

Calgary Immigrant Educational Society (C.I.E.S.)

25 Years of Community Service: 1988 ~ 2013

2012 - 2013



Our second new office building located at 3820 32nd Street N.E., Calgary



A branch office of Calgary Immigrant Educational Society

We come from all around the world to make Canada our home!

25th Annual General Meeting - June 25, 2013

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Mission Statement

Provide immigrants and economically challenged individuals the tools to be successful and active participants in the community.

Goals

1. To provide English as a Second Language classes to newcomers
2. To assist newcomers and low income Canadians to become more sufficient through employment
3. To provide fair access to newcomers to existing services and organizations by helping them overcome the various barriers
4. To promote mutual understanding and respect between the mainstream and the ethnic community on cultural issues

Objectives

To help newcomers and economically disadvantaged Calgarians become productive and successful.

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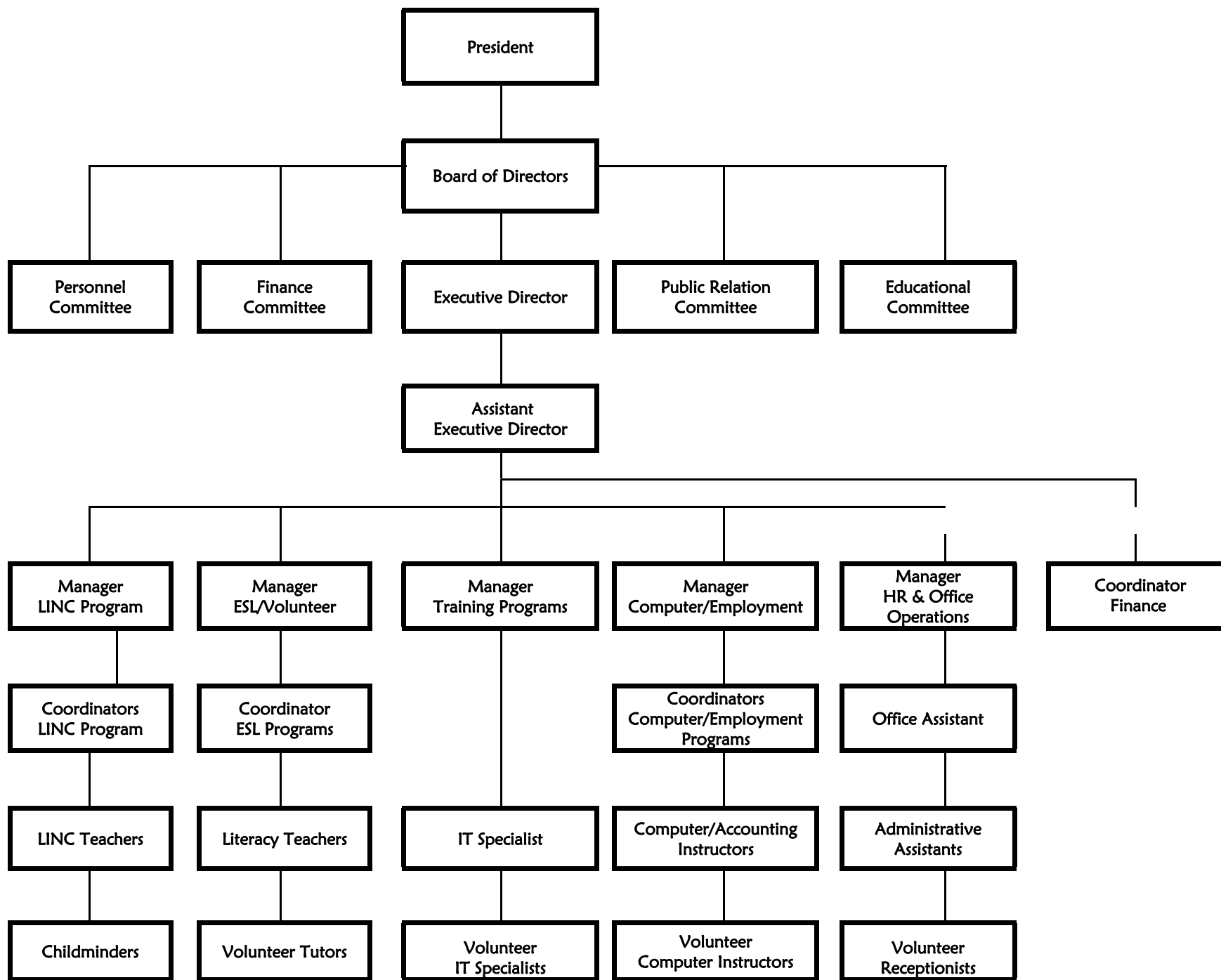
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Organizational Chart



Board of Directors 2012 — 2013



Carlos Qafaiti
President



Elizabeth Bertram
Secretary



Philip Baker
Treasurer



William J. Johnson Q.C.
Past President



Peter Plesche
Director



M'Liss Edwards
Director



Amarjit Rakhra
Director



Susan Norman
Director



Danny Rehbein
Director

Program Managers



Salim M. Sindhu
Executive Director



Noureddine Bouissoukrane
Assistant Executive Director
Manager, Computer/Employment Programs



Dr. Sally Zhao
Manager, LINC Program



Agnes Wong
Manager
Training Programs



Eva Su
Manager
HR & Office Operations



Olivia Chen
Manager
ESL/Volunteer Programs

President's Report

Ladies and Gentlemen:

On behalf of the Board of Directors and staff of Calgary Immigrant Educational Society (C.I.E.S.), I welcome you to our 25th Annual General Meeting. I would like to take this opportunity to extend our appreciation to the volunteers and Board members who gave their time and talents to help C.I.E.S. in many different ways and especially hats off to our past President, Mr. William J. Johnson, Q.C., who guided us under his leadership and dedication from 2003 until 2012. I would also like to give my sincere thanks to the staff who have generously given their time and efforts to the successful administration and implementation of our programs and services. In addition, I thank all our partners and stakeholders who have supported C.I.E.S. throughout these 25 years from which we started a humble organization in a 250 square foot room in 1988 and now we own one 15,000 square feet and the other 22,000 square feet buildings in Calgary. I am so proud of all the things that we have been able to accomplish together.

Most importantly, I would like to express the Board of Directors' appreciation for the hard work and excellent leadership of our Executive Director, Mr. Salim M. Sindhu. Without Salim's passion, vision and determination, I believe our organization would not have progressed to its present stage. Thank you Salim for your great work in the community. Salim has finally decided to retire in June 2014 and his successor has been selected. Announcement to all stakeholders will be made in due times.

On behalf of C.I.E.S., I express my heartfelt thanks to our funders and donors for their continuous generous support and understanding. Funders and donors for our last financial year included: Alberta Gaming, Alberta Human Services, Burns Memorial Fund, Calgary Learns, Canadian Western Bank, Citizenship and Immigration Canada, Community Spirit Donation Grant, Service Canada, TELUS Calgary Community Board, United Way of Calgary and Area, The Calgary Foundation and private donations. I am very pleased to announce that we have received a generous grant of \$250,000.00 towards our mortgage reduction of the second new building from Community Facility Enhancement Program of Alberta Government. Moreover, we have received two-year fundings from TD Financial Literacy Grant Fund of Toronto Dominion Bank through Social and Enterprise Development Innovations (SEDI) for educating financial literacy to newcomers and economically challenged individuals. This means C.I.E.S. is well known and being recognized by the corporate sector. Besides, a two-year Employment Upgrading Program in Project Management and Accounting Skills Trainings has recently been launched in our Welcome Centre. Thank you very much for the generous funds from our private donor.

This past year was very exciting as we held an official opening ceremony for our second new building ~ "Welcome Centre for New Immigrants" on July 12, 2012. New programs had been launched in the new building and they aligned with our strategic goal. C.I.E.S. has emerged with a revitalized mission and a new strategic plan has been developed. We are now on our way to implement the five strategic priorities and actions stated in our 2013 - 2017 plan: leadership, public profile, fund development, program delivery enhancement, and scope of service expansion. We look forward for exciting years to come!

Lastly, on behalf of all the Board members, I thank all of you for attending our 25th annual general meeting. Thank you.

Sincerely,

Carlos Qafaiti
President, Board of Directors, C.I.E.S.
June 25, 2013

LINC Program

Language Instruction for Newcomers to Canada (LINC) Program (funded by Citizenship and Immigration Canada)

Calgary Immigrant Educational Society has been successfully providing the LINC program for newcomers to Canada for the past 23 years. This program is designed to help newcomers learn English language skills and life/other skills to smoothly integrate into Canadian culture and society. From April 1, 2012 to March 31, 2013, we offered thirty two LINC classes in total, ten full-time classes (Monday to Friday) and twenty-two part-time morning, afternoon, evening (Monday to Thursday), and weekend classes (Saturday and Sunday). We have assisted a total of 670 newcomers in the LINC program during the 2012 to 2013 fiscal year.

The following table and chart provide the detailed information (F/T 1=Full-time Level 1; P/T 1=Part-time Level 1, and so on) regarding the LINC classes we offered from April 01, 2012 to March 31, 2013.

Classes	F/T 1	F/T 2	F/T 3	F/T 4	F/T 5	P/T Literacy	P/T 1	P/T 2	P/T 3	P/T 4	P/T 5	Total
Month												
Apr. 12	2	2	2	2	2	1	5	4	5	4	3	32
May 12	2	2	2	2	2	1	5	4	5	4	3	32
Jun. 12	2	2	2	2	2	1	5	4	5	4	3	32
Jul. 12	2	2	2	2	2	1	5	4	5	4	3	32
Aug. 12	2	2	2	2	2	1	5	4	5	4	3	32
Sept. 12	2	2	2	2	2	1	5	4	5	4	3	32
Oct. 12	2	2	2	2	2	1	5	4	5	4	3	32
Nov. 12	2	2	2	2	2	1	5	4	5	4	3	32
Dec. 12	2	2	2	2	2	1	5	4	5	4	3	32
Jan. 13	2	2	2	2	2	1	5	4	5	4	3	32
Feb. 13	2	2	2	2	2	1	5	4	5	4	3	32
Mar. 13	2	2	2	2	2	1	5	4	5	4	3	32

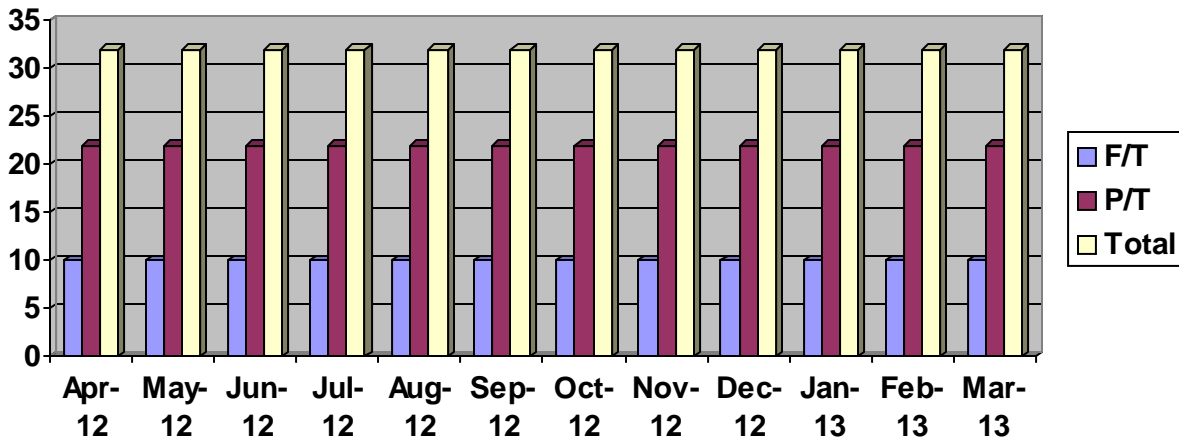


Figure 1: LINC classes provided by C.I.E.S. from April 1, 2012 to March 31, 2013

LINC Program

Our classes are composed of newcomers from various ethnic and cultural backgrounds, approximately 79 different countries. The following table and pie chart explain the percentage breakdown of our students' countries of origin:

Country	India	Ethiopia	Vietnam	Afghani- stan	Pakistan	Columbia
%	15%	12%	9%	5%	5%	4.5%
Country	China	Iraq	Philippines	Sudan	Eritrea	Other
%	4.5%	4%	3%	3%	3%	32%

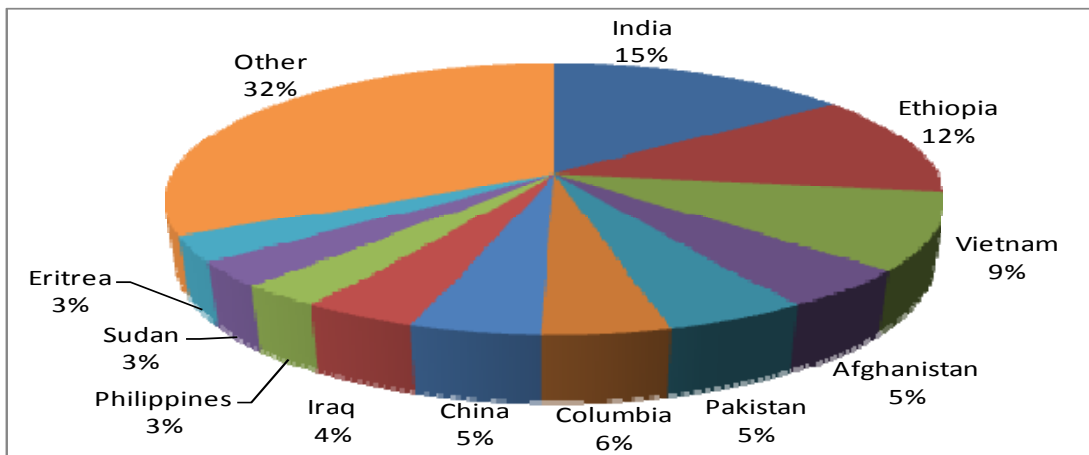


Figure 2: LINC clients assisted by C.I.E.S. from April 1, 2012 to March 31, 2013

The LINC program is designed to assist newcomers integrate into Canadian culture through various activities, such as field trips, presentations given by guest speakers and in-class English language and life/other skills training. This program is delivered through the recommended curriculum of the Canadian Language Benchmarks (CLB) and our in-house curriculum that covers various themes/topics. The topics covered are shopping/food, health, technology, entertainment, employment, environment, communities, holidays, Alberta, Canada, citizenship, education and many more.

Students are exposed to field trips that reinforce the lessons they learn in the classroom. During this period, our Society has organized field trips to various places: Downtown Calgary, Glenbow Museum, Calgary Public Library, Calgary Zoo, Heritage Park, and Fort Calgary to mention a few. We would like to especially acknowledge Glenbow Museum and The Calgary Zoo for providing free tickets as well as Heritage Park and Fort Calgary for granting us a discount admission for our students' field trips. On these educational trips, students also learn about various holidays and events that take place in Canada. Taking part in these celebrations and activities allows students to better understand and appreciate Canadian traditions and culture.

LINC Program

With the financial support of Citizenship and Immigration Canada (CIC), C.I.E.S. provides full-time and part-time Childminding services which allows students to attend the LINC program while their children participate in our innovative child-care service. Children from various cultural backgrounds have the opportunity to have fun and play together while their parents attend English language, life skills, and employment skills training. With the ratio of 1 - 6 (1 childminder for 6 children who are between 19 months to 6 years old), we have assisted 203 children (116 at Forest Lawn location and 87 at north east location) from April 1, 2012 to March 31, 2013. It is available to both full-time and part-time LINC students at C.I.E.S..

Teachers, childminders, volunteers and the administrative staff who help students of the LINC program are the backbone of our Society. C.I.E.S. would like to thank and acknowledge all the LINC teachers, volunteers, childminders, substitute teachers, substitute childminders, and the management staff for their incredible contribution and dedication.

We would like to thank the guest speakers who provided presentations to our LINC students during the 2012 to 2013 fiscal year. They are Mike Hagen and Kelly Chisholm from Calgary Police Service; Jim Sloan from World Financial Group; Alison Cole from Fish Creek Provincial Park; Junaid Malik, Fabian Asin, Lesa Bain, Mark Kolke, April-Lynn Leviff, and Jacques Bermizan from Volunteer Calgary; Dan St. Yves from Canadian Diabetes Association; Silvia Song from Alberta Health Services; Padmaja Genesh from Alzheimer Society; Marc Labbe and Patricia Bal from City of Calgary Animal & Bylaw Services; Peter Maffat from Calgary Fire Department; Andrea Eitle, Kayley Fesko, Alla Guelber, and Anna Martin from City of Calgary Waste and Recycling Services. All of these groups and people helped enrich our LINC activities to better assist our students with their integration into Canadian culture.

We wish to extend our appreciation to our various partners and fellow organizations as well. We would like to thank Mr. James Russell, Mr. Greg Doudican, and Ms. Monique Watson, our officers from Citizenship and Immigration Canada for their continuous support of this program. We would also like to thank Ms. Krystyna Biel, the Director of Immigrant Language and Vocational Assessment-Referral Centre (ILVARC), Shiraz Amiry, the counseling team leader at ILVARC, and the assessment team and counselors for their great work. Their unfailing support enables our LINC program to better accommodate the high demand of the newcomers for English language and life/other skills training, especially for the newcomers in the southeast Forest Lawn area and northeast Whitehorn area of Calgary.

In April of the 2012 to 2013 fiscal year, we opened a brand new building in the Whitehorn area of Northeast Calgary. This added an additional 22,000 square feet on top of our existing 15,000 square feet of space to bolster our capacity to offer settlement and other employment training programs.

We are pleased to be moving forward and working together with our funder and partner organizations. We look forward to many more years of successful joint efforts for this great cause.

LINC Program

LINC Students' Experience/Testimonials at C.I.E.S.

Part time evening LINC 2A (Teacher: Nataliya Lykshosherstova)

Hi, my name is Shaheen. I came from Iraq on January 2010 with my wife and children. As I didn't know English at all, I came to C.I.E.S. in 2010 to study English but in 2012 my hours finished and I was very sad about it. I had to stop school. I could speak a little but still had problems reading and writing. I couldn't find a job. I waited for 9 months. But then CIES called me and said that now I can study more till I am good at English. I was so happy.

I like my school, because here I learn to write and read. And I want to get a job soon. I also like games that we have in class. Thank you for giving me one more chance to study.

Part time evening LINC 4A/5A (Teacher: Janet Nufer)

My name is Ester Simon. I come from Uganda. I have lived in Canada for almost 5 years. I have been studying the LINC program at C.I.E.S for 2 years. This program has helped me feel connected with friends in my community. This program is a door that has introduced me to a new language and culture

I really appreciate the childcare program and the presentations with all the information about how to live in Calgary. I hope I can continue my studies. Thank you.

Part time evening LINC 2A/3A (Teacher: Daniel Ling)

Good evening, ladies, gentlemen, and fellow students. My name is Augustina Egyir, and I am a product of this great school. I am originally from Ghana, located in the west coast of Africa. Ghana is a beautiful country, but it is poor in terms of work and social needs.

I joined my husband and the rest of my family in coming to Canada on June 14, 2012. I immediately fell in love with this country, which has a lot to offer. My immediate aim was to get a job and to start making good money. I found a job at a hotel in downtown Calgary, but I discovered that my English wasn't good enough. My husband took me to a newcomers' centre to see if they could help me become a health care aide. Unfortunately, I failed the entrance exams for my career choice. My husband then advised me that my best option was to go to school to improve my English. That was what brought me here to C.I.E.S.

I am happy with the progress I have made. I am glad to tell you as I stand here now that I have written the English test at MTG Health Care Centre, and I have passed with flying colours. I will start my course there this June. I know my English is not perfect, but I can tell you that it is much better than before I started studying at C.I.E.S. The LINC classes here have also helped me to pass the Alberta driving test. I can now drive my own car.

I thank this school so much for helping me to become what I could only dream of becoming. Finally, I would like to thank my teachers Lana and Daniel for all they have done to bring me this far. Thank you and God bless you all."

Full time LINC 3C (Teacher: Alice Zhao)

My name is Jaime Ustairs from Full time level 3C LINC Class in Welcome Centre for New Immigrants.

Thank you for giving me this opportunity to express my gratitude to the Welcome Centre for New Immigrants. You have helped me with this first step of learning English, which is the most important part in the process of getting involved into the Canadian Society. Now I like to share with you my LINC experience that almost every immigrant has had.

First of all, I'd love to say "Thank you" to the Welcome Centre for New Immigrants for good teachers you have here because I've learned a lot from those themes given by the teachers in LINC Class, such as jobs, history of Canada, shopping, money, foods, etc. I've got not only knowledge about English, but also life survival skills. Teachers here in Welcome Centre really welcome us every day with their professional teaching, patience, compassion, and enthusiasm as well. In addition, I really appreciate that you supply us with a wonderful place where I've made a lot of friends from different countries with whom we share our stories and different foods, our customs as well as happy and sad moments. And I want to continue to share in the future with all of you in LINC classrooms.

Finally I want to tell new immigrants that we might fall down one thousand times. However, we will have to stand up and walk forward again, because the world belongs to the ones that come through and that are tenacious on their way to success.

LINC Program

LINC Students' Experience/Testimonial at C.I.E.S. (continued)

Full time evening LINC 5A (Teacher: Jana Ciobanu)

My name is Songul Celiktas. I have been living in Calgary for 5 years and 6 months. When I came here everything was unfamiliar and I was very nervous about life. I thought about going back to Turkey and living with my family, however my husband was here and it could be hard for both of us.

I graduated from university in my country and I know how important it is to get a good education. I didn't know how to speak English. I didn't know even the alphabet. I studied French for a short time back home but I forgot all of it. I decided to learn English right away, however first the two months I couldn't find any school. Then when I found the YMCA I had to wait for it. Finally I started studying in LINC 1 at the YMCA. I studied very hard but after three months I stopped my class because of pregnancy. I wasn't feeling comfortable. I tried to study at home from time to time but it is not like school. I was so worried about English. I couldn't speak with people and I also couldn't do anything by myself. I had to wait for my husband to go somewhere. I wasn't feeling confident.

When I had my little girl, I started LINC 2 at the YMCA and my teacher transferred me to LINC 3 after one week. I went to LINC 3 for 2 months and I stopped school again because of my daughter. At that time my friend was taking care of my daughter. I was also waiting on the waiting list for daycare for her. Unfortunately that school changed their rules and they didn't provide daycare anymore.

Luckily last summer at the end of August, I joined this school. I was in the LINC 3 as a part time student. My daughter also joined daycare. Right now I am going to LINC 5 fulltime. I am very happy to be at CIES. Also now my daughter speaks English. The daycare is very helpful for her. I am optimistic about the future. I hope I can have a good job and I can be a useful person in Canada.

Thank you for giving me a chance to study for free. I would like to express my gratitude to all the people who helped me. I really appreciate all the hard work of all CIES teachers and managers. I would also like to thank Canada Citizenship and Immigration for sponsoring me.

Thanks once again for everything.

Part time LINC PT5B (Teacher: William Seto)

...I strongly believe that CIES gives me confidence to break the 'zero' barrier ... (by Dharma)

... In my class today, we are not just students. We are good friends helping each other. We all feel respected. We learn English and also about life. We laugh and play while practice our English. I am happy to be here and proud to be at CIES. (by Davinder)

CIES is the best place to learn English and also to learn about a Canadian's culture. CIES is helping me and others new comers to adapt to a new life and a new culture, and even more important it is helping us to integrate into the society. Furthermore is helping us on what we want to do and how to look for it. In my opinion, students should finish all the levels that CIES offers to them and learn everything that you can from the school. It helps you to be prepared for any event on your life, and also it will help you to succeed in those barriers or obstacles that the new cultures might bring to you. ... (by Alvaro)

... CIES has convinced me that there is nothing in Canada than a good education. Things changed when I discovered that education is the best. I went through a mental shift in my perception of thinking. I realized that people like me, don't know about CIES could also exist in changing so many immigrants life in Canada. As I started coming to this school, I realize now, I love the best side of education. All because of CIES. CIES has woken up my imagination. The school had opened up new worlds for me. CIES saved me from knowing nothing, to now knowing something. Therefore, I would like to thank the school for everything they are doing for the students of this school and giving us patience to our learning. Thank you! (by Esther)

LINC Program

LINC Students' Experience/Testimonial at C.I.E.S. (continued)

Part time evening LINC 5B (Teacher: William Seto)

Hi everybody, my name is Rachid. Today I will share with you three stories about my life. I left my country Morocco, my family, my friends and every beautiful thing in my life, just to be here in Canada. I came with two full packages of hopes and dreams. ... I was newcomer in this part of the world, I didn't know where I go and who I should ask. After Two days in Canada, when I was walking in the 36 Street NE, discovering the area and carrying all my questions with me hoping for surprised answers, I felt hungry. I needed some food, then I saw one pizza hut just after Malborough Mall. Before I paid, I observe that the cashier looks like my case, a newcomer too. His accent is not Canadian, and he had middle-east face. I asked him with really broken English, mixed with a lot of French, but the meaning was "Do you know where people can study English ?" At this moment I got my first magical reply. He told me that I can do that for free in CIES, where I can learn the language and if I have full-time job, they have also part-time schedule and good teachers too. I just felt "wow" two options to get my key, and it's for free, magic thing !!!! That means I can work in the day and study in the evening. I loved the idea and before I started my slice I have already made my decision.

This decision was really very important for me in my Canadian life, my first step to build my dream... I need it (English), I have to get it. When I started to study at level four 7 months ago in part-time schedule, I found another beautiful world, friendly teachers, amazing cultural space, all the classmates are friends, doesn't matter who you are ? Where are you from? or what religion you belong to. We are here in free country, in CIES. I started study and day after day my English's getting better and better, ... and I felt closer and closer to start my real second dream.

My third story is about English and job. When I started working in warehouse job, I used to be in cleaning service, of course because of language. My listening was benchmark 4, and I never forget one day when my co-worker said in warehouse-speaker "Rachid call line 1" and I heard like "Rachid call 9-1-1" and I called 9-1-1, the police showed up and it became a joke that never happened in this company. But now, and after six months in CIES, and in the same company, I past from cleaning to customer service, my benchmark now in listening is 8, and I'm in level 5.

In the end, I want just to say, during this period, I really enjoyed every moment, every minute here, at CIES, I have learnt a lot and I get more than English. I met a lot of good people from different countries around the world, I made many friends, and please stand for those teachers Jacinth, Byron, and William and all teachers in this school, who work hard with everyone here and participate with us to build our dreams, Immigrant dream.... Thank you CIES staff thank you a lot.

Full time LINC 1A/2A (Teacher: Michael Liu)

My name is Rahma Faoulo. I am a full-time student in LINC level 1A. It is my pleasure to tell you about my story in this meeting. I was born in South Sudan but I grew up in Khartoum, the capital of Sudan. I am proud that I am a South Sudanese, a new country in African. I studied only a little Arabic in Sudan. My husband and I moved to Egypt where we applied for the UN refugee.

In 2005, we immigrated to Canada as refugees with our five children. ... I started to work in a laundry company in 2006. I ironed uniforms and other clothes for 7 months. I was proud that I was able to support my five kids even I was a single mom. Then I worked in a nursing home doing laundry in Forest Lawn community. I also cleaned the office in Stampede Park for a year. I worked in a chicken company in 2009 cutting and packing chicken for 12 hours, sometimes I had to work overtime. I was happy to see that my kids lives are getting much better with my hard work.

However, the factory work was not easy because I had to take care of five children after my work when I was very tired. I was even upset when kids asked me to help their school study because I did not have the education. I told myself that I came to Canada for a better life and I could make my life better through my efforts. So I decided to quit that job and back to school in CIES this year.

Study is not an easy thing either to me because I almost could not read a job information and I could not write a simple resume when I started in CIES. My teacher, Michael, understood this so he started to teach me simple spelling, new vocabulary and short sentences. I worked very hard because I wanted to work in the office and I wanted to help my kids homework. We learned a lot of English and our class has a lot of fun. In class, we also discussed new immigrants life in Canada, our happiness and problems. For example, we think our kids who are learning some bad behaviour in Canada. But they do not listen to us and we cannot teach them by our old culture and ways. We are worrying about them.

After the first semester, I passed reading level two test. I also passed speaking and listening level four test which can help me to apply for the Canadian citizenship now. I think next semester maybe I can study in level two. Our school also helped me to apply for the social welfare so that I do not have to worry about money when I am studying here. I hope that I can work in the hospital in Canada. I dream to go to university or college after our LINC program.

Finally, I want to thank all teachers and staff for the help. Thanks Canadian government! God bless everybody!

LINC Literacy Program

LINC Literacy and Basic English Program (funded by Citizenship and Immigration Canada)

While running the LINC Program and offering LINC 1 to LINC 5 classes we found that quite a few LINC eligible clients were waiting for our Literacy and Basic English language class before they could function in LINC 1 class.

In order to better accommodate the high demands for a Literacy and Basic English language class, we applied to Citizenship and Immigration Canada (CIC) for launching a part time LINC Literacy Program to accommodate the needs of adult immigrants and refugees who are LINC eligible but with low literacy in the English language, or have a CLB Literacy Assessment conducted at ILVARC and received pre-benchmark scores. With the approval of CIC we started our part-time evening LINC Literacy class in May 2009.

The LINC Literacy Program and ESL Literacy and Basic English Program share the same established in-house curriculum and objectives. The curriculum is designed in a way that both theme-oriented activities and hands-on learning technique are employed. The instructor follows the curriculum while making necessary adjustments to fit the needs of the students in each session. They create encouraging, safe and positive learning environments so that the students feel comfortable participating in class activities without being afraid of making mistakes. Thus, the participants of the LINC Literacy Program are prepared to move up in terms of both English language improvement and confidence level.

From April 01, 2012 to March 31, 2013, a total number of 63 students have attended our part time evening LINC literacy program, 22 male and 41 female students. 35% of the participants passed and moved up to the LINC or other ESL programs such as Drop-In ESL, which is also offered at our Society.

This is the fourth year we are offering the LINC Literacy Program. In order to accommodate more clients and shorten the waiting period, with the approval of our funder, Citizenship and Immigration Canada, we began to intake 12 instead of 10 students per session as of the fiscal year of 2010 to 2011. However, we still have quite a long waitlist for each session.

We would like to thank Citizenship and Immigration Canada for funding this program, which enables so many LINC eligible clients in need of literacy support to benefit from the fundamental English language skills and confidence they have gained from the LINC Literacy Program. We would also like to extend our gratitude to ILVARC for their continuous support. We look forward to working together for many more successful years with our funder and our partner organizations to provide the literacy support for our needed clients.

LINC Literacy Program

The 63 students in the LINC Literacy class in the fiscal year of 2012 to 2013 are from 13 different countries. Please see below the table and pie chart for details.

Country of Origin and Number of Students

Vietnam	Afghanistan	Sudan	Iraq	Myanmar	Ghana	Jamaica	Pakistan	Ethiopia
13	11	7	7	7	4	3	2	2
Columbia	Cambodia	China	India					
2	2	2	1					

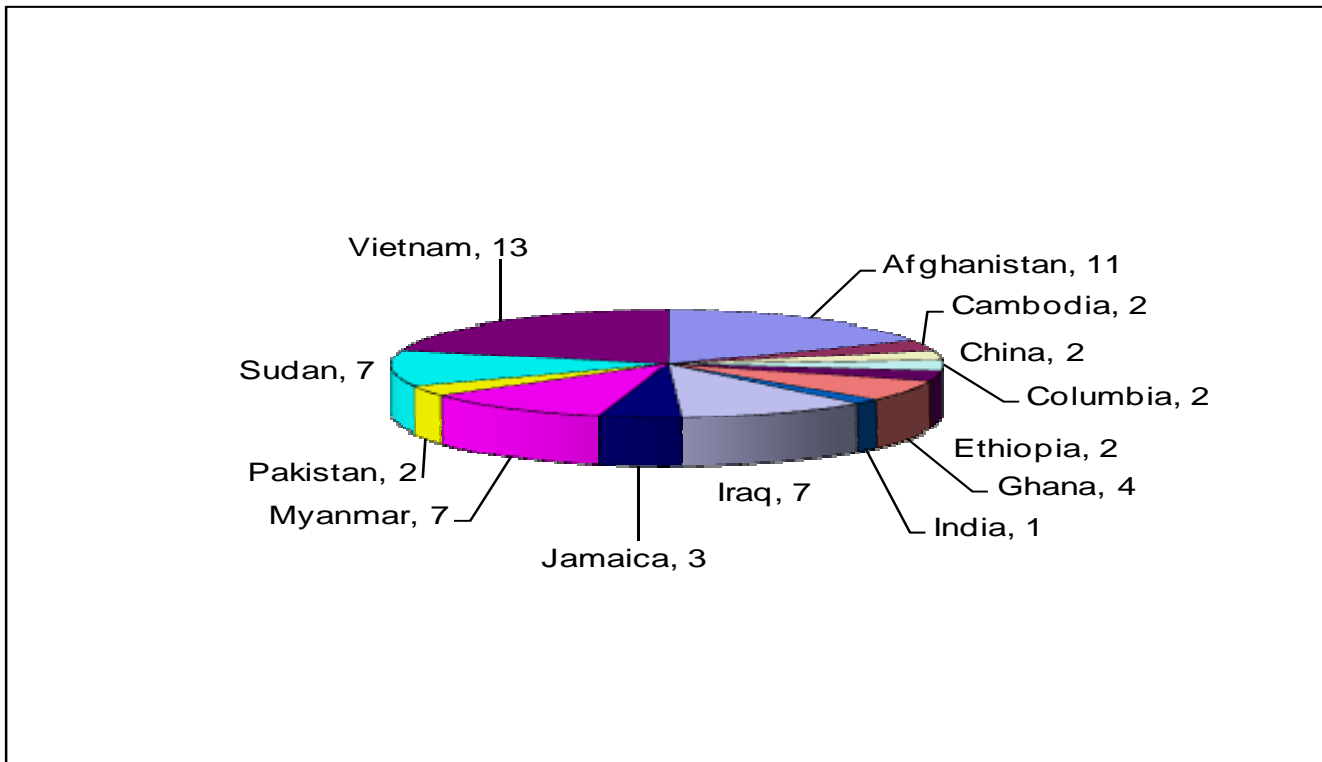


Figure 1: LINC Literacy clients assisted by C.I.E.S. from April 1, 2012 to March 31, 2013

LINC Home Study Program

LINC Home Study Program

(Funded by Citizenship and Immigration Canada)

Delivered in partnership with Language Education At a Distance (LEAD) & the Centre for Education & Training (CET)

The 2012 to 2013 fiscal year saw the opening of the LINC Home Study Program (LHS) at the Welcome Centre for New Immigrants, branch office of Calgary Immigrant Educational Society, with new classes beginning May 21st, 2012. As a Language Education at a Distance (LEAD) program, LINC Home Study assists students who cannot attend regular LINC classes due to disability, family conflicts, opposing work schedules, or lack of LINC in their area.

Classes are conducted online and over the phone by TESL-certified instructors. This is done through a combination of online exercises and activities provided through a LINC curriculum database developed by Centre for Education & Training. Classes run between 8:30am and 9:30pm, Monday to Friday, with students meeting with their teacher online or over the phone once per week.

In December 2012, LINC Home Study was approved by Citizenship and Immigration Canada to increase the capacity of seats offered by the program from 45 to 60. This increase helped diminish the expanding waitlist for the program. From May 21st, 2012 to Mar 31st, 2013, the LINC Home Study program assisted a total of 92 newcomers.

The following table and chart provide the detailed information of student's average reasons for taking home study.

Reasons for Enrollment in LHS Program

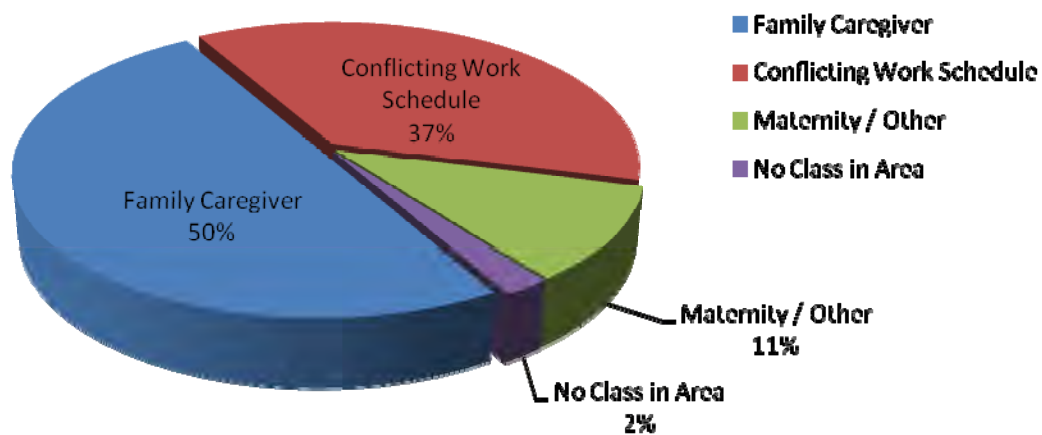
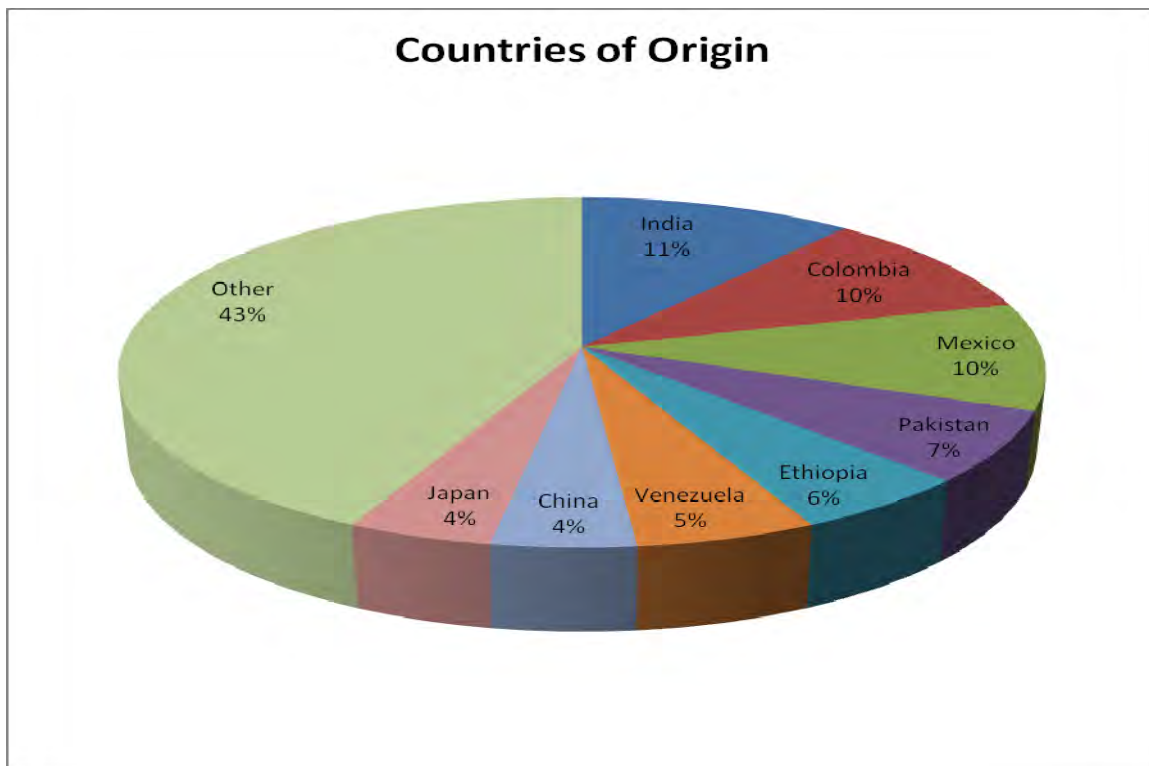


Figure 1: LINC Home Study Clients from May 21, 2012 to April 31, 2013

LINC Home Study Program

LINC Home Study classes are comprised of immigrants and refugees from a variety of ethnic and cultural backgrounds, approximately 38 countries. The following table and pie chart explain the percentage breakdown of our student's countries of origin.

Afghanistan 1%	Bangladesh 1%	Bolivia 1%	Brazil 1%	China 4%	Colombia 10%	Congo 1%
Cuba 2%	Dominican Republic 2%	Egypt 2%	Eritrea 1%	Ethiopia 6%	Honduras 1%	India 11%
Iran 2%	Japan 4%	Kazakhstan 1%	Kenya 1%	Korea 1%	Mexico 10%	Moldova 3%
Nepal 2%	Nicaragua 1%	Nigeria 1%	Pakistan 7%	Philippines 1%	Poland 1%	Romania 1%
Russia 2%	Senegal 2%	Somalia 1%	South Korea 1%	Syria 1%	Taiwan 1%	United States 1%
Uzbekistan 1%	Venezuela 5%	Yugoslavia 1%	Undefined 4%			



LINC Home Study Program

LHS clients' progress in terms of CLB improvement during this fiscal year was much higher than expected. The following statistics provide a detailed picture.

Improvement Statistics:

Period of Study	May 21,2012 – Mar 31,2013
Clients Served	92
Class Time Per Lesson	30 Minute Class / 5-7 Hrs Homework (Per Week)
Requirements	+1 Benchmark in 6 Months
Testing	Test 1-to-2 Skills (L/S/R/W) Every 3 Months
Met Enrollment For Testing (3 Mo)	59
Growth in 1 Skill in 3 Months	44
Clients Who Improved	74.5%
Average Benchmark Growth in 3 Months	+1.50 Benchmark(s)
Met Enrollment For Testing (6 Mo)	29
Growth In 1 Skill in 6 Months	26
Clients Who Improved	89.6%
Average Benchmark Growth in 6 Months	+1.93 Benchmark(s)
No Growth in 3 Months	15
No Growth in 6 Months	3
Areas Most Improved	Listening (21 Clients) Speaking (22 Clients) Reading (20 Clients) Writing (19 Clients)

LINC Home Study Program

According to the data, the target of moving 1 benchmark in 6 months is being healthily met, while approximately 75% of students show growth even within the first 3 months of the program. This is excellent news, given that the hardest time of the program is the first 3 months while the client is adjusting to challenges of distance education.

Through questionnaire surveys, we have collected students' feedback about the program delivery and development. We have received very positive feedback from LHS students. Below are some quotes from LHS students. For privacy and confidentiality reasons, we have only provided the first names of the students.

The LHS ...being flexible and adjusting to my schedule, allows me to never miss a class

By Yesenia

Before I started LINC Home Study lesson, I hated to get or make a phone call ... those were very hard for me to catch what somebody speaks, but now I can take any phone call without hesitation and I could make a phone call positively. I think your system works very well for me.

By Junko

I enjoyed my classes a lot. I would like to have more time to study.

By Vanda

Online program helps me a lot to developing my speech. There is a program where I can read the text, then listen and repeat against into the microphone, and find the difference in pronunciation of my. I can also hear my mistakes. Entirely the whole program is great.

By Irene

I am a stay-at-home Mom and cannot leave my children. LINC home Study program gives me enough flexibility to study at her own pace and time. The program fits perfectly with my daily activities.

By Nuha

One of the LINC Home Study instructors commented on this program as follows:

The project is great, it allows the students to develop valuable phone skills, the project fills a need for students to learn in a manner that is conducive for them, students are very dedicated to the project and they continue to keep their studies up when they are pregnant or just a new mom, when they are ill or in between jobs. This project allows them to learn some computer skills so that they are not left behind when entering a class room or a jobsite.

Through webinars and in person training, we have managed to have 12 Professional Development (PD) workshops for our LHS instructors and management staff. All of these workshops have been very well received.

LINC Home Study Program

They have been beneficial to LHS instructors and management staff. Having benefitted our staff, our clients also benefit, making the whole program a success. We would like to thank English On line (Tutela.ca) for offering free webinars and free resources online, Centre for CLB for providing free training about revised CLB documents. We would also like to thank Daniel Love from SAIT, Deborah Ricketts and Gerry Landreville from Mount Royal University for facilitating PD workshops for our LINC/LHS instructors.

In conclusion, we are very grateful to Citizenship and Immigration Canada for approving our proposal to start the LHS program in partnership with Centre for Education & Training as of April 2012 and continuing to fund this program. Your great vision helps the integration of newcomers' integration into Canadian society immensely. We thank Centre for Education and Training for sharing the resources with us and also providing the initial training to our management staff to start the LHS program. Our special thanks go to Sonia Martin, the Manager of LINC Home Study-Canada. Sonia's professionalism, expertise and experience have made this partnership very fruitful and enjoyable. It would not have been possible to deliver LINC Home Study program successfully without the great support from ILVARC. Thank you Krystyna and the ILVARC team for your great cooperation and support in the delivery of LHS program at CIES. We would also like to thank Hana Taleb Imai and Cari-Ann Roberts, the LHS management team from Bow Valley College for sharing resources, expertise and experience in delivering the program. We have enjoyed working with you all. We look forward to many more years of working together with you to serve the needed newcomers.

Drop-In ESL Program

Drop-In ESL Program (funded by Alberta Human Services)

The “Communicative Competence – From Comprehension to Production” program objectives are being met by providing adult learners with a framework in which to learn a full range of overall communicative skills in English language and understand Canadian culture. From reading this report, you will know the basic philosophies of the program, the strategies we used to run it as well as learners’ progress.

Calgary Immigrant Educational Society has been delivering Drop-In ESL program since 1988, which aims at helping immigrants and refugees to Canada acquire necessary linguistic skills that would facilitate a smooth transition into Canadian culture. The program is aimed at, but not limited to, those adult learners who cannot attend ESL programs provided by other institutions which have a firmly set schedule and strict attendance policy. We offered three afternoon and four evening classes, Monday through Thursday, for a total of twenty-eight classes each week. There are three different levels of classes both in the afternoon and evening: pre-basic (CLB level 1), basic (CLB levels 2 & 3) and intermediate (CLB levels 4 & 5). We are offering two basic classes in the evening because of the current needs.

The topics and practical themes involving daily living and employability skills helped the adult learners adapt and integrate into Canadian society more smoothly. During the 2012-2013 funding period, 503 clients were served. An average of 900 students attended the class each month. Overall, the program provides a valuable service to a fairly large portion of the community that is often unable to gain access to many of the other ESL programs offered around the city.

The program manager and coordinator keep shaping and updating the content of the curriculum to meet students’ needs and expectations. This curriculum integrates practical themes with pronunciation, grammar, vocabulary, listening, speaking, reading and writing to create well-balanced lessons. It provides the adult learners with the competency and ability to enhance their life and employability skills. A four-month thematic cycle is used, where all seven major themes are covered. The modular structure, with each class being a lesson in itself, while having cyclical interconnecting themes, remains to be a trademark of our program. The students were less likely to feel disoriented even if they missed the class the day before.

The manager and the coordinator create and provide all of the lessons, so the consistency and structure of the lessons are ensured. There is continuity and consistency for the students even though they work with different volunteer tutors daily. These skills are grouped under seven major thematic categories that consist of:

Themes	Weekly Topics	Remarks
Consumer Skills	<ul style="list-style-type: none">• Banking & Money• Shopping	Understanding Canadian currency

Drop-In ESL Program

Living in Alberta and Canada	<ul style="list-style-type: none"> • Communities & government services • Alberta • Canada • Weather/Seasons/Environment 	Understanding Canadian culture and their residing communities, and acquiring knowledge about living in Canada
Self & Family	<ul style="list-style-type: none"> • Self & Family 	Understanding and expressing information about themselves
Employment	<ul style="list-style-type: none"> • Employment • Education & Training 	Understanding and implementing useful job training skills and various workforces in Canada
Leisure	<ul style="list-style-type: none"> • Entertainment & Leisure • Holidays • Transportation & Traveling 	Understanding various types of transportation in Canada and how Canadians spend their leisure time and celebrate holidays
Health	<ul style="list-style-type: none"> • Food & Nutrition • Health & Fitness • Emergencies & Medical 	Understanding the importance of good hygiene and fitness, and medical system in Canada
Housing	<ul style="list-style-type: none"> • Housing 	Understanding how to purchase, rent and maintain various types of homes in Canada

Each of the above themes strives to hit these following objectives:

- Pronunciation;
- Vocabulary and Expressions;
- Structures/Grammar;
- Functions and strategies for social interaction (Suasion);
- Sample conversations;
- Speaking/Listening activities; and
- Reading/Writing activities.

Lesson materials are updated continuously. We always make every effort to implement new materials and activities into our program to meet the students' needs. Students' needs are always placed first in curriculum design. Students' feedback from the monthly questionnaire and class logbooks are of great importance. After the first assessment in September 2012, many students realized that writing was their weakest skill and all of them, especially higher level students, were eager to improve it. On the monthly questionnaires, these students requested more writing activities, grammar practice and vocabulary development in and after class. A series of writing activities and materials related to the weekly themes,

Drop-In ESL Program

vocabulary development activities and grammar exercises have been added to our curriculum for all three levels since November 2012.

New materials for ESL teaching were purchased and applied to the program. For example, we purchased a lot of newly published material from McGraw Hills, Cambridge Press, etc. this year. Volunteer tutors were welcome to bring additional related materials to the class. With systematic lesson plans, the students were also given ample opportunity to actively interact with the volunteer tutors and fellow classmates and to create something by themselves rather than just listening to the volunteer tutors passively. Students' work was also posted on bulletin boards inside their classrooms and in the hallway. Moreover, besides learning in a classroom setting, we arranged field trips to the Calgary Zoo, Calgary Public Library, and Calgary Stampede Community Breakfast when the teaching themes were appropriate and relevant. Guest speakers were invited to give presentations. Some of the topics included breast health, the Alberta health system, resume writing, interview skills, waste services and recycling in Calgary.

It has always been a challenge to evaluate the students' progress formally due to the drop-in nature of this program. The manager also monitored student progress with constant feedback from the ESL coordinator and volunteer tutors as well as building ongoing dialogues between herself and individual students. In September 2012 and February 2013, we assessed all levels of Drop-In ESL students. The manager graded all the tests after the assessment and discussed progress with the volunteer tutors. Performance checklists were prepared for each student, and the manager and ESL coordinator sat down with each student to go through the performance checklists. The students really appreciated the feedback and the performance checklist they received, and were pleased with their progress.

Volunteer tutors are the backbone of this program. During the 2012 – 2013 funding period, eighty volunteers spent a total of 4,211 hours both in and out of the traditional classroom setting. All twenty-eight drop-in ESL classes each week were taught by enthusiastic and dedicated volunteer tutors.

We continued to hold training workshops for our volunteer tutors. These workshops allowed for group discussion about volunteer and student concerns and adjustments needed to perfect the program. There were also training workshops for the ESL volunteer tutors organized by Bow Valley College. They found these workshops very informative and extremely beneficial. Some of the topics included pronunciation, tutoring skills, vocabulary, grammar and ESL literacy.

In conclusion, the adult learners found this program vital to improve their overall communicative competence and it allowed them to polish their language skills in a flexible way despite their other commitments. Even though these ESL classes are run on a drop-in basis, we have been able to maintain a high standard of classroom instruction. There has been an observed improvement in the student's level of confidence and communication capabilities, which will definitely prove to be of great help to them as they become increasingly more active participants in Canadian society.

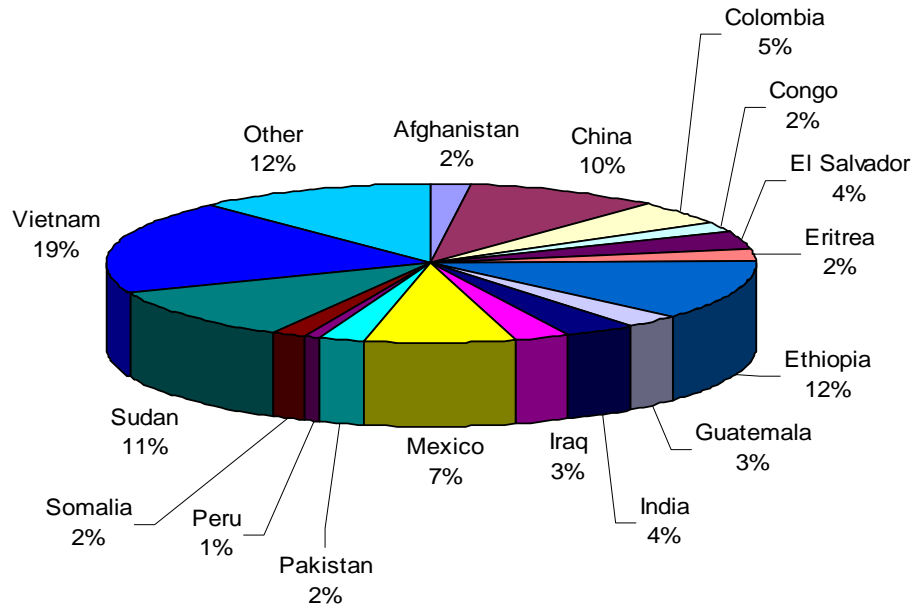
We would like to give special thanks to Ms. Christine Land, Manager of the Language Training Programs at Alberta Human Services, for her continuous guidance and support.

Drop-In ESL Program

Participant Statistics – Countries of Origin

April 1, 2012 – March 31, 2013

Total of students: 503



Afghanistan	10	Fiji	1	Mexico	37
Algeria	1	Gabon	1	Mali	1
Angola	1	Ghana	1	Moldova	1
Burundi	3	Guatemala	14	Morocco	1
Burma	4	Guinea	4	Nigeria	1
Cambodia	4	Haiti	3	Pakistan	11
Canada	3	Honduras	2	Peru	5
Chad	2	India	18	Russia	3
China	49	Iran	2	Senegal	1
Colombia	23	Iraq	14	Sri Lanka	2
Congo	11	Ivory Coast	2	Syria	2
Cuba	1	Kazakhstan	3	Sierra leono	1
Ecuador	1	Libya	2	Somalia	8
El Salvador	19	Liberia	1	Sudan	55
Eritrea	11	Lebanon	1	Ukraine	2
Ethiopia	62	Jordan	2	Vietnam	96
				Total	503

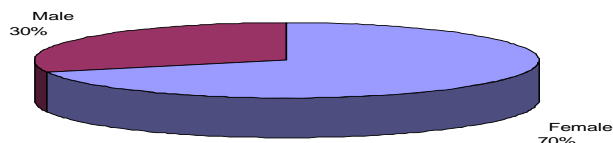
Drop-In ESL Program

Participant Statistics – Gender

April 1, 2012 – March 31, 2013

Total of male students: 151

Total of female students: 352



Drop-In ESL Students' Comments:

My name is Srimanthi. I'm from Sri Lanka. I joined C.I.E.S. last year in October. I like C.I.E.S. because my English is improving. My teachers are very good. They work hard here. If somebody can't understand, they teach us one by one. When I come to this class, I don't know some grammar. I think this class is very good for learning English. After I learn English, I want to find a good job. That is my ambition.

--- This school is very good. Lots of teachers are very good, very kind for students. They give the students lots of knowledge. They help people. Thank you very much.

--- I'm so happy to be in this class, because here is something I was looking for, and I'm able to do something that was in my dream before I came here. I'll continue to say more thank you to everyone who taught me to get more skill in English.

--- I'm so happy to have the wonderful teachers in this class to help us. I remember when I came to this class everyone in this class was helping me a lot. I really appreciate it. God will bless you. Thank you so much.

--- I like English class in this C.I.E.S. program and all teachers. I learned a lot. So I like this program. Thank you.

--- Thank you for helping me improve my English reading, writing and speaking. I like my class and teachers very much.

--- I love the school because teachers are very nice.

--- I would like to improve my English skills. I think the class will help me to do this. I am fully satisfied with this program.

--- Teachers are so helpful and as well the services.

--- Good services and very good teachers. Thank you for the program!

--- I'm happy with this program, because it helps immigrant people.

--- All teachers are very good. Good service for good price.

--- I'm getting better everyday. The teachers are very good. I like the school.

--- I like this program and I like every teacher. I say thank you for helping me. Now I am trying English speaking and writing.

--- I love this program because it helps me with my integration into the Canadian culture.

Literacy and Basic English Program

Literacy and Basic English Program (funded by Alberta Human Services)

CIES currently offers a morning and an afternoon Literacy and Basic English class on a daily basis from Monday to Thursday. The *Literacy and Basic English* program is designed for adult immigrants and refugees who are pre-literate in the English language, or have extremely limited literacy skills.

The objectives of the *Literacy and Basic English* program are:

- to address the identified need for adult English literacy instruction in Forest Lawn and its surrounding communities;
- to enhance self-esteem and confidence of clients and their families as they acquire pre-basic language skills;
- to increase community awareness and understanding through newly acquired relationships with English-speaking Calgarians; and
- to provide financially-barriered adults with the essential foundation of English at no cost.

During 2012-2013 funding period, there was a total of ten intakes for all morning and afternoon classes. All the classes were held Monday through Thursday, for two and half hours each day. Around ten students were placed in each class. Altogether, one hundred and two clients were served. An increased number of clients were tested and referred to us by ILVARC. Other immigrant agencies such as Centre for Newcomers also referred quite a few clients to the program. The top three countries of origin were Somalia, Sudan and Vietnam. Seventy-nine students completed the course and twenty-three dropped out. Pregnancy, employment and health problems were the main reasons the students discontinued during the course. Some of these students might have passed the course had they completed it.

There is an established curriculum with scheduled activities and evaluation components originated and revised jointly by the previous program manager and the teachers in 2005 based on existing Canadian Language Benchmarks 2000: ESL for Literacy Learners handbook created by Centre for Canadian Language Benchmarks. Nevertheless, the teachers made necessary adjustments to accommodate the needs of the students in each session. The main course content includes:

- upper- and lower-case letters;
- phonics;
- numbers 0 to 100;
- familiar objects in the classroom;
- days, months, years;
- commonly used verbs;
- use of who, what, when, where;
- use of subject pronouns;
- Canadian currency and shopping;
- immediate family relations;
- basic colors/shapes; and
- personal information.

A combination of directional, responsive, manipulative and communicative teaching approaches was implemented to this program. Teachers explained lesson materials to the students and demonstrated how to complete a correlating activity. With the class being learner-centered, the students were given ample opportunity to practically demonstrate what they learned, and extra review materials were given when necessary. Moreover, the teachers created encouraging, safe and positive learning environments so that the

Literacy and Basic English Program

students felt comfortable answering questions without being afraid of making mistakes. A hands-on learning technique also allowed the students to interact with the instructors and fellow classmates. Students can practice what they learned with the support of visual aids such as flashcards as well as printed handouts, worksheets and communicative activities.

The teachers also did an outstanding job of following curriculum and creating lessons, and made necessary modifications that were suitable for the students' levels and needs in each session. They constantly added new worksheets in the curriculum binders when they found new materials. The teachers continued to use interactive games and activities in class to review the lessons learned. Games and activities that used materials as simple as dice and cards were enjoyed by the students. These games and activities helped review a range of topics such as numbers, colours and personal information, and they helped students practice important skills such as following simple directions. Songs were also used to reinforce topics such as days of the week, months of the year and family. There were a number of very easy reading story books in the classroom which students had access to before and during class if they finished an activity early.

Through a combination of communicative teaching approaches and lots of hands-on interactive activities, the participants were able to make significant progress and their self-esteem also improved during the course. The program enhanced their language skills resulting in eligibility for attending further English programs. Those who passed the course and desired to continue their language learning journey were referred to *LINC* and *Drop-In ESL* programs offered at Calgary Immigrant Educational Society.

The students' motivation, daily practice and regular attendance were the main reasons of their improvement. Participants who had consistent attendance and demonstrated individual efforts succeeded in the following areas:

- ⇒ can make short conversations in English e.g. greetings, giving personal information, etc.;
- ⇒ can recognize the English language alphabet, common community signs and symbols;
- ⇒ can write short sentences;
- ⇒ can recognize simple words such as books and car;
- ⇒ can understand the usages of subject pronouns (I, you, he, she, we, they) and basic question words (who, what, when, where) and use them correctly;
- ⇒ can recognize basic items such as food, clothing, transportation, body parts, colours, numerals, etc.
- ⇒ can recognize and express days of the week, months and years;
- ⇒ can obtain foundations and basic essentials for further English language training; and
- ⇒ can enroll in further ESL programs such as *Drop-In ESL* and *LINC*.

Bi-weekly quizzes, midterm and final tests clearly showed that most of the students successfully learned the lessons taught. Besides submitting a midterm and final term report, the instructors also filled up a student performance checklist by checking off the language competencies in each skill for each student for each session, which easily showed how much the students improved and areas they still needed to work on. The instructor also used this checklist as a guideline to review areas that most of the students still needed to work on and assigned homework for extra practice.

Literacy and Basic English Program

Besides learning in a classroom setting, we also arranged field trips to the Calgary Zoo and Forest Lawn Public Library. At the zoo, the teacher and the students discussed what they observed. The teacher also tried to ask simple questions to review information learned in class such as colours and numbers. Forest Lawn Public Library is within walking distance from CIES. On the way to the library, the teachers would use that as a teachable moment to review basic nouns; they also talked about what they saw. When they were at the library, a librarian introduced the services and programs to the students. A lot of students immediately checked out children's books to practice reading at home. They were very grateful to receive library cards for free and understood that they could benefit significantly from going to the public library.

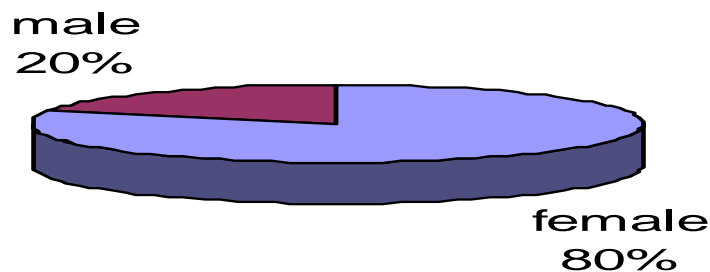
We successfully met the objectives we established for this program, which address the pre-basic ESL literacy needs of both women and men in the Forest Lawn and surrounding areas. The program definitely helped the students build essential language learning skills and confidence.

We would like to thank Alberta Human Services for funding this program, and we are looking forward to receiving their continuous support and guidance in the future.

Participant Statistics – Gender April 1, 2012 – March 31, 2013

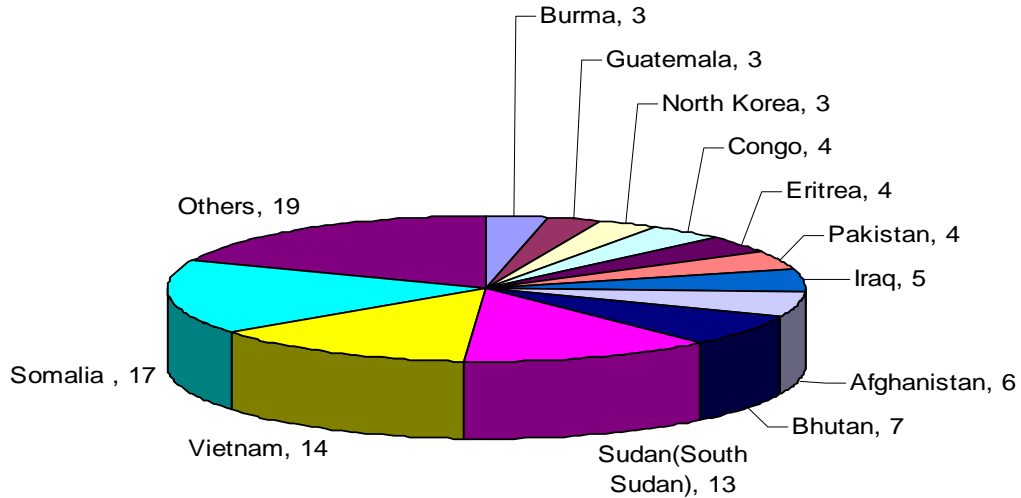
Total of male students: 20

Total of female students: 82



Literacy and Basic English Program

Participant Statistics – Countries of Origin
April 1, 2012 – March 31, 2013
 Total of 102 students



Countries of Origin	Number of Students	Countries of Origin	Number of Students
<u>Afghanistan</u>	6	Hungary	1
Albania	2	India	2
Algeria	2	Iraq	5
Bhutan	7	Laos	1
Burma	3	Liberia	1
Chile	1	Mexico	1
China	1	North Korea	3
Colombia	2	Pakistan	4
Congo	4	Saudi Arabia	1
Eritrea	4	Somalia	17
Ethiopia	2	South Sudan	2
Guatemala	3	Sudan	11
Haiti	2	Vietnam	14
		Total	102

Volunteer Program

Volunteers are the backbone of Calgary Immigrant Educational Society. Their commitment and contribution allow us to provide more comprehensive services to our clients. Their generosity and commitment help adult immigrants and refugees acquire and polish their English language skills, familiarize with Canadian culture, and integrate into Canadian society smoothly.

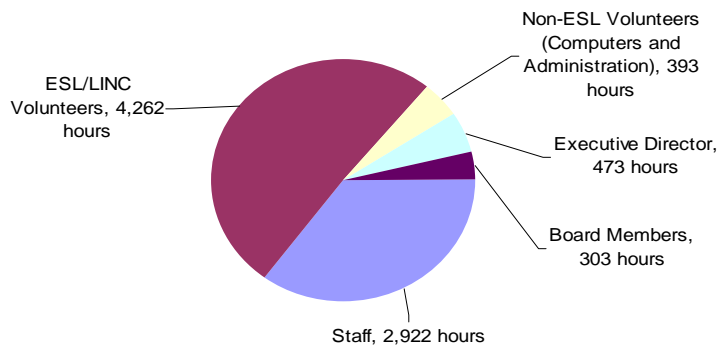
Our volunteers contribute in many areas. Besides helping in ESL programs such as *Drop-In ESL*, *Literacy and Basic English* and *LINC* as volunteer tutors or teachers' assistants, there are individuals who assisted in areas such as maintaining computers, helping in computer classes or providing administrative assistance. Moreover, we have volunteers who prepare tax returns for economically challenged members and seniors in our communities in March and April every year. This year, George Fisher, Cleo Prellwitz, Maureen Kelly and Susan Norman filed a total of 194 income tax returns. We would like to thank them for their contribution to the residents living in Forest Lawn and its surrounding communities.

From May 2012 to April 2013, the Executive Director, Board of Directors, staff at CIES and 104 volunteers contributed a total of 8,353 hours to our Society. We are fortunate to have a group of dedicated volunteers for all of our programs, especially ESL volunteer tutors, who play an important role in the success of Drop-In ESL program. Without their commitment, we will not be able to offer and run the program at all. Their dedication and commitment have a tremendous impact on the adult immigrants and refugees who come to our Society not only for learning English language but also understanding Canadian culture. The more positive interactions new Canadians have with other Calgarians, the easier it would be for them to find a sense of belonging in Canada.

Therefore, each of our volunteers' support is significant and has become the most valuable asset of CIES.

Volunteer Hours

May 1, 2012 – April 30, 2013
Total number of volunteers: 104
Total Volunteer hours: 8,353



Volunteer Program

Volunteer Experiences at C.I.E.S.

“I have volunteered with the Calgary Immigrant Educational Society (CIES) for six months, and I have enjoyed every minute of it. Primarily I teach English as a Second Language (ESL), and I so admire these adults who work a full day, and then come to class in the evening after tending to all their other responsibilities. Their motivation to learn English is so high that it is a joy to be able to participate meaningfully in their learning journey. I have also volunteered at CIES' tax clinic, and it feels great to participate in offering a service that CIES has determined is a need in their community.”

CIES is a strong organization that has much experience working with volunteers, and so it provides a strong support system for its volunteers. As an ESL teacher, any time I have needed time off, the Volunteer Coordinator has cheerfully accommodated me, even though I know I have just added to her work load. CIES also values its volunteers by providing opportunities and encouraging its volunteers to attend professional development seminars. I have attended seminars for both ESL and the tax clinic, and have found the seminars to be very valuable.”

--- Cleo Prellwitz (Basic Tutor, Tax Volunteer)

“I have been a volunteer at CIES for almost five years. The drop-in students amaze me with how hard they work at their English and at adjusting to life in Canada. I continue to be surprised and delighted at the enthusiasm they have for learning and their willingness to support and help each other. In every class, I see stronger students take it upon themselves to help weaker students. And I'm always happy to watch friendships develop between the students – in English. I appreciate the students' efforts, and am always made to feel appreciated by them. I, like the students, am treated with respect and consideration by CIES staff, and feel fortunate to be a part of this excellent program.”

--- Susan Link (Pre-Basic Tutor)

“It's hard to believe that 10 years have passed since I first began to teach English at CIES. They've been very rewarding years for me. I first heard about the volunteer tutor program at CIES while volunteering at Bow Valley College, and decided to give it a try. My first class was a pre-basic class, and I enjoyed that so much that I asked for a second class, and so have been teaching both pre-basic and intermediate students for much of my time at CIES.”

The opportunity to meet so many people from different parts of the world has opened my eyes to the changing character of Calgary and Canada, and has given me some insights into the wonderful variety of cultures and traditions around the world. And as someone who loves language, it's both a pleasure and an interesting challenge to try and share my language with others. I'm continually reminded of the hard work and perseverance of so many students who take on the challenge of adapting to a new country and a new language and culture. Their shared stories, their laughter and good will, their determination and enthusiasm enrich our classes together. At the end of the day I've received as much as I've given through my volunteer role.”

--- Sheila Navrady (Pre-Basic & Intermediate Tutor)

Volunteer Program

List of Volunteers

Aaron Shokar
Alfonso G. Ortiz
Alison Cole
Allison Olsen
Amarjit Rakhra
Amelia Park
Analiza Rogicio
Andrea Newberry
Anna Mullback
Annabelle Dick
Anne French
Armin Amini
Ashley Van Damme
Audrey Hlady
Ayala Roudstein
Blair Hone
Bob Desruisseaux
Brahima Diarrassouba
Brant Downey
Brian Doss
Carlos Qafaiti
Catherine Lebel
Celia Ho
Chandar Anand
Cleo Prellwitz
Cliona Curran
Colin Thompson
Colleen Cheng
Danny Rehbein
David Chan
David Meade
Debra Fairbanks Stewart
Debra Johnston
Dessa Nguyen
Doreen Hawkins

Dorothy Mailer
Doug Hawkins
Elisa Bocancea
Elizabeth Bertram
Eman Saj
Florence Chung
Frances Kalu
Gale Anshelm
George Fisher
Graham MacKenzie
Helen Daly
Helen Gurnsey
Hitomi Nishikawa
Ina Kim
Jacquelynn Muluk
Janet McClung
Jeannette Halasa
Jennifer Krett
Jillian Hanson
Joan Cross
Joanne Williams
John Billehaug
John Mannix
Jude Burr
Junko Kamimura
Karen Chow
Kelsey Ross
Kim Holmes
Kim Meadows
Kuzi Gondwe
Kwame Osuru
Laura Slifka
Leslie Willocks
Lisa Brattland
Lorraine Whellams

Lyndon Lindsay
Mariam C. Katz
Marianne Wolters
Marjorie Cameron
Mary Jane Sy
Maureen Kelly
Melanie Outwaite
Michelle Veldholen
M'Liss Edwards
Monette Dumlaio
Mpumuro Tharcisse
Nanna Schall
Nora McTague
Peter Plesche
Philip Baker
Phoenix Rivera
Priya Kumar
Rabiya Mansoor
Rachel Teng
Radmila Cibreva
Raj Kaila
Ranjani Srinivasan
Rick Stone
Roslyn Rosenfeld
Ryan Audette
Sarisa Toledo
Sheila Navrady
Sheryl Leskiw
Susan Link
Susan Norman
Thomas Eaves
Tracey Reed
Vera Frol
Vien Ly
William J. Johnson, Q.C.

Computer and Accounting Programs

Computer Programs

Calgary Immigrant Educational Society is now in its eighteenth year of serving the community through its Computer Programs. Newcomers to Canada as well as economically disadvantaged Calgarians who do not have any computer experience or who want to advance their computer knowledge and skills will benefit from the programs that we offer. We provide programs that will allow the students to transfer their skills from the classroom to the workplace.

Computer Technology Made Practical (funded by Calgary Learns)

The 30-hour basic computer training course called “Computer Technology Made Practical” is our most popular and successful course, which includes keyboarding, components of computers, Windows Operating System, basic functions of MS Word and Internet. The course is funded by Calgary Learns. Our goal for offering this training is to provide a computer-learning environment, which is similar to the workplace for the students to enter into the job market easily after the completion of the program and finally they will become self-sufficient. The practical use of computer operation also gives students the foundation and opportunity to pursue more advanced computer training in the future. Therefore, the demand for the basic computer technology program has been overwhelming. Once again, special thanks to Calgary Learns for funding this program.

Microsoft Word & Excel (funded by Calgary Learns)

This 30-hour “Microsoft Word & Excel” computer training funded by Calgary Learns offers students with practical knowledge of a widely used word-processing program as well as a spreadsheet program. Most Canadian businesses use this software application in their fast paced workplaces. Therefore, many basic computer class students take this course as a continuation of their training and demand for this course is very great. Students realize that once they master the operation of the functions and features of these applications, they can get jobs easily and also work independently with confidence. The employment rate for 2012 was 64%.

Other Computer and Accounting Programs

Our Society also delivers other popular computer and accounting courses such as:

- Internet
- Microsoft Access & PowerPoint
- Advanced Computer
- QuickBooks
- Advanced Simply Accounting

Computer and Accounting Programs

Since 1996 these programs had been offered on cost basis and subsidized by donations.

The 9-hour “Internet” program, which was initiated in 1998 as a pilot project, includes introduction to the Internet, browsing the World Wide Web, using search engines, signing up for an e-mail account, sending/receiving e-mails, global chatting, and creating a home page. The students enjoy all of these course contents and the instructors as well.

The 30-hour “Microsoft Access and PowerPoint” program, which was first introduced to students in 1998, now offers students with useful knowledge of a widely used database program as well as a presentations program. Most Canadian businesses use this software application in their workplaces. Therefore, this program is welcomed by most of our basic computer and MS Word and Excel class students who took this course as a continuation of their training.

The 24-hour “QuickBooks” program, introduced in 2008 is a very popular program. It is a commonly used software in the accounting industry. The QuickBooks Accounting Program trains students to work on the general ledger, accounts payable, accounts receivable, payroll, and inventory modules using the software.

In 2009, we pioneered a 20-hour “Advanced Computer” program, allowing students to further improve their computer skills in advanced Excel, Word, PowerPoint and website design after taking the Clerical Training Program.

In 2011, we launched the 24-hour “Advanced Simply Accounting” program to further refine the students’ accounting skills. The advanced features and functions of the software are taught in this program.

Basic and Simply Accounting Programs (partially funded by Community Spirit Donation Grant)

Due to some of the students who do not have any accounting experience, we offered a manual “Basic Accounting” program as of 1996 so as to accommodate their needs before taking the “Simply Accounting”, “QuickBooks” or “Advanced Simply Accounting” course. This 24-hour program teaches the learners to do accounting manually and it covers the basics and concept of double-entry bookkeeping, journalizing, posting to ledgers, completing a trial balance and preparing the financial statements. All the students who have attended this course has found that the program is excellent and enrollment for this program has increased.

In order to keep updated with the open job market requirements, we started a computerized “Simply Accounting” course for the students in January 1997. From time to time, we updated our lessons so that our students can be trained with the most updated version of the software. This is a 24-hour program and covers general ledger, accounts payable, accounts receivable, inventory and payroll modules. The students find the program very useful and they recommend that their friends and relatives come for our classes.

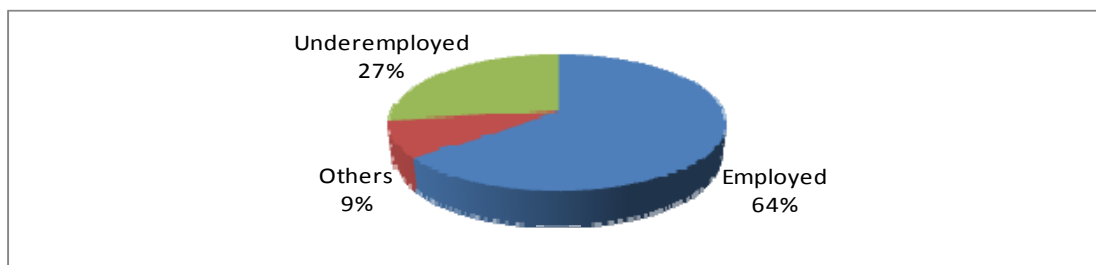
Over the past year, these programs helped 180 students equip themselves with the necessary computer and accounting knowledge. Many students join the class one after the other. We would like to express our thanks to these students who have been showing their keen interest in learning the skills offered through the training programs at our organization.

Computer and Accounting Programs

Keeping in view the success of these computer and training programs, which are in great demand from the immigrants and economically disadvantaged Calgarians, we will continue to do our best for our students in the coming years. We would like to express our deepest gratitude to our funders: Calgary Learns; Community Spirit Donation Grant. Also, a special thank you goes to IBM Canada for donating 12 Pentium IV computers and one main server, other non-profit organizations for referring students to our programs, staff, instructors, volunteer instructors as well as volunteer computer technicians who have given their support, time, and efforts to make these programs so successful.

**Student Statistics — Employment Status
for Basic Computer Training and MS Word & Excel
May 1, 2012 ~ April 30, 2013**

Total Students: 292



Basic Computer Student's Experience at C.I.E.S.

“Mr. Chairperson, board and staff members, and invited guests:

It is a privileged opportunity for me to be a part of today's function. The decision to migrate to Canada was done with very serious thoughts, as it meant to give up what you have developed in your own country and adapt to a new environment and culture.

Canada offers opportunities for better economical condition and jobs prospects. I came to Canada alone in 2008, after which my family members followed, but have since returned home.

The world is revolutionized by computer and the internet. Knowledge is said to be at mans' "finger tip", therefore, I needed to equip myself with the skills and knowledge in order to function efficiently and be a part of the moving society as well as to enhance my educational pursuits. It is also necessary to become computer literate in order to be less dependent on family members for assistance when using the computer.

A friend informed me of the Calgary Immigrant Educational Society which led me to do some research on the courses they offer, this influenced my decision to pursue the Basic Computer Skills. Our instructor Mr. Mayuanan Selvaratnam delivered the instructional material efficiently and effectively, therefore, the content was easily understood. My other classmates can attest to the fact that we were all motivated to learn. He had our interest at heart and was able to facilitate our individual learning challenges. Pursuing this course has made a tremendous impact on my computer knowledge and skills. I am now familiar with the different components of the computer, software, and applications. I can confidently say I can formulate a proper document for execution and manipulate the computer more readily.

I am currently encouraging friends, co-workers and family members to pursue this course and other courses offered by this Institution. I therefore, express my sincere gratitude, thanks and appreciation to the funder, Calgary Learns, instructors and other staff members for their dedication and commitment in making these opportunities available to us through this organization.

I am Elizabeth D. Bucknor and I am Jamaican. Thank you all. Have great evening.”

Clerical Training for Support Program

Clerical Training for Support Program (funded by United Way of Calgary and Area)

One of the most popular programs offered by our Society is the “Clerical Training for Support Program”, which started in February 1999. This program was designed to meet the needs of individuals who have previous experience in clerical positions, but lack the necessary skills required to get employments in a Canadian office setting. The students have included both immigrants who held clerical positions in their home countries and economically disadvantaged Calgarians who held clerical jobs before computer technology was so prevalent. The demand for this program, which provides a feasible way for the students to upgrade their computer and clerical skills, is very great. The success rate of getting clerical or related employments for the past year was 69% due to the economic uncertainty at this time.

The program includes 51-hour classroom training for Windows Operating System, MS Office Suite, Keyboarding, Introduction to Internet, Business Communication, Office Practices & Procedures, Career Search Techniques, Resume Writing, Interview Skills as well as 80-hour voluntary job placement after the training.

The work experience portion consists of an eighty-hour minimum training period in a business or non-profit organization. The students who participated in the work experience placement portion of the program have found it very useful in helping them gain some Canadian work experience and have benefited from it greatly. We are very thankful to the organizations that have assisted C.I.E.S. in supporting the students to work at their workplaces and also providing a pleasurable work experience. They are:

Aboriginal Resource Centre Association	Four Quest
Alberta Cancer Foundation	Funny Fest Calgary Comedy Festival
Alberta Wilderness Association	Heart and Stroke Foundation
ATB Financial, Forest Lawn Branch	Husky Oil Operations Ltd.
Baker Hughes	Immigrant Services Calgary
Bridge the Gap Accounting Services	Impact Magazine
Calgary Aboriginal Awareness Society	Independent Living Resource Centre of Calgary
Calgary Bridge Foundation for Youth	John Howard Society
Calgary Chinese Community Service Association	Kerby Center
Calgary Immigration Consulting Centre	Laurie J. Hnatiuk, Barrister and Solicitor
Calgary Legal Guidance	Loring Laboratories
Calgary Multicultural Society	Making Changes Association
Calgary Philharmonic Orchestra	Manu Chugh Architect
Canada Safeway Limited	Meals on Wheels
Canadian Cancer Society	MLA East Office (Moe Amery)
Canadian Diabetes Association	Peter Lougheed Hospital
Canadian Red Cross	Shell Canada Limited
Centre for Newcomers	The Leukemia & Lymphoma Society of Canada
Condominium First Management Services Ltd.	VH Websites
Easter Seals	Youville Recovery Residence for Women
Electronic Recycling Association	
Forest Lawn Dental Centre	

Clerical Training for Support Program

Clerical Training Student's Experience at C.I.E.S.

"My name is Rosemarie Claudette B. Dy and I am from the Philippines. I immigrated on June 12, 2011 as a skilled worker.

Last April 13 I got an email from Alastair Linds, my teacher at Clerical Training Program here at C.I.E.S. (Calgary Immigrant Educational Society). A former colleague of mine, Lole Carillo who's from Mexico recommended me to look into the different programs that C.I.E.S. offers. Among the short courses that were being offered, it was the Clerical Training Program that interested me. The 10-week program encapsulated the basic elements of Microsoft Office, i.e., Word, Excel, Power Point, Access. It also gave us information on resume writing and how to prepare oneself for an interview. We even had a resource person to give us tips on what to expect when job-hunting.

I had a very rewarding experience as a Clerical Training Program student. I met people from different countries, and the camaraderie remained all throughout the duration of the course. Our teacher, Alastair brought to class a wellspring of knowledge and experience. He is truly a gift to every one of us – an animated educator, I should say.

Why choose C.I.E.S.? I would like to summarize my answer in three (3) points:

I believe that the programs that C.I.E.S. offers are well thought of and geared towards the needs of newcomers in Canada, particularly in Calgary, Alberta. If you inquire or visit C.I.E.S, one will truly find a match to what one needs.

Every newcomer or future student of C.I.E.S. will surely appreciate the timeframe of each program. It is not too short that you won't gain something or enhance what you already know; or it is not too long that it will limit one's ability to job-hunt and be an asset to the company you'll be working for.

The affordability of the course. I am very sure that each newcomer keeps tab of all expenses. The fact that the Clerical Training Program is funded by United Way of Calgary and Area makes it easier for newcomers to avail of this opportunity to learn something that will equip and hone each one in joining the Canadian workforce.

Thus, to end I would like to thank all the faculty, staff, management, and the funding agency who made the Clerical Training Program possible and worth-remembering. May you all be rewarded a hundred-fold. Thank you."

Employment Skills Training Program

Employment Skills Training

(funded by Calgary Learns as an initiative project: August 2009— March 2010)

(funded by Citizenship and Immigration Canada: April 2010— present)

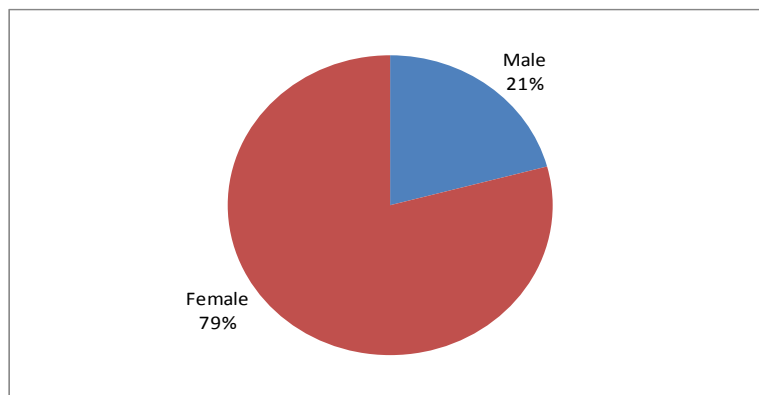
Since most of our participants were financially challenged Calgarians with medium literacy skill who were close to poverty level, they had low computer, career, and marketability skills due to many hindrances such as Canadian Language Benchmarks barrier, high tuition fees at other institutions, restrictive prerequisites and requirements, etc.. Therefore, they never had any training on essential employment skills, for example, computer and business communication skills, marketing strategies, and workplaces knowledge to compete in the open job market. As a result, they remained low skilled, unemployed and underemployed, lack of self-esteem and confidence.

With the generous funds provided by Calgary Learns for this Employment Skills Training Initiative Project in 2009, these participants got this training opportunity and they were eager to learn during the course. Many of them increased their self-esteem and confidence with secured employments.

In view of the success of the Initiative Project, C.I.E.S. has launched a free-of-charge, full-time “Employment Skills Training” Program for participants with CLB Level 5 or higher starting from April 1, 2010, funded by Citizenship and Immigration Canada (C.I.C.). This 310-hour (3-month) Program is divided into four different sections, teaching students the necessary skills to get employment in Canada. It includes computer skills, business communications, job search skills and seminars regarding Canadian business conduct, context and securing job positions in Canada. Also, there is an optional one-month volunteer job practicum. Moreover, we have started working with many organizations including business sector to place students in volunteer job placements as well as employments since April 2010. We are always looking for more employment opportunities in the corporate sector. With C.I.C.’s generous funding, we served a total of 96 students in 8 different classes from April 1, 2012 till March 31, 2013. To date, we have an employment rate of over 71%. Thank you to Citizenship and Immigration Canada to provide the funding. We would like to thank Ms. Monique Watson and Mr. James Russell, our officers from Citizenship and Immigration Canada for their continuous support of this program. Also, special thanks to Calgary Learns to provide funding for this initiative project from August 2009 till March 2010.

Participant Statistics - Gender

April 1, 2012 ~ March 31, 2013



Employment Skills Training Program

Employment Skills Training Student's Experience at C.I.E.S. ~ by Aurora Russ Tacardon (April ~ June 2013)

“When reality strikes, awakening surfaces. Being an immigrant doesn't mean to be in a bed of roses. There is a purpose to it, and that's what gives it a very significant meaning.

Personally, being here made me utilize the existence of the “Power of Positive Thinking” to its maximum. However, natural phenomena occur and there will always be ups and downs. But still, David Zucker said, “Quit now, you'll never make it! If you disregard this advice, you'll be halfway there.”

So the journey started. Resume' revisions, job search, networking, volunteering, community involvement and life adjustments all rolled into one. Several challenges try and are still trying to hinder perseverance and determination, but the focus towards the goal must be made clear and always strived at.

You and I, my dear fellow immigrants arrived here armed with skills and education from our own native lands, but we should realize the difference it takes to a new land. With this, I am very thankful for the program that I am in now –EST. I am very thankful as well to the individuals/ institutions who/that make it possible. Through the varied programs catered to us all, there is the recognition towards the need (for upgrading, development) and addressing it towards its attainment. Thank you very much CIES! Thank you very much CIC!

Aside from the concepts of Business Communication and Computer Skills derived from the EST program, it is also worth mentioning that the support group we have built through the times is also indispensable. We have widened our perspectives not only professionally, but also in building camaraderie to our fellow students, to the mentors, the management and staff.

All our dreams can come true if we have the courage to pursue them. There can be no courage unless you're scared. We were, the first time we set foot here. Courage is doing what you're afraid of doing. But through CIES, through CIC, we are not alone. They equip us with the right skills and training to obtain high quality, well-paying jobs, and to remain competitive not only domestically but also internationally. Through your assistance, we can move on to the path, and with this, we can only pay you back by becoming the best of who we are and becoming productive citizens of Canada.”

Employment Counseling Service

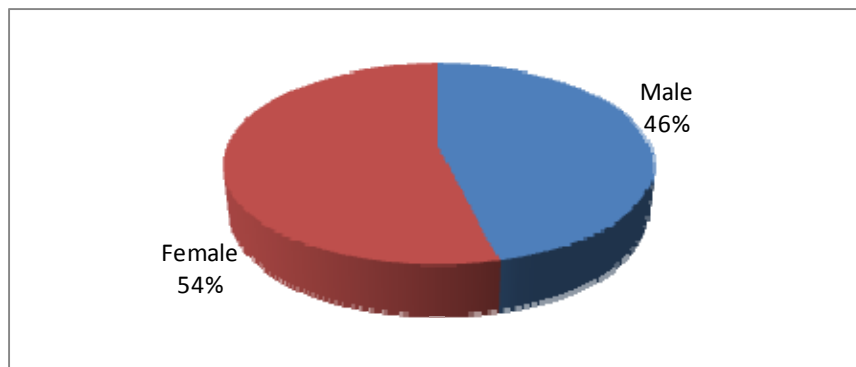
Employment Counseling Service

C.I.E.S. has launched the Employment Counseling service since 2001 and it has gained much interest and recognition not only from our students and clients, but also from the community, government, and corporate sector. We served 169 clients among which 46% male and 54% female from April 1, 2012 until March 31, 2013. The success rate of getting employment was 61% and with 12% of our clients pursued for further studies.

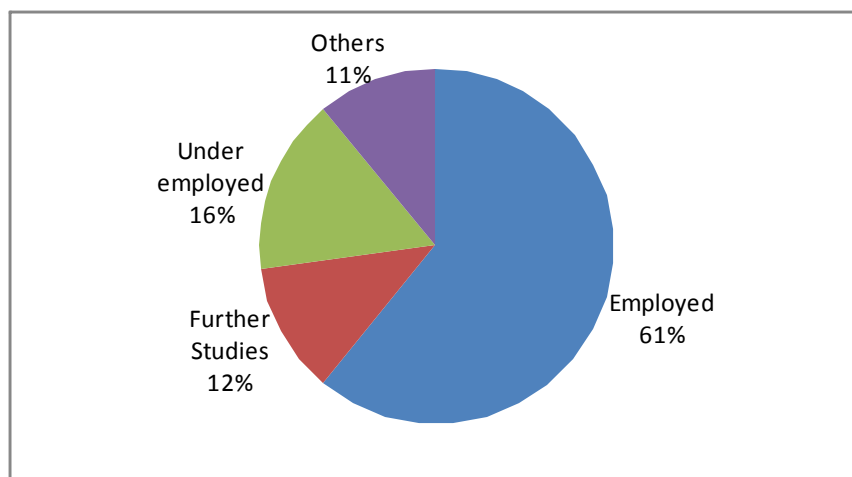
Client Statistics - Gender April 1, 2012 ~ March 31, 2013

Total of male clients: 78

Total of female clients: 91



Client Statistics - Employment Status April 1, 2012 ~ March 31, 2013



Others: pregnant, new mothers, returning to their home countries, not actively looking for jobs and could not be contacted.

Employment Counseling Service

The main focus of the employment counseling service is to provide the following services:

- Educating clients on differences between the job market in their home countries and the job market in Canada including laws, rules, employment techniques, etc.
- Employment counseling together with qualification assessment, resume writing / upgrading, job search techniques, interviewing skills, and job referrals
- Education / upgrading counseling
- Conducting workshops on general job search, resume writing, and interview tips

The employment counseling staff and volunteers had risen to the challenges of helping and providing assistance to many in desperate career need. Useful resources had been in place, numerous workshops had been established, and business contacts had increased and about 87 companies had agreed to partner with the employment department. Preference was given to C.I.E.S. clients during the selection process. Through our Employment Counseling Service, clients had found work in the fields of accounting, administration, project management, banking, computer, customer service, engineering, food processing, hospitality, housekeeping, human resources, manufacturing, marketing, medical, restaurant, security, and warehousing.

We are proud to be able to offer an increasingly successful Employment Counseling Service alongside with its ESL, accounting, computer-based, and entry-level job training courses. Assisting immigrants and newcomers through information, education, and employment is the main key to help immigrants and economically challenged Calgarians succeed in Canada.

We would like to thank and express our gratitude to our volunteers, helping agencies, and businesses that have continuously supported this worthwhile service. Also, special thanks to Ms. Wafa Kadri, Deputy Director, Corporate Donations at RBC Financial Group, for her guidance and understanding during the early years of the service.

Clients' Comments

- *"I appreciate the advice that you have given me during our meeting."*
- *"It is wonderful to have someone with experience to help me write my resume. Thank you."*
- *"I was overwhelmed with lots of information for my academic upgrading!"*

Client's Success Story

"I landed in Calgary with my family for two years. In China, I had been working in a pharmaceutical company for thirteen years as a Pharmacist. Last year, I spent one year in Mount Royal University taking Massage Therapeutic Program. Due to my language barrier and lack of Canadian work experience, it was very hard to find a job in my field of expertise. Every time they gave me interviews and always rejected me. It was November 2012 and one of my friends introduced me to Calgary Immigrant Educational Society. Things did not change until I went to seek help from the employment staff there. Now I am working as a Pharmacist Assistant at Superstore. There is still a long way for me to go, but I still want to express my thanks to the Society for the kind assistance in my job search. ~From Lisa Zhao"

Recognition to Donors 2012 - 2013

Calgary Immigrant Educational Society is very grateful for the generous donations made by organizations and individuals. We appreciate their support, donation in cash, in kind, or in service to our Society. They were:

Individual Donors (There are numerous individual donors who do not wish to publish their names.)

Agnes Wong	Helen Asmin Solano	Nadezda Bakurova
Angelina Chun	Iain Stewart	Rhodora Clua
Anniele Racila	Jana Simunkova	Robert A. Macinnis
Antonio Masone	Lovely Jani	Roselyn Zamora-Gallera
Catherine Soroten	Mandy Xu	Salim M. Sindhu
Derrick Cudjoe	Maria Cecilia Mendoza	Sienna Resus
Dibya Jain	Marivic Sol	Sherzary Shahrokh
Eva Su	Myrna Danglapen	Svitlana Parasiuk
Hany El-Gheriani		

Corporate Donors generously provided cash, gifts, coupons, gift cards, and in-kind donations to our Society's various projects, functions, and activities and they were:

Aqueduct Foundation	Glenbow Museum	TELUS Communications Co. (Employee Charitable Giving Program)
ATB Financial, Forest Lawn	Global Engineering & Testing Ltd.	TELUS Corp. (Team TELUS Cares)
Calaway Park	Hage's Mideast	Truist
Calgary Co-op, Forest Lawn	Heritage Park	United Way of Calgary and Area (Donor Choice Program)
Calgary Simo Caffe Ltd.	International Avenue BRZ	Village Square Leisure Centre
Calgary Zoo	JK Group Inc.	Vogel LLP Lawyers
Canadian Western Bank	Kwality Ice Creams Inc.	Wendy's Restaurant
Cenovus Employee Foundation (Thanks & Giving Employee Campaign)	McDonald's	Werklund Foundation
Cenovus Energy	Microsoft Corporation	
Columbia College	Mr. Submarine	
EnCana Cares Foundation	Pizza Grande & Donair Ltd.	
EnCana Corporation	SAHURI + partners Architecture	
Fluor (Employee Giving Campaign)	Shell Canada Limited	
Forest Lawn Physiotherapy	Skylark Restaurant	
	Supreme Basics	

Recognition to Donors 2012 - 2013

We would like to thank the following organizations for donating their time to enhance our programs:

AE Fitness	Greatwest Kenworth Ltd.
Alberta Health Services	Heritage Park
Alzheimer Society of Alberta	Interfaith Food Bank
ATB Financial	Kelly Services
Calgary Fire Department	Phone Experts
Calgary Police Services	Project Management Institute
Calgary Public Library	Reel Canada Film
Calgary Workers' Resource Centre	Safeway Canada
Calgary Zoo	S.A.I.T. Polytechnic
Canada Revenue Agency	Scotiabank
Canadian Diabetes Association	Suncor Energy
Cenevous Energy	Tarpon Energy
City of Calgary	TD Canada Trust
David Alpine Group Staffing Agency	The Alex
Fish Creek Provincial Park	UMA Consulting
Flexpipe Systems	University of Calgary
Fort Calgary	URS Flint
Genworth Financial	Volunteer Calgary
Glenbow Museum	World Financial Group

A ton of thanks to the following organization and individuals:

- **Canadian Western Bank** for maintaining our building operations and casino account free of charge.
Special thanks to Assistant Vice President Commercial Banking, Mr. Ken M. Duke.
- **ATB Financial - Forest Lawn Branch** for their contribution in maintaining our accounts free of charge.
We appreciate continuous support of Branch Manager, Mr. Rakesh Vashista.
- Heartfelt thanks and appreciation to **Microsoft Corporation**'s donated softwares that worth US\$38,250.00
- A sincere gratitude to Dr. Ashis Gupta who has been a volunteer advisor to C.I.E.S. for the past 25 years.
- Many thanks to **SAHURI + partners Architecture** for preparing all the architectural drawings and supervising the construction work of the new building as well as donating their professional time that worth \$100,000.00 to our organization.

Recognition to Funders 2012 - 2013

Alberta Human Services



Alberta Gaming and Liquor Commission



Burns Memorial Fund



Calgary Learns



Canadian Western Bank



Citizenship and Immigration Canada



Community Facility Enhancement Program



Community Spirit Donation Grant



Service Canada



TELUS Calgary Community Board



The Calgary Foundation



United Way of Calgary and Area



C.I.E.S. would like to express our greatest gratitude towards our funders and donors for their continuous support of our programs and services.

Burns Memorial Fund	\$ 14,968
Calgary Learns	\$ 50,785
Donations and Membership Fees	\$ 148,213
Federal Grants	\$2,603,893
GST Refunds	\$ 8,296
Interest Income	\$ 2,851
Miscellaneous Income	\$ 5,648
Provincial Grants	\$ 571,610
Registration Fees	\$ 81,810
The Calgary Foundation	\$ 9,445
United Way of Calgary and Area	\$ 155,132
Total Revenues:	\$3,652,651

Amounts Received in Advance:

Canadian Western Bank	\$ 5,000
Federal Grants	\$493,923
The Calgary Foundation	\$ 25,555
Total Amounts:	\$524,478

Client Inquiries



Lori-ann, Zakia and Rhodora, at S.E. location



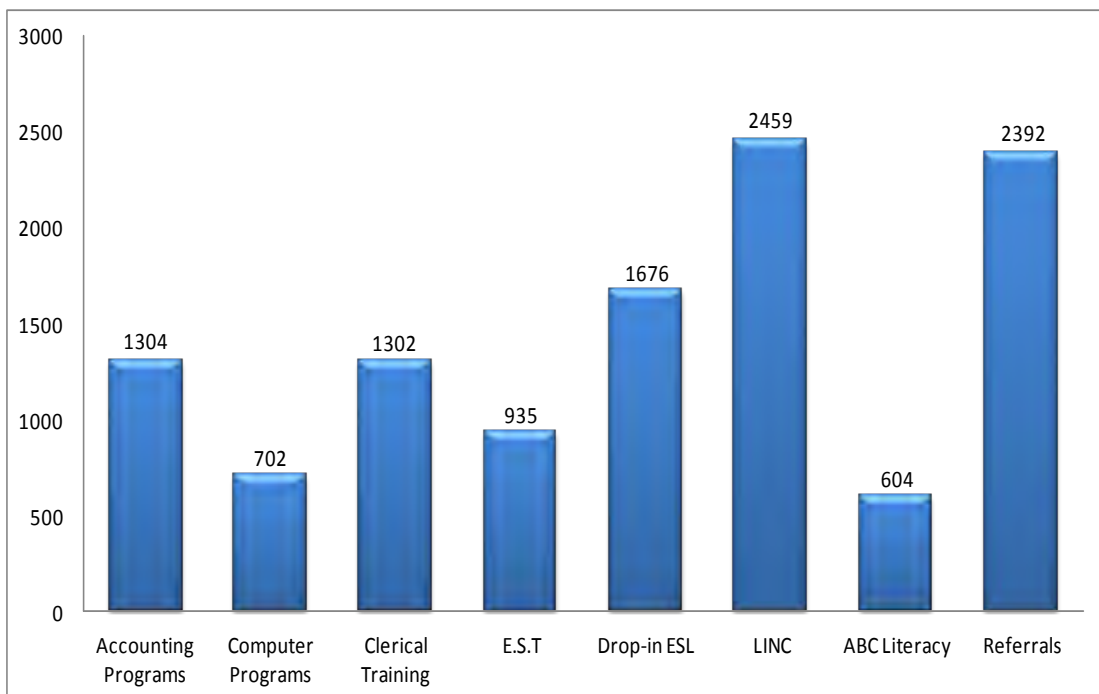
Annie at N.E. location



Analiza at N.E. location

Our professional Administrative Assistants at the reception areas in two office buildings

Client Inquiries



Total Walk-in Clients: 4,101
Total Phone-in Clients: 6,760

Welcome Centre for New Immigrants

We moved into our present office building in 2003, however, we ran out of space for expanding our programs and services later in 2005. Our Executive Director and Board of Directors had a vision to either lease or build our second office building. Since then, we made our efforts to raise funds for our second building project.

In May 2010, we purchased a plot of commercial land located at 3820 – 32 Street N.E., Calgary and started the building construction in 2011. We moved in this new 22,000 square feet building in May 2012. At present, we are conducting programs such as L.I.N.C., L.I.N.C. Home Study, Project Management Training, Accounting Skills Training, Money Smart Financial Literacy project and free care for newcomer children services for our students. We plan to offer various kinds of programs and services for the newcomers, immigrants and economically disadvantaged Calgarians at our new location.

Thank you to Government of Alberta for granting \$750,000.00 for constructing the building and reducing its mortgage in these two years. Also, special thanks to our private donors to provide funding for the capital investment, office equipment and technology for the new building as well as Burns Memorial Fund for partly funding the capital items of the care for newcomer children centre. Last but not least important is to thank all donors who make our dream of having our second office building to serve our clients and students come true!

Welcome Centre for New Immigrants
3820 - 32 Street N.E. Calgary, Alberta
Tel: 403-291-0002 Fax: 403-291-0004



Public Transit Access to Welcome Centre for New Immigrants:

- Whitehorn C-Train Station
- Bus # 33: from Whitehorn C-Train Station to 37 Avenue and 32 Street N.E.
- Bus # 57: from McCall Way at Whitehorn C-Train Station to 37 Avenue and 32 Street N.E.

This report was compiled by Agnes Wong, Manager, Training Programs
and was printed in house.



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