MOSAIC MENTORING HUB

Canada's immigration policy brings well-qualified men and women into the country with the intention that they will contribute to, and strengthen the country and benefit from the opportunities that life in Canada provides. Despite this intention, immigrant and refugee professionals face numerous obstacles in finding employment in their fields. In April 2008 the Mosaic Mentoring Hub will introduce the Integrated Women's Mentorship Program, made possible through the financial assistance of the Women's Program, Status of Women Canada, recognizing that women face unique barriers to professional employment. The program will bring established Calgarians together with immigrant and refugee professionals that share common professional backgrounds and goals.

IMMIGRANTS of DISTINCTION AWARDS

Rewarding people is not only a good way to recognize hard work, but it's also a good way to motivate others.

The Immigrants of Distinction Awards celebrate the outstanding achievements and contributions of immigrants and refugees in Calgary and area in arts and culture, business, community service and distinguished professionals.

It also recognizes organizations and businesses that strive to make diversity and inclusion a priority in their workplace and highlights the achievements of immigrant and refugee youth through the presentation of youth scholarships.

**2008 AWARD
RECIPIENTS**

Arts and Culture:
Ms. Cecilia Gossen

Business:
Mr. Saad Ibrahim
Petro Management
Group Ltd

Community Service:
Dr. Kabir Jivraj

Distinguished Professional:
Dr. Alykhan M. Nanji

Organizational
Diversity/ Business:
Haworth Ltd.

Organizational Diversity/
Government and
Non-Profit:
GlobalFest

Youth Scholarship:
Simon Atem
Hin Man (Ivy) Cheung
Zoe Beatrice Cheung
Sana Tariq
Jane Wu



The thundering sound of the Lion Dance started off the 12th annual Immigrants of Distinction Awards Gala. The 600 guests enjoyed an evening of spectacular ethnic entertainment and inspiring stories provided by the award recipients. The young scholarship recipients dazzled the audience with their achievements and their touching speeches, which showed wisdom beyond their youth. Congratulations are due to all recipients and nominees. You have made our community a more welcoming place for all.

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THIS YEAR'S EVENT WAS HELD ON MARCH 7, 2008 AT THE WESTIN.
THE HONOURABLE NORMAN L. KWONG, CM, AOE AND
HER HONOUR MRS. MARY KWONG ATTENDED THE EVENT THIS YEAR.

THANK YOU

Anonymous	Enbridge Inc.	Mr. Tyler Charkie	Scrap Shotz
Art Box	Encana Cares Foundation	Ms. Alicia Backman-Beharry	Serta
ATCO Gas	Epcor Centre for the Performing Arts	Ms. Chitra Sekar	Shaw TV
Atlas Restaurant	Epicure Tasting Party	Ms. Eileen A. Grant	Soul & Health Fitness
B & Donna Trendy Style Fashion	Falafel King	Ms. Genevieve Delaney	Southland Transportation
Bennett Jones LLP	Gold's Gym	Ms. Hilde Houilding	Style Craft Printing (1991) Ltd.
Bow Valley College	Harry & Martha Cohen Foundation	Ms. Karen Karpuk	Sunnyside Greenhouses Ltd.
Cake Works	Harvey Cenaiko, MLA Calgary Buffalo	Ms. Li Zahnd	Sylvan Learning Centre
Calaway Park	Haworth Ltd.	Ms. Linna Morgan	T & T Supermarket
Calgary Board of Education	Heritage Park Historical Village	Ms. Louisa Leung	Talisman Energy Inc.
Calgary Flames	HSBC Bank Canada	Ms. Marcy Field	TD Canada Trust
Calgary Folk Arts Council	Immigrant Services Calgary	Ms. Michelle Deacon	Telus
Calgary Health Region, Health Diverse Populations	Independent Distillers	Ms. Monica Rovers	Telus World of Science/ Creative Kids Museum
Calgary Herald	Kahanoff Foundation	Ms. Parveen Anwar	The Calgary Foundation
Calgary Philharmonic Orchestra	Kensington Art Supply	Ms. Payal Verma	The City of Calgary, Arts & Culture Recreation
Calgary Police Services	Kensington Wine Market Kitchen Aid	Ms. Ranjani Devendar	The City of Calgary, FCSS
Cargill	La Fleur Floral Boutique, Art Central	Ms. Muse Restaurant & Lounge	The Fairmont Palliser
Cargill Meat Solutions	Laird Armstrong	Ms. Vania Dimitrova	Toole Peet & Company
Caron & Partners LLP	Lake Louise Inn	National Bank	Trail Appliances
CBC Radio One	Liquor-X	Nexen Inc.	Trico Homes Inc.
Commerx	McDonald's	North Shore Resources Ltd	U P Studio, Art Central
Con Amor Band	McElhanney Surveying & Mapping	One Yellow Rabbit	ULS Maintenance & Landscaping Inc.
Coop	Meyers Norris Penny LLP	Osteria de Medici	United Way of Calgary & Area
CTV	Moti Mahal Restaurant	Painted Pony Ltd.	University of Calgary, Faculty of Social Work
Culture Connect Ltd.	Mount Royal College	Petro Management Group Ltd.	Variety Magic (Canada) Group Ltd.
Delta Lodge at Kananaskis	Mr. Baljinder Boora	Petroland Services (1986) Ltd.	WalkingSpree Inc.
DIRTT Environmental Solutions	Mr. Micah A. Libin	Pierson Family (Pierson Funeral Services)	Wayne Cao, MLA Calgary Fort
Dr. James S. Frideres	Mr. Pascal Yu	Plaza Theatre	Westin, Calgary
Dr. Robert W. Robinson	Mr. Rene Ouellette	Print Shoppe	
Eisan Consulting Ltd.		Purdy's	
Elveden House Flowers Ltd		SAIT Polytechnic	

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We want you to add your voice to ours. Maybe you are an organization looking for a worthy cause. Or you have a few extra hours a week and enjoy seeing a smile light up a child's face. Or perhaps, you feel so blessed by everything in your own life, that the only way to make it better is to help someone else's. To add your voice, time or resources, please visit addyourvoice.ca



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