

2014-15

CALGARY IMMIGRANT EDUCATIONAL SOCIETY ANNUAL REPORT



27th Annual General Meeting

June 23, 2015





Mission Statement

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

Goals

To provide English as a second language classes to newcomers

To assist newcomers and low income Canadians to be more sufficient through employment

To provide fair access to newcomers to existing services and organizations by helping them overcome various barriers

To promote mutual understanding and respect between the mainstream and the ethnic communities on cultural issues

Objective

To help newcomers and economically challenged Calgarians become productive and successful members of society





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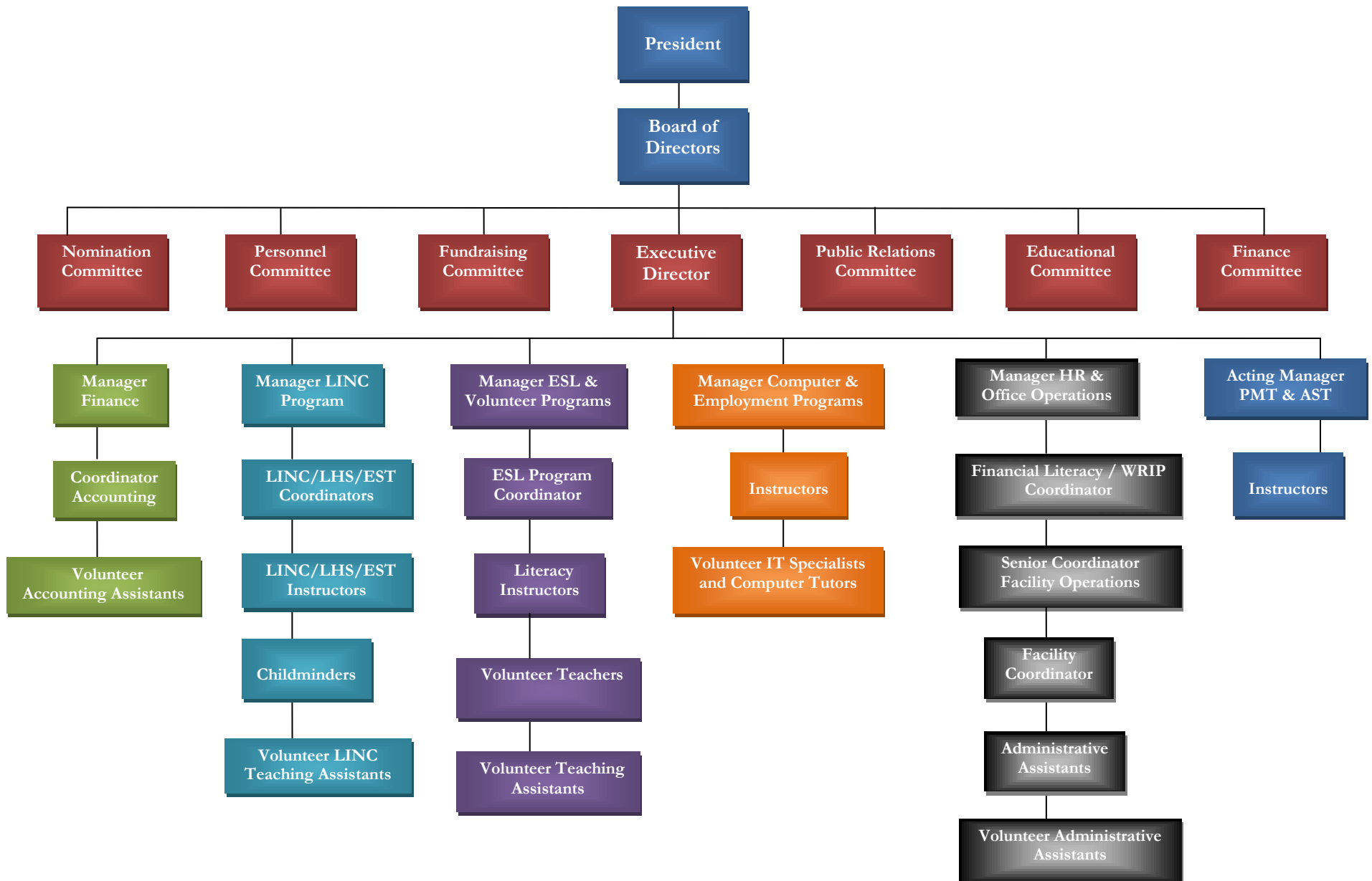
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2014-15 BOARD OF DIRECTORS

M'Liss Edwards - President



Elizabeth Bertam - Vice President



Philip Baker – Treasurer/Secretary



Danny Rehbein - Director



Ray Kristinson - Director



Shahid Mohammed - Director



John Li - Director



Wilson Howe - Director



**Not pictured:
Directors Jay Sandhu
& Peter Plesche*



Our Management Team



Back Row: Danny Zoetewey - *ESL Coordinator*, David Wright - *EST Coordinator*, Suman Khanal - *Settlement Services & Facility Operations Manager*, Racine Diallo – *Computer & Employment Manager*

Middle Row: Eva Su - *HR & Office Operations Manager*, Tayebah Shalmani - *LINC Supervisor*, Erin Brann - *LINC Supervisor*, Katherine Shen - *Accounting Coordinator and Executive Assistant*, Lori-Ann Flores - *LINC Coordinator*, Jin He - *Finance Manager*

Front Row: Colyn DeGraaff - *LINC Home Study Coordinator*, Melissa McKinnon – *Literacy, Volunteer and Drop-in ESL Manager*, Sally Zhao - *Executive Director*, Olivia Chen - *LINC Manager*, David Anthony Hohol - *Communications and Program Development Manager*



In Memoriam



On June 21, 1988, with the help of few friends, Mr. Salim M. Sindhu co-founded The Calgary Society for Immigrant Workers, with the goal to help immigrants to learn the English language and computer skills, as well as assisting them in finding employment. On April 4, 1991, the name of the Society was changed to Calgary Immigrant Development & Educational Advancement Society (Calgary I.D.E.A.S.), which fully comprehended the programs and services we offered. With the approval of the Board of Directors, Salim further changed Calgary I.D.E.A.S. to its present name as Calgary Immigrant Educational Society (C.I.E.S.) on August 2, 2001.

In 1998, Board of Directors decided to construct Society's own building, so as to avoid paying high rent. Within five years, Salim raised \$2.2 million to purchase the land and pay for construction costs. The C.I.E.S. SE building located in Forest Lawn was officially opened in October 2003 and only two years later the building became debt-free and a place that belongs to the immigrants of Calgary.

In 2009, in view of our expanding programs and services, Salim led the way to construct a second office building located in N.E., namely "Welcome Centre for New Immigrants". With much effort in fund raising, Salim managed to purchase a piece of land and started construction in 2010. The Welcome Centre was officially opened in July 2012.

Salim's diverse talents had put him into different areas of helping his fellow immigrants settle



into Canada. Throughout the years, although Executive Director, he still found time out of his busy schedule to volunteer mainly in the following areas:

Passages to Canada: provided regular visits to schools and institutions and through his own experiences, gave speeches to young people regarding motivation and success.

United Way of Calgary and Area: on the Committee and also volunteered as the “Ambassador of the Way”, going to the corporate sector explaining United Way’s funding policy and how their donations would benefit the entire community.

Dominion Institute of Canada: the public speaker for this organization giving numerous speeches.

Volunteer Sector Initiative of Citizenship & Immigration Canada (VSI of CIC): a delegate from Alberta Immigrant Sector of VSI of CIC Consultation, served as a member of the Immigration Policy Committee.

Every day, his compassion and zeal for the work of the Society and his volunteer work to help immigrants shone through. He had silently devoted an enormous part of his life to the betterment of others and deserved to be fully recognized for his contribution.

- In **1992** - **Mayor Award** from the City of Calgary
- In **2003** - Governor General’s **Caring Canadian Award** from Governor General of Canada, Her Excellency the Honorable Adrienne Clarkson
- In **2005** - **Centennial Medal** from the Alberta Government
- In **2005** - **Star of the Millennium** from the Wild Rose Foundation.

Salim dedicated his life to help fellow immigrants in their settlement process into a new adoptive country. He passed away in November 2014. It was a monumental loss for our Society and for the entire community. He will be dearly missed and remembered always... and his mission will live on.



A MESSAGE FROM OUR PRESIDENT

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 27th 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. 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 27 years. I am so proud of all the things that we have been able to accomplish together.

As most of you are aware of, there have been many changes in the past year. Our co-founder and very first Executive Director passed away in November 2014. Mr. Salim Sindhu left behind an amazing legacy. In 1988 Salim had a dream and a beautiful vision to help new comers settle in Canada. Without Salim's dedication and determination we would not be gathered here today talking about all of the organizations accomplishments. He is greatly missed, but never forgotten. The foyer at the Welcome Centre has been dedicated to him. Thank you, Salim for dedicating your life to helping others in need.

After Salim's passing, we welcomed Dr. Sally Zhao into the Executive Director position. Sally has been with C.I.E.S. for 10 years. She originally started as a volunteer and quickly moved her way up within the organization as LINC instructor, ELT instructor, LINC Manager, Executive Director Designate and then officially took over the position of Executive Director as of November 1, 2014. Sally is dedicated, passionate and inspired to continue Salim's mission here at C.I.E.S. and we are supporting her in her journey. Welcome Sally.

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 include: Alberta Gaming and Liquor Commission, Alberta Jobs, Training, Skills and Labor, Calgary Learns, Canadian Western Bank, Citizenship and Immigration Canada, Service Canada, TD Canada Trust, The Calgary Foundation, United Way of Calgary and Area, University of Calgary, Anonymous donor, Corporate and private donors.

We have had a steady growth of programs and number of staff during the past year. At present, CIES has over 90 full-time and part-time staff and over 100 volunteers working in the programs in our two buildings. Great job, everyone!

Lastly, on behalf of all the Board members, I thank all of you for attending our 27th annual general meeting. Thank you.

Sincerely,

M'Liss Edwards
President, Board of Directors, C.I.E.S.
June 23, 2014





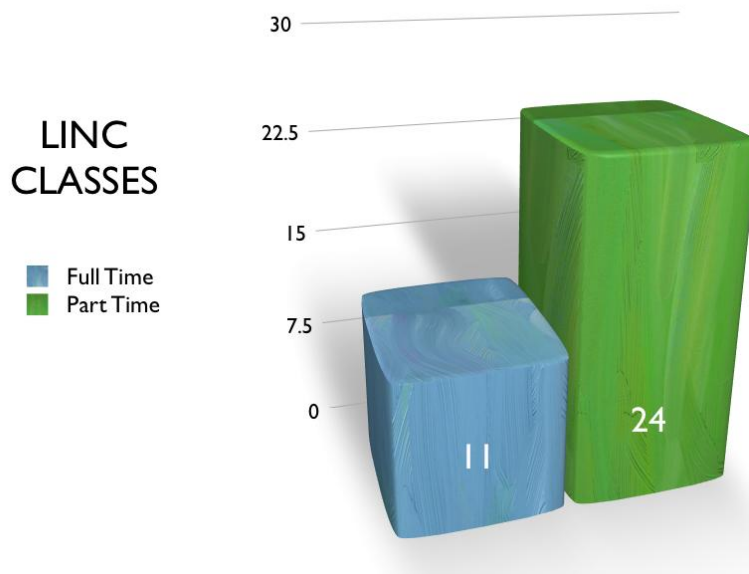
The LINC Program

Funded by Citizenship and Immigration Canada

Language Instruction for Newcomers to Canada (LINC) has been an integral program at C.I.E.S. since 1992. LINC is a free program providing a uniform quality of language training across the country for landed immigrants and refugees. Qualified teachers offer English language instruction to small groups of students and develop lessons embedding essential skills and culture awareness in Canada. C.I.E.S. offers LINC classes from literacy and CLB level 1 up to CLB level 7, full-time and part-time in the morning, afternoon and evening during the weekdays and part-time on weekends. We have assisted a total of 1532 newcomers in the LINC program during the 2014-2015 fiscal year.



The graph provided below reveals that a total of 35 LINC classes (11 full time / 21 part time) running mornings, afternoons, evenings and weekends were offered from April 1, 2014 to March 31, 2015.



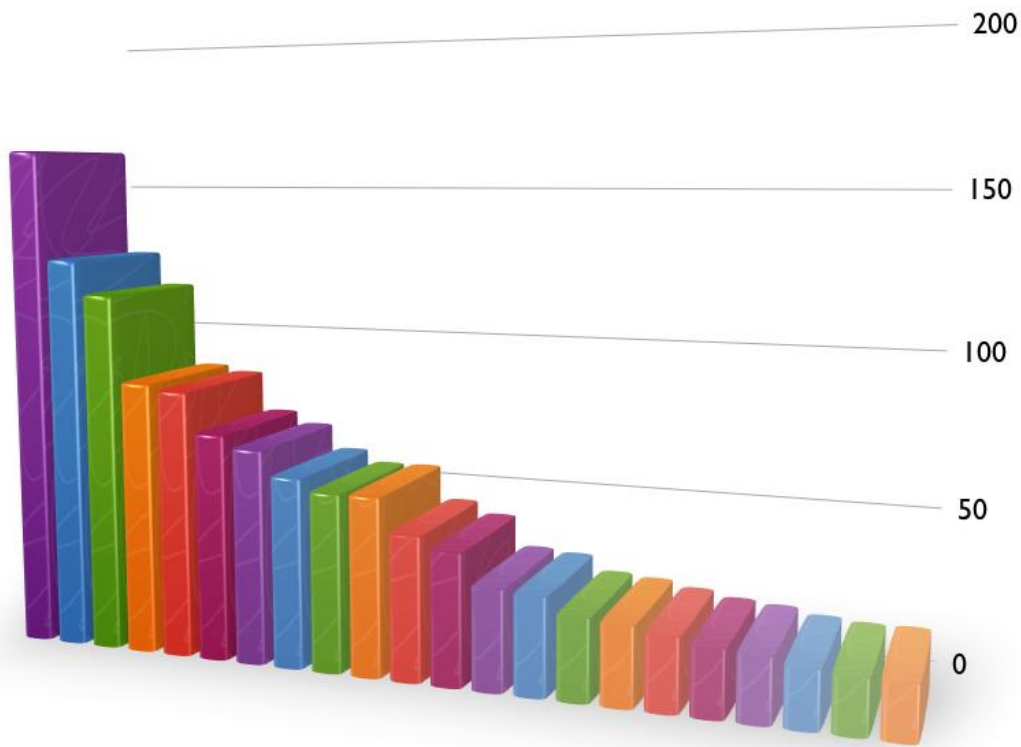
The LINC program is designated to assist newcomers to integrate into Canadian culture through various activities: field trips, presentations given by guest speakers and in-class English language and life/other skills training. This program is delivered through the recommended curriculum of the Canadian 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.

Our classes are composed of newcomers from various ethnic and cultural backgrounds, totally 78 different countries and origins.

Top Countries Enrolled in LINC Program



Students are exposed to community through field trips that reinforce the lessons they learn in the classroom. During the past year, our Society has organized 130 field trips to 86 different venues that represents Canadian, Albertan or Calgarian community life. The typical venues are the Stampede breakfast, Glenbow Museum, Calgary Public Libraries, Calgary Zoo, Heritage Park,



and Fort Calgary. 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 student' field trips.

On these educational trips, besides the life and history of Calgary, students 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. With the financial support of Citizenship and Immigration Canada (CIC), CIES offers free of charge full-time and part-time Care for Newcomer Children services for the children between 19 months and 6 years of age for our LINC full-time and part-time students. The program provides diverse and fun activities and is run by certified childcare professionals. The childcare services are a great support to our multi-barriered newcomers. It allows students to attend the LINC program without cost them anything extra. With the ration of 1 to 5 for toddlers and 1 to 6 for pre-schoolers (1 CNC educator to 5 or 6 children), we have assisted 142 children from April 1, 2014 to March 31, 2015.

Teachers, CNC educators, volunteers and the administrative staff who help students of the LINC program are the backbone of our Society. CIES 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 following 22 organizations with 59 guest speakers who provided presentations to our LINC students during the 2014-2015 fiscal year. They are the Fire Department of the City of Calgary, Freedom 55 Financial, ATB financial, Calgary Housing and Mortgage Corporation, Alberta Health Services, Sandhu Professional Corporation, Bank of Montreal, momentum, Bow Valley College, Alberta Works, Elizabeth Fries Society, Forest Lawn Library, Alberta Health Services, Calgary Police Services, Citizenship and Immigration Canada, Money Mentors, Calgary Immigrant Women's Association, Southern Alberta Institute of Technology, First Calgary Financing, Genworth Canada, Toyota Calgary, Action.

We wish to extend our appreciation to our various partners and fellow organizations as well. We would like to thank Mr. James Russell and Ms. Karen Stringfellow, our settlement officers from Citizenship and Immigration Canada for their continuous support of this program. We would also like to thank Ms. Krystyna Biel, CEO, Immigrant Services Calgary, the previous Director of Immigrant Language and Vocational Assessment-Referral Centre (ILVARC), Mr. Shiraz Amiry, the Director at ILVARC, and the assessment team and counselors for their great work.

In April of the 2012-2013 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.

On November 10, 2014, our first Executive Director and co-founder of Calgary Immigrant Educational Society, Mr. Salim Sindhu, passed away. Dr. Sally Zhao took over as the new



Executive Director. Salim's great work will be remembered by all of us. We will support Sally to carry on with Salim's work and bring the Society to a better future. We are pleased to move forward and work together with our funders and partner organizations. We look forward to many more years of successful joint efforts for this great cause.

LINC PROGRAM SUCCESS STORIES

Success Story #1: CLB5-7PTSE- A refugee started his own Salon

Qassim E'assa immigrated from Iraq in November, 2011 as a refugee. He lives with his older brother who has been in Calgary for 25 years. Qassim has been working as a barber/hairstylist for the past 3 years at a salon in Deerfoot Mall. The salon is run by a friend of his brother, who has become a very good friend to Qassim. Qassim's is the ultimate success story, as he has just, as of December 1, opened his own salon in the Bridgeland area, and has 3 employees. Despite his busy schedule of work and school, he volunteers his time once per month at reception helping new immigrants start their life in Calgary.

Qassim came to CIES 2 1/2 years ago to improve his English speaking because conversation is so important to being a barber. He estimates his English vocabulary was 5% when he came to Canada. He started in LINC 1 part-time and is now in LINC 5-7 part-time with speaking at CLB 6. He credits his English classes and his work equally with his language acquisition. About his life in Calgary, Qassim says, "I feel very happy. I enjoy my time in school and my job, and I wish everything will be good for me."

Success Story #2: CLB1/2FTNE – Quality of life is improved

Edith is a widow from Colombia who entered Canada as a refugee. She came to Calgary with her three children four months ago. They spent four years in Montreal before coming to Calgary. Their refugee status and therefore financial support ran out while in Montreal. Now Edith supports her three school aged children with a part time cleaning job in the evening and money from Alberta Works. They struggle to make ends meet and were not aware of the services available in Alberta to ease their burden. That is, until she started studying English at the Welcome Centre.

The class discussed why and how to use the food bank during the food unit. Edith was able to call and arrange for a food hamper with some previous role play practice in class. Edith is a petite woman and was also being fed by her classmates at lunch time. Another area of daily life that Edith needed help with was housing. Her and her three children are living in a one bedroom apartment paying full price, which is very high in Calgary. Edith was made aware of Calgary Housing and their services while we discussed housing options in Calgary. Edith knew how to fill out basic forms because of the work we did in class. She called Calgary Housing and



made an appointment. A classmate went to the appointment with Edith and she is now on the (very long) waiting list for more affordable housing.

Edith now has friends in Calgary and is able to ask about and use the services available to her in Calgary. Not only has her English improved but her quality of life is improving daily.

Success Story #3: CLB4/5FTSE-Childcare for Newcomer Children makes study of English possible for me

Siby Jojo Lawson Betum Epse: *I came to Canada from Togo in West Africa. I have been in Canada since November of 2013. I was sponsored by my husband, who has been living in Canada for about five years. I am a mother of six beautiful children and we are all permanent residents in Canada. Despite the fact that have not yet had an opportunity to work in Canada, my children have been going through the education system step by step and it is my job to keep them on track.*

I am a French speaker, so by the time I came to Canada, I immediately found myself to be out of the loop because I did not know anything, could not go anywhere alone, and I could not help my children with simple homework assignments. At that time, I felt that I did not have the language ability or confidence needed to do so. I had a lack of vocabulary and grammar and thus did not feel comfortable to talk to people in English. Even upon arriving in Calgary, I could not understand what was going on in the airport. It was at that time I realized that I needed to access an English program the moment I received my Permanent Resident card.

I would like to thank C.I.E.S. a lot for helping me in the time that I was so confused. The child minding program has also given me the freedom to focus on my studies. Without this service, I am sure that I would not be able to pursue my education. I would be staying home waiting for the day that my youngest would go to kindergarten, allowing me to focus on myself.

Honestly speaking, I have learned a lot from my time here at C.I.E.S. This society has helped me to challenge myself. Now my view has changed. No longer do I fear everyday tasks such as answering the telephone, going to the bank, or shopping at the supermarket. C.I.E.S. has given me the confidence to do these things and try my best to communicate with others in English. I have also learned how to find housing, employment and educational opportunities in Canada. Because of this, I am starting to feel more independent.

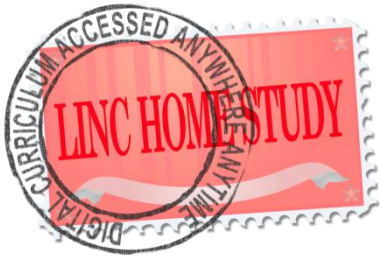
As a result of everything C.I.E.S. has done for me, I feel that a large barrier has been removed from my daily life. I realize today that I am more comfortable than ever before and I have the teachers and staff at C.I.E.S. to thank for that.



LINC Home Study Program

Funded by Citizenship and Immigration Canada

Delivered in partnership with The Centre for Education and Training (TCET)

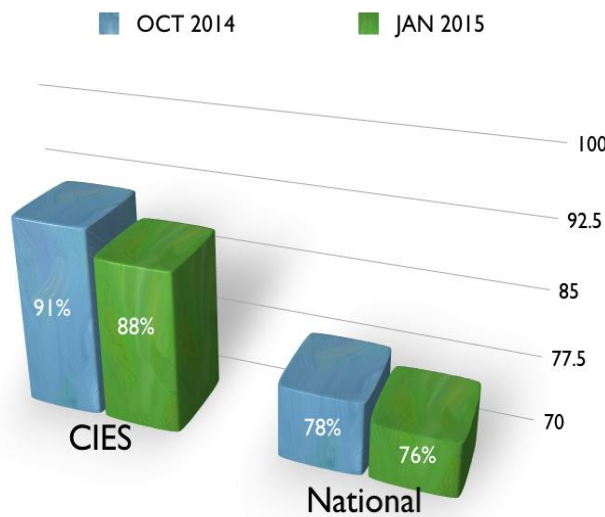


LINC Home Study is a Language Education at a Distance (LEAD) program, meaning it is catered to clients who cannot attend regular LINC classes due to illness, disability, maternity leave, conflicting work schedules, or because of the client’s role as the primary family caregiver. Below is a breakdown of the top countries of origin of those students in our LHS Program.

With the intent of helping to reduce the isolation these clients feel, LINC Home Study has gone through a number of changes this past fiscal year. LHS has upgraded its supplementary compendium of resources, creating a greater range of exercises that can help clients with their personalized learning objectives. Regarding service delivery, the LHS office has also been able to schedule 1-to-1 counseling sessions to help students improve their digital literacy, helping them resolve errors as simple as driver updates, or as complex as virus removal.

This growth has not been without its challenges. Due to the overwhelming interest in the LHS program, wait-times have gone up, but we also attribute this with the quality of the instruction. Below you will find a comparative analysis of LINC Home Study’s past three years and rate of improvement compared to LINC Home Study’s national average.

% of eligible LHS clients who improved +1 CLB skill (or more) every 6 months



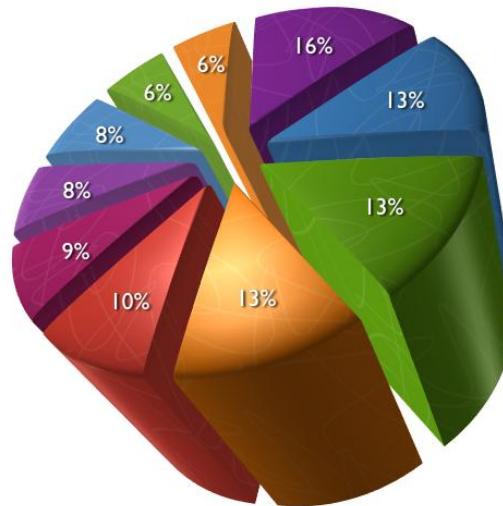


From April 1st, 2014 to March 31st, 2015, the LINC Home Study program assisted a total of 164 newcomers (up from 116 in the 2013/2014 fiscal year). The following chart provides the detailed information of student's reasons for taking LINC Home Study.

LHS Students Country of Origin



Top Ten Countries of Origin



LHS Student Testimonials

We are quite proud of the students in the LINC Home Study program and are always eager to hear their feedback. Below are just a few quotes from our students this past year.

"I recommend this program for anyone who doesn't have time or possibility to attend face-to-face classes. We live in Canada and we really need English." "What I learnt on the course and the things you gave me are very useful." – R.A.

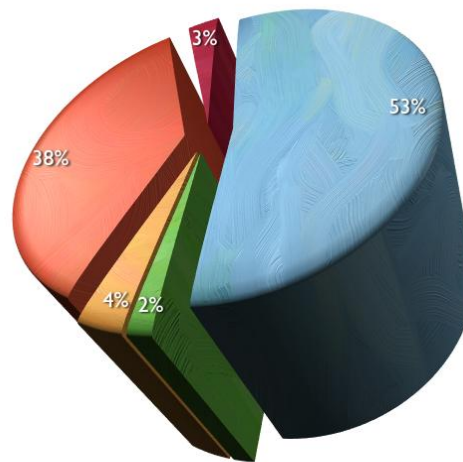


“I have started my online English course while I was staying at home with my 4 months old baby. I found this opportunity to learn from home very useful for me, and it worked well for my family schedule. LHS was a flexible and interactive way to develop my vocabulary and to gain a structure in grammar. But what helped me the most was my weekly call with my teacher. She was supportive and appreciative, and that's how I gained confidence in my oral communication. Another useful part was her immediate feedback on my pronunciation or writing. My teacher was also flexible with the classes topic, so we could schedule the subject according to my needs at the moment: oral communication, a difficult grammar lesson or practice pronunciation tips. I have never expected to have an "online" teacher so "close" to me!” – D.R.

“I think the LINC Home Study program is very helpful. Since I started, I improve my communication skills. I work in a retail store and a few months ago, I used to hide from costumers to avoid questions because I didn't understand them. Now I feel confident enough to get close, greet them and offer help. I also noticed that I can understand better the lyrics of the songs when I hear.” – S.H.

LINC Student Reasons for Home Study

- Family Caregiver
- Maternity
- Personal
- Conflicting Work Schedule
- No Class in Area





Drop-In ESL Program

Funded by Alberta Jobs, Training, Skills and Labour



The “*Communicative Competence – From Comprehension to Production*” (Drop-In ESL) 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. This report will explain the basic philosophies of the program, the strategies we used to run it as well as the learners’ progress.

Calgary Immigrant Educational Society (CIES) has been delivering the Drop-In ESL Program since 1988. The program aims at helping immigrants to Canada acquire language skills and knowledge that would help them integrate into Canadian society. It is aimed at, but not limited to, adult learners who cannot attend ESL programs provided by other institutions or

organizations with fixed schedules or strict attendance policies. They also may not be able to attend because of their immigration status and/or their length of residency in Canada. Overall, this program provides a valuable service to a significant population that is unable to access other ESL programs in the city.

During the 2014-2015 funding period, 405 clients were served. Three afternoon and four evening classes were offered, 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). The level of the fourth class in the evening changed as the needs of the program changed. Two pre-basic leveled classes were offered for part of the year, while two basic leveled classes were offered for another part of the year.

The curriculum, which is continuously updated by the program manager and coordinator to meet students’ changing needs and expectations, is based on practical themes that provide the adult learners with the competency and ability to enhance their life and employability skills. These themes are integrated with pronunciation, grammar, vocabulary, listening, speaking, reading and writing to create well-balanced lessons. There are seven major themes that cover a four-month theme cycle:



THEMES	WEEKLY TOPICS	REMARKS
CONSUMER SKILLS	<ul style="list-style-type: none"> • Banking & Finance • Shopping 	<i>Understanding Canadian currency</i>
LIVING IN ALBERTA & CANADA	<ul style="list-style-type: none"> • Emergency & Community Services • Alberta & Canada • Weather/Seasons/ Environment • Transportation in Calgary 	<i>Understanding Canadian culture and their residing communities, and acquiring knowledge about living in Canada</i>
SELF & FAMILY	<ul style="list-style-type: none"> • Self, Family & Relationships • Manners & Social Skills 	<i>Understanding and expressing information about themselves and others</i>
EMPLOYMENT	<ul style="list-style-type: none"> • Mail, E-mail & Internet • Job Application & Training • Education & Training 	<i>Understanding and implementing skills for job search, resume writing and interviews</i>
LEISURE	<ul style="list-style-type: none"> • Entertainment, Leisure & Holidays 	<i>Understanding how Canadians spend their leisure time and celebrate holidays</i>
HEALTH	<ul style="list-style-type: none"> • Food & Nutrition • Body, Sickness & Exercise • Medication & Health Care 	<i>Understanding the importance of good hygiene and fitness, and the medical system in Canada</i>
HOUSING	<ul style="list-style-type: none"> • Housing 	<i>Understanding how to purchase, rent and maintain various types of homes in Canada</i>



All of the themes strive to cover the following:

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

All of the lessons are created and provided by the manager and coordinator so that the continuity and consistency of the lessons are ensured. This is important since the students are working with different volunteer tutors daily. Each class, while having cyclical interconnecting themes, is a lesson in itself which allows students to feel less disoriented if they missed the class the day before. A variety of traditional and current learning techniques and philosophies such as communicative language learning and student centered learning are used to accommodate different kinds of learners. Texts, video and audio recordings, visual aids (such as picture dictionaries) and computers aid in student learning. Interactive language games and activities give more variety to the classes as well and help in the review of vocabulary and grammar. Field trips and presentations also add to the lessons. This past year, field trips were arranged to the Calgary Public library (Forest Lawn branch) and guest speakers from Alberta Health Services gave presentations to the students.

Student progress was continuously monitored by the manager, coordinator and volunteer tutors throughout the year. The volunteer tutors kept ongoing conversations with the manager and coordinator and provided constant feedback about the students. The manager and coordinator were also able to make observations about the students when they taught the classes. These observations were extremely valuable in determining a student's progress since not all students participated in the formal assessments.

Formal assessment for students in a drop-in program is always challenging because not all students attend regularly and not all students like to be tested. In September 2014 and February 2015, we conducted a formal assessment for all levels of Drop-In ESL students. The assessment tools used were developed in 2011 to better measure student progress in the Drop-In ESL Program. Students received a score for each part of the assessment they participated in. Performance checklists were prepared for each student, which listed their progress and weaknesses in listening, speaking, reading and writing. The students really appreciated the feedback and the performance checklist they received and were pleased with their progress.

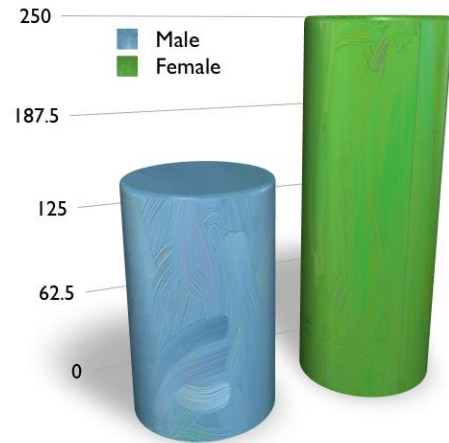
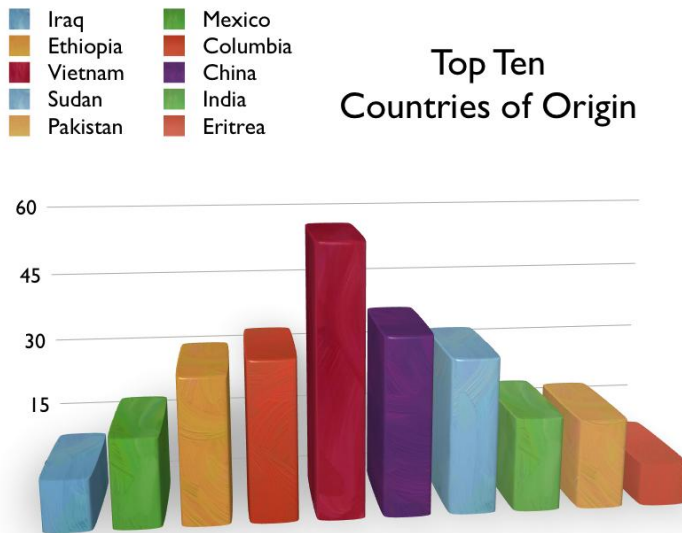
Volunteer tutors are central to this program. During the 2014 to 2015 funding period 76 spent over 4,100 hours both in and out of the traditional classroom setting. All 28 Drop-In ESL classes each week were taught by enthusiastic and dedicated volunteer tutors.

Training workshops were held throughout the year for our volunteer tutors. The manager and coordinator of the Drop-In ESL Program conducted a number of workshops on various topics



that are pertinent to ESL teaching. These workshops also allowed volunteers to meet with each other and discuss any concerns they may have about the program and the students. There were also Volunteer ESL (VESL) workshops available to the volunteer ESL tutors organized by Bow Valley College and partner organizations. They found these workshops very informative and extremely beneficial.

The 405 adult learners in this program spawned from 66 different countries and found that the program allowed them to improve their overall communicative competence and work on their language skills in a flexible way despite their other commitments. Even though these ESL classes were run on a drop-in basis, a high standard of classroom instruction has been maintained. 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 thank Alberta Jobs, Training, Skills and Labour for funding this program. We also like to give special thanks to Ms. Christine Land, Manager of Language Training, Ms. Valerie Parr and Sylvia Wencel, Consultants for their continuous guidance and support.



Drop-In ESL Students' Experiences and Comments:

"I really enjoy my class and talking with other students. I have been improving my English and learning a lot about Canadian culture. Thank you, teacher"

---Basic Student

"Before I came to the class I didn't know how to read and speak English. Now I can understand, speak and read English"

---Pre Basic Student

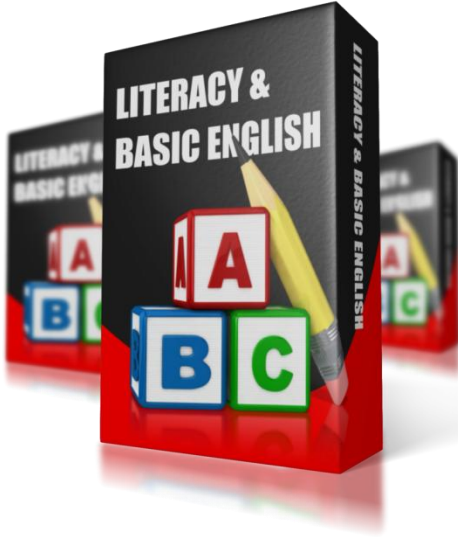
"I am very happy with my class. Good teachers and good classmates"

---Intermediate Student



Literacy and Basic English Program

Funded by Alberta Jobs, Skills, Training and Labour Ministry



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 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 basic English literacy and numeracy instruction in Forest Lawn and its surrounding communities;
- provide financially-disadvantaged adults with the essential basics of English at no cost;
- enhance self-esteem and confidence of adult learners as they acquire pre-basic language skills;
- increase the interest and potential for further ESL education; and
- increase community awareness and understanding through newly acquired relationships with English-speaking Canadians.

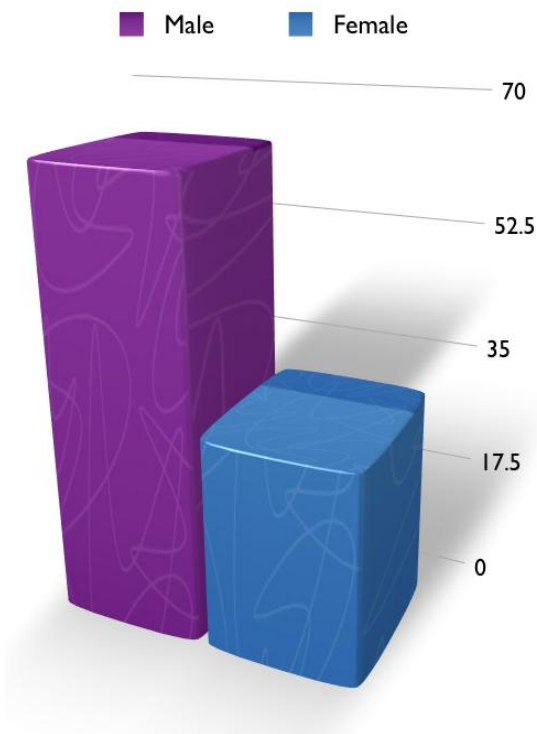
During 2014-2015 funding period, there was a total of ten intakes for both morning and afternoon classes. All the classes were held Monday through Thursday, for two and half hours each day. Around ten students were placed in each class. Altogether, ninety-three clients were served. Eighty-five students completed the course and eight did not complete the course due to work, family, health and personal reasons. The majority of clients were tested and referred to us by Immigrant Language and Vocational Assessment – Referral Centre (ILVARC) and other immigrant agencies such as Centre for Newcomers. Some clients enrolled after learning about the program from friends or family. Other clients enrolled after learning that the Literacy and Basic English Program better suited their proficiency levels and needs instead of the LINC or Drop-In ESL Programs.

The students came from many different countries, but the top countries of origin were Bhutan, Burma, Iraq, and Sudan. Over 93% of the students registered had less than eight years of formal education, with almost 55% of these students having no formal education. Because of this, class sizes were kept small to give each student the individual attention that they needed. Volunteer teaching assistants also provided extra attention to some of the students who needed it.



There is an established curriculum with scheduled activities and evaluation components that originated and was revised jointly by the previous program manager and teachers in 2005. It is based on the existing Canadian Language Benchmarks 2000: ESL for Literacy Learners handbook created by the Centre for Canadian Language Benchmarks. The main course content includes:

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



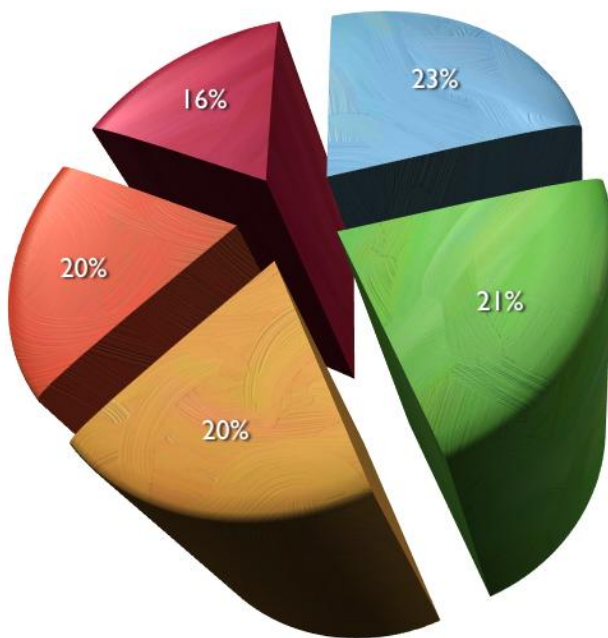
A combination of directional, responsive, manipulative and communicative teaching approaches was implemented to this program. Teachers explained lesson materials to the students and demonstrated how to complete correlating activities. The students were given numerous opportunities to review materials and demonstrate what they have learned. Repetition is very important at this level of learning. Student learning was also supported with visual aids such as flashcards, handouts and worksheets. Songs, games and activities that used materials as simple as dice and cards provided variety to the class and helped reinforce topics. The easy reading story books in the classroom, which students had access to before and during class, allowed for another means of reinforcement. Most importantly, the teachers created encouraging, safe and positive learning environments so that

the students didn't feel anxious about speaking out in class or making mistakes.



Learning took place both in and out of the traditional classroom setting. As already mentioned, a variety of activities were used in the classroom to support student learning. Field trips were also arranged to allow students to practice their English outside the classroom. These field trips provided some of the students with new experiences. Students visited the Calgary Zoo and the Forest Lawn Library. At the zoo, the teachers and students discussed what they observed using vocabulary they learned in class. At the library, a librarian introduced library programs and services to the students. The students received free library cards and were able to sign out books immediately to practice reading at home. The students enjoyed the field trips and found them to be valuable experiences.

The building of self-esteem and confidence is another major component of the program. Many students entered the program with low self-esteem and confidence when speaking English. The program encouraged them to step out of their comfort zones and to try to have interactions with others in the class and in their communities. Students created close bonds with each other and some of them even formed friendships outside the class. These bonds help build self-esteem and confidence, which increase the learners' desire to continue their learning.



Top 5 Countries of Origin

- Bhutan
- Burma
- Iraq
- Sudan
- Eritrea



The students' motivation to learn is evident through the efforts they made to practice what they learned. Many students arrived early to class and practiced on their own or with each other before class started. Some students also made extra effort to study at home. This motivation and practice, along with regular attendance, were the main reasons for the students' improvement. These students demonstrated success in the following areas:

- making a short conversation in English such as greetings and giving personal information;
- obtaining foundations and basic essentials for further English language training;
- recognizing the English language alphabet, common community signs and symbols;
- reading and write simple, short sentences;
- recognizing simple words such as books, car, chairs, etc;
- understanding the usages of subject pronouns, I, you, he, she, we and they;
- understanding question words, who, what, when, where;
- recognizing basic items such as food, clothes, transportation, body parts, colors and numerals in the English language; and
- recognizing and expressing days of the week, months and years.

The program enhanced the learners' language skills resulting in eligibility for attending further English programs. Those who passed the course and desired to continue their language studies were referred to the *LINC* and *Drop-In ESL Programs* offered at Calgary Immigrant Educational Society.

We would like to thank Alberta Jobs Skills Training and Labour Ministry for funding this program. Because of your support, many low literacy learners were able to benefit from the program.



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 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.

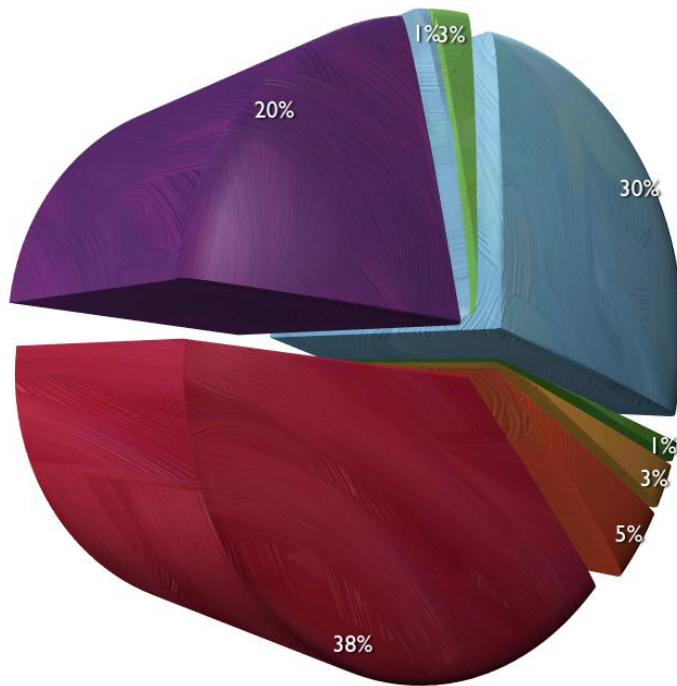
Moreover, we have volunteers who prepare tax returns for economically challenged members and seniors in our communities in March and April every year. This year Maureen Kelly and Melissa McKinnon filed a total of 72 income tax returns. We would like to thank them for their contribution to the residents living in Forest Lawn and its surrounding communities.

From May 2014 to April 2015, the Executive Director, Board of Directors, staff at CIES and 110 volunteers contributed a total of 10, 828 hours to our Society. We are fortunate to have a group of dedicated volunteers for all of our programs, especially our ESL volunteer tutors who play an important role in the success of Drop-In ESL program. Without their commitment, we would not be able to offer and run the program at all. Their dedication and commitment have a tremendous impact on the adult immigrants 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 become the most valuable asset of CIES. We would also like to express special thanks to our volunteer Board of Directors for their continuous support, guidance and dedication. Therefore, each of our volunteers' support is significant and become the most valuable asset of CIES.

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Volunteer Hours Logged

- CIES LINC STAFF 3263.35
- CIES DROP IN STAFF 134.85
- CIES TRAINING STAFF 306.75
- CIES ADMIN 501.50
- NON ESL 2161.60
- ESL/LINC 4100
- ED 85
- BOARD MEMBERS 280

Volunteer Experiences @ C.I.E.S.

“After the completion of my ACE TESOL certificate program, I was eager to apply my newly acquired theoretical skills. The Calgary Immigrant Educational Society provided me the opportunity to be part of the volunteer group teaching an ESL class once a week. What a joy it has been so far. Melissa, Manager, ESL and Volunteer Programs, who is so well-organized, makes sure the volunteers receive their monthly schedule and ESL lessons well in advance. When Melissa was away, Danny, ESL Coordinator, made sure we received the necessary materials in advance. I have great appreciation for the work and time Melissa puts into the program making sure it runs smoothly. The ESL binders, dictionaries, CD players and mirrors are always prepared and ready for pickup before class begins. It takes a lot of planning and coordination organizing all the materials for the volunteers. Thank you Melissa and Danny! You are doing a great job.

I volunteer to help the students improving their English skills, yet I always leave the Calgary Immigrant Educational Society with a renewed sense of optimism and encouragement, which comes from the students and staff. The staff and volunteers are very committed and I believe learning by example is a great method to encourage success. The front desk staff are all very friendly and helpful. They make sure each class has enough lessons photocopied and filed in the binders, ready for the volunteers. Thank you!



The ESL lessons are well-developed and cover all the components such as reading, listening, writing, and speaking as required for an ESL lesson. The topics are relevant and practical for everyday English conversation. The feedback from the students is positive. Although some of the evening students are very tired due to the fact that they are coming from work, they still embrace the opportunity available to improve their English skills.

Some female students, coming from societies where they had very little educational opportunities, enjoy coming to the ESL classes. It provides an opportunity to experience people from different cultures and they have to communicate in English because of the language differences. It might be challenging for some, but at the same time are they being forced to use English only.

The Calgary Immigrant Educational Society provides a very important service to society and I hope it will continue for many years to come.”

--- ReINETTE Van Heusden (ESL Volunteer)



“This is my second year volunteering with CIES as an ESL teacher. Coming from a family of immigrants myself and having seen my mother take ESL classes to improve her English speaking skills was the main motivator behind starting volunteer work at CIES. What keeps me going though is seeing the determination of students who despite hectic work and home life are determined to attend class to improve their English language skills. CIES plays a significant role in making a difference in the lives of these students who have left their comfortable lives back home in order to provide their kids with the wonderful opportunities that Canada has to offer. It feels quite rewarding to be part of such organization.”

--- Rabail Qasir (Drop In Tutor)



Volunteers 2014-15

A.Ray Kristinson
 Abbey Bartel
 Abby Manuel
 Allison Olsen
 Anastasiia Naumenk
 Andrea Newberry-Koroluk
 Andrew Erskine
 Angie Tolentino
 Anita Sharma
 Anne French
 Antonio Olmo
 Anu Chaitanya
 Ashley Van Damme
 Audrey Hlady
 Aws Qasim
 Barbara Priddle
 Bob Descuisseaux
 Brad Spencer
 Carlos Rodriguez
 Carly Couture
 Celia Ho
 Chanthima Khamsavath
 Chris MacKimmie
 Colleen Cheng
 Danny Rehbein
 David Meade
 Debbie Cochlan
 Debra Stewart
 Deniz Erkmen
 Dina Matar
 Drew Harris
 Elham Charkand
 Elisa Bocancea
 Elizabeth Bertram
 Erin Brann
 Erin Radford
 Eugenia Wong
 Florence Chung
 Ganga Maya Biswa
 Graham Mackenzie
 Helen Gurnsey
 Hira Malik
 Iram Naqvi

Jacquelyn Malyk
 Janice Tawkin
 Jarney Durnin
 Jay Sandhu
 Jeannette Halasa
 Jennifer Krett
 Jessica Yang
 Jin He
 John Li
 John Mannix
 John Wang
 Jordan Allatt
 Jorge Escobedo
 Kelvin Whalen
 Kristin Brooke
 Kritika sharma
 Laurel Bridgers
 Lilybeth McGrath
 Lindsay Nguyen
 Lorianne Reuser
 Lorraine Whellams
 Madhumathi Govindarajan
 Majorie Cameron
 Mamta Chakroborty
 Mariam Austin
 Mark Schuh
 Maureen Kelly
 Michelle Poire
 Mike Powell
 Misal Farage
 M'Liss Edward
 Moez Sghaier
 Mohit Goyal
 Nadim Virjee
 Nora McTague
 Paul Szymanowski
 Peggy Jubien
 Peter Le-Hoang
 Peter Plesche
 Philip Baker
 Pinky Saha
 Priya Kumar
 Rabil Qasir

Rashida Waqar
 Reema Alharthi
 ReINETTE Vanheusden
 Rick Stones
 Sameh Abou Elnasr
 Sara M Earigal
 Shahid Mohammed
 Sheila Navrady
 Susan Link
 Susan Norman
 Sweta Islania
 Tadzia GrandPre
 Tara Leschyshyn
 Tasha Klassen
 Therese Falek
 Tim Heinrechs
 Tim Kwan
 Tray Chen
 Veronique Seguy
 Vijay Kandalam
 Wilson Howe
 Winni Gill
 Yenisit Garcia
 Zabia Lakdawadla
 Zac Link
 Zara Emami Far



Employment Skills Training Program (EST)

Funded by Citizenship and Immigration Canada

The Employment Skills Training program (EST) launched in 2009 has now completed its 6th year of helping financially challenged newcomers in Calgary to find suitable employment. With an average 75% success rate the program has been very successful. At the end of 2014, over 500 students have now completed the program. The majority of EST students have improved their workplace knowledge, their marketable skills, increased their self-esteem and confidence levels, and secured suitable employment.



The EST program is a free, full-time program for permanent residents and refugees that have been in Calgary for less than 5 years. A Canadian Language Benchmark (CLB) of 5 or higher is required for entry into the program.

All participants must also be looking for a job. This 310 hour (3 Month) program is divided into 4 different intakes each with 24 students. The sessions ran from April – June 2014, July – Sept, Oct – Dec, and Jan – March 2015. The students learn the necessary skills to find suitable employment in Canada. It includes computer training in Microsoft Office, hardware and software training, business communications training including Canadian Business Culture, and job finding strategies as well as targeted cover letters, resumes and interview skills.

Numerous guest speakers from different economic sectors present to the EST students about Canadian Business Culture, soft skills, interview techniques and how to secure a suitable job in Canada. There is also an optional one month voluntary job practicum.

With Citizenship and Immigration Canada (C.I.C.'s) generous funding, CIES has currently served a total of 96 students in 8 different classes from April 1, 2014 until March 31, 2015. Thank you CIC for your continued support of the EST program. CIES would like to thank Mr. James Russell, Ms. Doris Bercasio and Ms. Karen Stringfellow, our officers from Citizenship and Immigration Canada for their help and direction of the EST program.

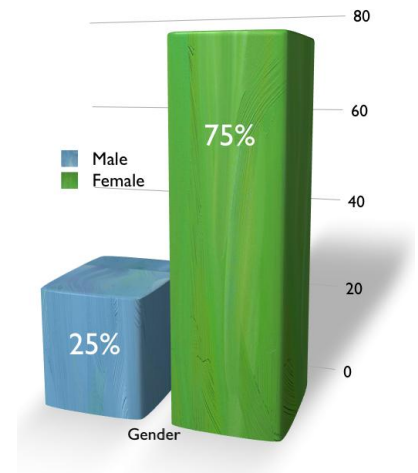
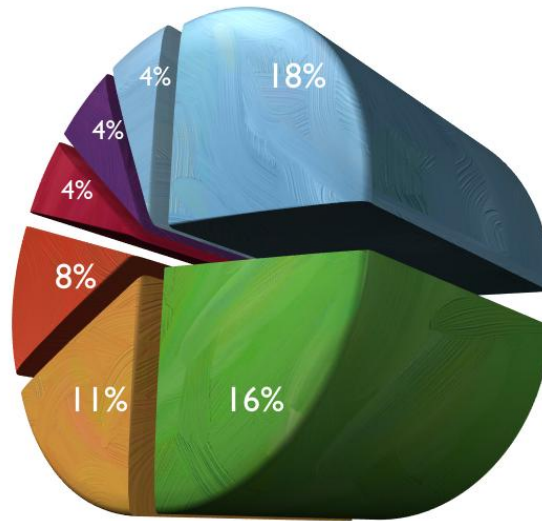


EST Students Country of Origin (29)

- | | | | | | |
|-------------|--------------|-------------|---------------|------------|---------------|
| ■ Venezuela | ■ Ukraine | ■ Tanzania | ■ Slovakia | ■ Nepal | ■ Moldova |
| ■ Morocco | ■ Jordan | ■ Indonesia | ■ Gambia | ■ Ethiopia | ■ Hungary |
| ■ Egypt | ■ Brazil | ■ Lebanon | ■ Mexico | ■ Pakistan | ■ South Korea |
| ■ Taiwan | ■ Bangladesh | ■ Cameroon | ■ Japan | ■ China | ■ Columbia |
| ■ Vietnam | ■ Iran | ■ Nigeria | ■ Philippines | ■ India | |

Top Countries of Origin

- India
- Philippines
- Nigeria
- Iran
- China
- Columbia
- Vietnam



CIES continues to expand its network with agencies, associations and business contacts. We are always looking for more employment opportunities within the corporate sector.

EST Student Experience

Roy is from the Philippines and arrived in Calgary on March 30, 2014. He immediately registered for the April intake of the EST program. Roy has been very successful with his career in Calgary and sent in this thank you note.

"I would personally like to thank the EST team for all the support and assistance given to me. I respect, admire and appreciate the amount of knowledge you have passed onto us. This has enabled me to find a new job and I hope to do well. You have been most kind and thoughtful and have made learning a pleasure. Thank you and I wish you all the best. God bless and more power to CIES."



Welcome Resources Information Program

Welcome Resources Information Program (WRIP) is an initiative launched by Calgary Immigrant Educational Society/Welcome Center in 2013 with the objective of helping the new immigrants for their smooth settlement and integration in Canada. The program provides following services to the new and prospective immigrants:

1. Information and Orientation
2. Needs Assessment and Referral
3. Community Connection

The services are being delivered three stages as follows:

- Pre-arrival
- On arrival and
- Post- arrival

The program has become successful in achieving its goal. Increased numbers of immigrants visited the Centre last fiscal year for their service needs. The website specifically designed to provide information has been viewed by over 4800 people in different countries. We have received telephone calls from some countries inquiring about the services available in Calgary.

The new immigrants picked over 400 program flyers from the airport and came to the centre for service referral. From April 2014 to March 2015, 334 new clients and about 120 returning clients were served in different areas such as social assistance, taxation, housing, education, employment, transportation, community participation, health etc. They were referred to various mainstream service providers and non-profit organizations for their service needs.

CIES strongly believes that ethno-cultural community organizations play important role in settlement and integration sector. Hence, the program partners with many of them to identify the needs of the immigrants and find amicable solution to address those needs. The WRIP advisory committee comprising the representatives from ethno cultural communities, faith based organizations and non-profit agencies are continuously providing guidance for the smooth implementation of the program.





PROGRAM ACHIEVEMENTS

1. Pre-arrival Support

Pre-arrival support is one of the biggest components of the program. Following activities were carried out under pre-arrival support in 2014/2015.

a. Calgary Connect:

WRIP has developed a website i.e. www.calgaryconnect.ca. The provides information in the following areas:

- Immigration
- Housing
- Health
- Employment
- Education
- Community
- Legal Support
- Daily Life

About 400 people/per month visited the website and got the information they need. Number of people visited the website last year was roughly 4,800.

b. Services through e-mails and telephone calls

Providing information through email and telephone was other strategy applied to support the clients as part of pre-arrival services. From April 2014 to March 2015, we responded over 50 international emails and 50 international and long distance calls. Most of the queries were related to housing, employment and education.

2. On arrival Support

Despite our continued efforts to set up a kiosk at Calgary International Airport to provide first-hand information to the new immigrants upon their arrival, it could not be materialized. However, program flyers were placed at the Tourism Calgary Visitor Information Center at the airport. In an average 40/month flyers were picked up from the airport. Some of them who picked brochures from the airport came to the Welcome Centre for various service needs.



3. Immediate Settlement Services

During that period, 344 clients visited the Centre. They were helped in the following areas:-

- i. Information and Orientation
- ii. Needs assessment and referral
- iii. Community Connection

Additionally, 10 returning clients/month were assisted for their service needs.

As part of the immediate settlement services, the client's needs were assessed using the appreciate inquiry method. Majority of the clients determined to go back to their profession once they are settled. Some of them decided to enter into different field with a hope that they would find an employment without much difficulty. Some of the immediate needs identified during the process were; Opening a Bank Account, Social Assistance, School for their children, Social Insurance Application, Health Card Information, housing etc. Employment, training and education, career planning, starting a small business were other areas they wanted assistance immediately.

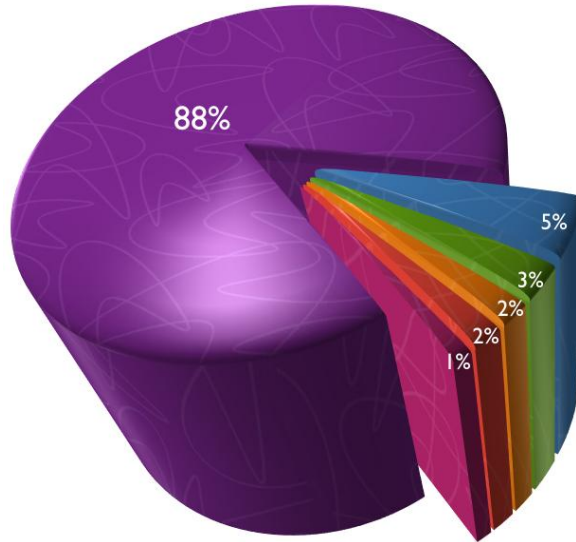
After carefully reviewing their needs, they were referred to different service providers for immediate assistance. Some of the agencies referred were (but not limited);

- Service Canada
- Canada Revenue Agency
- Citizenship and Immigration Canada
- Alberta Works
- Other Provincial and Federation Government
- Immigrant Services of Calgary/ILVARC
- Calgary Catholic Immigration Services
- Center for Newcomers
- Calgary Board of Education/First Student Calgary
- Women in Need Society
- Calgary Immigrant Women Association
- Other programs on CIES
- University of Calgary/ SAIT/Bow Valley College
- Different financial institutions
- CIC/CRA/Service Canada
- Alberta Health/Best Beginning Program
- Registry
- Food Banks
- Accounting Firms
- Others

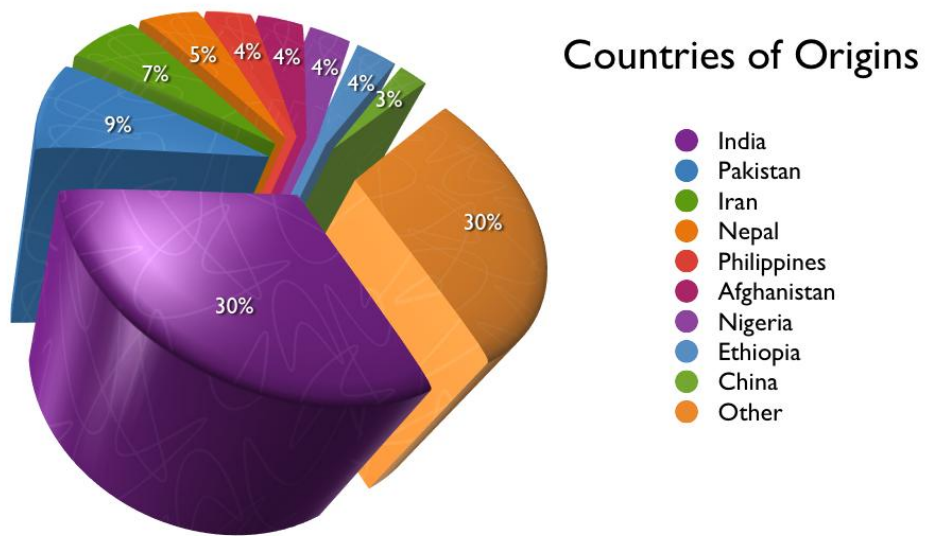


a. Clients Demographics:

Out of 344, 88% clients were permanent resident, about 5% were citizens, 3% were temporary residents and the rest were students and visitors.

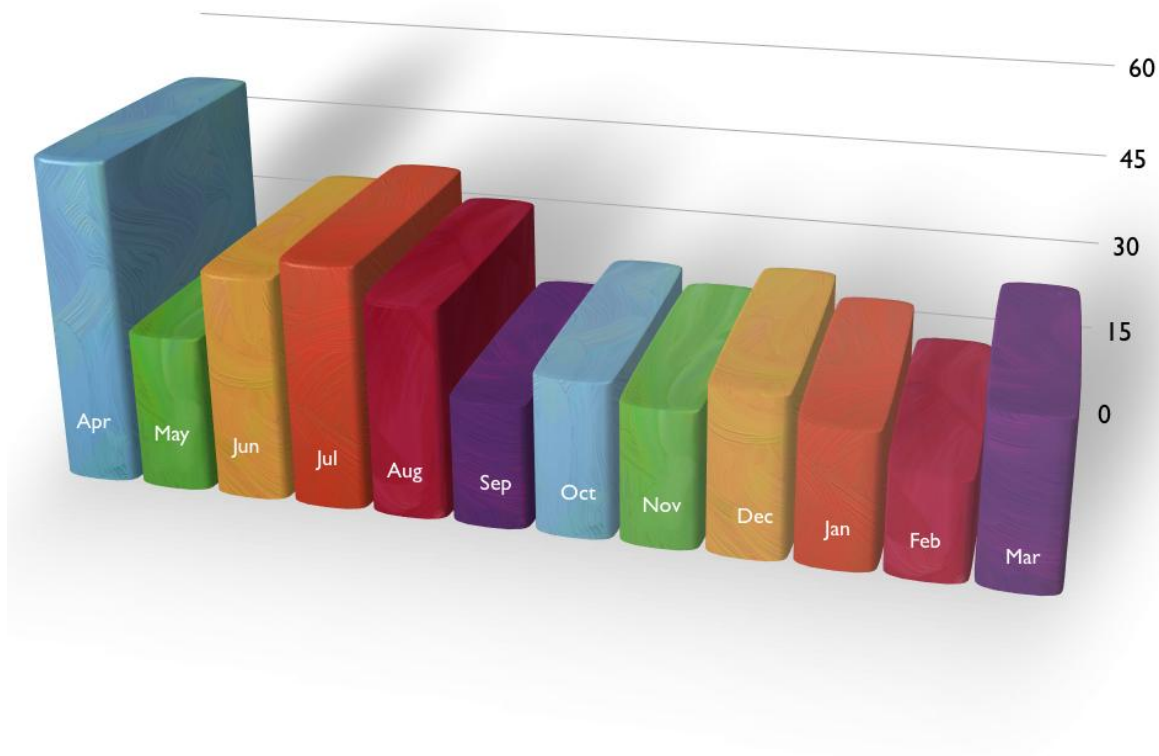


The clients, who were served last fiscal year, were from 54 different countries. Here is the summary:





Clients served by months:



4. Community Connection/Program Advisory Committee:

CIES believes in partnership and continuously aiming to collaborate with many other agencies for the smooth settlement and integration of new immigrants. WRIP was able to build connection with 48 ethno-cultural and mainstream organizations to provide required services to them. An advisory committee was formed in 2014 to provide necessary guidance for the smooth implementation of the program. The committee consists of representatives from faith based organizations, ethno cultural communities and non- profit agencies. Altogether 9 members have joined the group and some other community organizations have shown their interest to participate in the committee.

PARTNER AGENCIES AND COMMUNITY ORGANIZATIONS

Many immigrant serving agencies, community colleges and community based programs had been approached during the period. The existing partner agencies include but not limited to are Immigrant Services Calgary, Calgary Bridge Foundation for Youth (settlement in Schools Program), Centre for New comers, Calgary immigrant Women Association (CIWA), Calgary Catholic Immigration Society (CCIS), New Canadian Friendship Centre, North of McKnight



Community Resources Centre, Heart of North East Community Resources Centre, Women in Need Society, Genesis Center of Community Wellness, YMCA, Calgary Public Library (Services for Newcomers), Equal Access to Education Society of Calgary. Majority of these agencies have partnered with WCNI in the implementation of the program by referring the clients to WRIP and providing services to the clients referred to them.

WRIP is getting momentum as it provides need based services to the clients in different stages. Our goal is to help as a one stop referral centre so that client can go straightly to the mainstream service providers for their service needs. In this regard, CIES would like request all the stakeholders to provide possible co-operation to make it a success.

We would like to take this opportunity to acknowledge the overwhelming support of all of our partners and supporters to make this program success and express our sincere thanks and appreciation. CIES believes that with such continued support, we will be able to provide much needed information and guidance to the immigrant population in Calgary.



Financial Literacy Program (Money Smart)

Funded by TD Canada Trust – Prosper Canada



CIES had initiated a two year financial literacy (Money Smart) project in May 2013 with the financial support of Social and Enterprise Development Innovation (SEDI)/TD Canada trust. The program provides financial literacy education and personal counseling to the immigrants and low income earners in Calgary. Following were the project objectives:

Long-Term Objectives:

Newcomers will be able to make informed decision on financial matters for their socio-economic development

Short-Term Objectives:

- To increase access to financial literacy support
- To foster the development of financial literacy field
- To identify and address the needs of low income or jobless newcomers
- To identify and address newcomers needs for financial services

Project Components:

The project has helped the clients to build confidence and gain knowledge on financial issues.

The major components of the project were:-

- Financial literacy workshops
- Personal financial counseling/ Exposure visits to financial institutions
- Financial literacy manual

Program Achievements

Financial Literacy Workshops

Sixty-one workshops were organized in different places from April 2014 to March 2015. 1,573 people directly benefitted from the project. They were the new immigrants and low income earners in Calgary. The teachers who teach at CIES also attended the presentations and debriefed to their students in every class after the presentation.

The topics of the workshops were as follow:



- Banking system in Canada, Opening a bank account and online banking
- Social Assistance
- Income Tax
- Smart Savers (Registered and non-registered saving options)
- Financial Planning and Budgeting
- Building and managing credit in Canada
- Affordable mortgage (including attainable home project)
- Identity Theft and Fraud
- Auto-finance and Auto Insurance
- Estate and will planning
- RESP and Savings and paying for higher education

No of clients attended each workshop:





Personal Counseling

Three Hundred and Seventy One people were provided with personal counseling services in different areas; such as

- Banking and Online banking
- Social Assistance available in Alberta
- Building and Managing Credit in Canada
- Financial Planning and Budget
- Identity Theft & Financial Fraud
- Registered and Non Registered Savings Plan including RESP
- Others

They were assisted to apply for various social assistance and got connected with mainstream service providers for their service needs.

Financial Literacy Workbook/Manual

A financial literacy manual was produced and will be placed in public places, such as libraries, ethno cultural communities and non-profit organizations. The manual is the compilation of presentations made by the various speakers on the above financial literacy topics. It is expected that the manual will serve as a guidelines for the clients who could not attend the presentations.

Outreach & Awareness Activities

a. Program Websites

Welcome Center for New Immigrants is the branch of Calgary Immigrant Educational Society (CIES). The financial literacy program had promoted through our website www.welcomeimmigrants-calgary.ca. It is estimated that over 3,200 people visited our website and became aware about financial literacy program.

b. Information Sessions/Flyers/Brochures

We have regular kiosk in Calgary Public Library and public malls to provide information about financial literacy and other programs. Additionally, financial literacy brochures/Flyers were placed in various organizations including Ethno Cultural Communities, Alberta Works, Business Entities, Banks and other financial institutions in Calgary. About 2,000 brochures/Flyers were distributed to individuals and organizations in last fiscal year.



c. Reaching out to the Community:

CIES worked with ethno cultural community organizations to provide services to immigrants and economically challenged Calgarians from different communities. We promoted the program through them and partnered with some of them to organize the workshops in their respective locations. Some of the organizations were:

- Making Changes Association, Calgary
- Bow Valley College, Calgary
- Young Women's Christian Association
- Calgary Chin Christian Church
- Calgary Chinese Community Service Association, Calgary
- Robertson College, Calgary
- Women in Needs Society

Additionally, a large number of community organizations are still interested to partner with CIES to conduct financial literacy workshops to their community members so that the members will be benefitted.

Project Partnership and Technical Support

Mainstream organizations (Service Providers) had been made aware about the program through consultation meeting. Many of them came to facilitate our workshops. Besides them, a large number of financial institutions are still interested to collaborate with us to provide financial literacy education to immigrants and economically challenged Calgarians. The organizations were:

- Different Commercial Banks and Credit Unions
 - TD Canada Trust
 - Royal Bank of Canada
 - Scotia Bank
 - ATB Financial
 - First Financial Credit Union
- Insurance Companies (Action Insurance Group, Primerica)
- University of Calgary
- Freedom 55 Financial
- Mount Royal University, Calgary
- Bow Valley College, Calgary
- Alberta Works, Calgary
- Calgary Police Services



- H & R Block/Tax Clinic/Sandhu Professional Group, Calgary
- Ford Financing, Calgary
- Momentum, Calgary
- First Calgary Financial
- Calgary Center for Cultural Equality and Diversity, Calgary

The project was able to achieve the said objectives. Clients were able to get financial literacy support from the mainstream organizations for their specific needs and had a better understanding of the value of money and saving. CIES will continue financial literacy program as part of its regular services.

CIES express our sincere thanks and appreciation to all the partner organizations and individuals who contributed to make the program success. Special thank goes to TD Canada Trust/Prosper Canada for their invaluable support to make this happen.



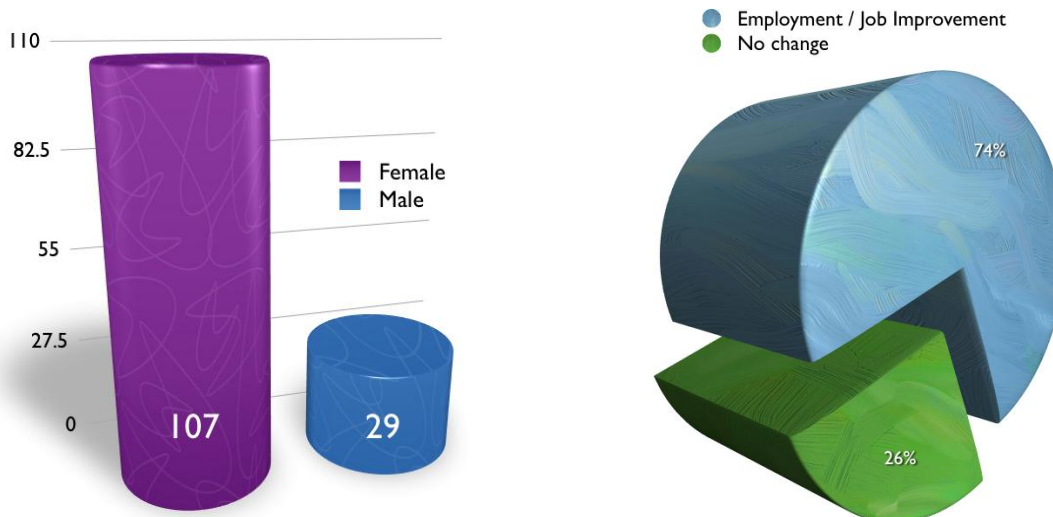
Computer Programs

Funded by Alberta Gaming & Liquor Commission



Calgary Immigrant Educational Society is now in its twenty 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 benefit from the programs we offer. We provide programs that allow the students to transfer their skills from the classroom to the workplace.

From January 04, 2014 to December 15, 2014, we served 136 students (107 females and 29 males). A total number of 117 students completed their training in the computer programs combo that brings the number of instructional hours up to 708 hours. 11 students could not be contacted, 10 students still looking for jobs, 5 students not looking for jobs, 4 students going either for ESL or accounting studies and 87 students have successfully found employment or have an improvement in their job and in self-esteem after completion of the program, making an employment rate of 74% (87/117). Also, the students who have employment, reported that they had increased self-esteem and confidence from the increased knowledge of the computer.





Essential Computer Skills

The 30-hour computer training course teaches the essential skills, which includes keyboarding, components of computers, Windows Operating System, basic functions of Microsoft Word and Internet. Our goal for offering this training is to provide a computer-learning environment, which is similar to the workplace for the students to enhance their skills for the job market 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. This program ran throughout the whole year 2014 and enrolled a total of 89 students, 97% of the students that finish the program reported that improved their life, self-esteem and also enrolled to the next level of our programs.

Computer Skills for Employment

This 42-hour Microsoft Word, Excel, PowerPoint, Outlook and Keyboarding training is our intermediate program and offers students with practical knowledge of a widely used office applications as well as a workplace practices and procedures. Most Canadian businesses use these applications software in their fast paced workplaces. If students can master the operation of the functions and features of these applications, they can get jobs easily and also work independently with confidence. From June 02, 2014 to December 2014, we trained a total of 47 students and 79 % of our students got a job after finishing their training in this program and became contributing members of the Canadian society.

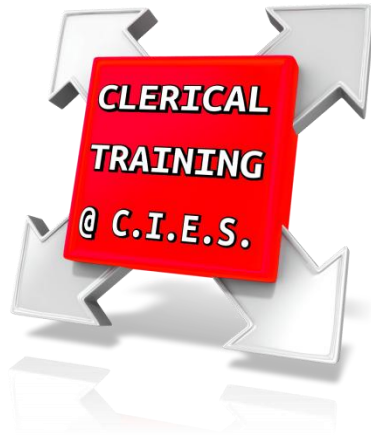
Advanced Computer

In 2009, we pioneered a 20-hour Advanced Computer program, allowing students to further improve their computer skills in advanced Excel, Word and PowerPoint. This program is designed for those who would like to master some in depth functions in Microsoft Word (macros, mail merge, tables, forms ,etc..) in Excel (financial functions, lookups, pivot tables & charts...etc..) and in PowerPoint (posters, advanced presentations, hyperlinks ...etc.) 24 students (18 females and 6 males) enrolled to this program in 2014 up to 40 instructional hours, 89% of the students that finished the program say are more efficient dealing with their task at work and 98% say they are satisfy and reached their learning goal.



Clerical Training Program

Funded by United Way of Calgary and Area



One of the most popular programs offered by our Society is the “Clerical Training 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 great.

The program includes 51-hour classroom training for Windows Operating System Microsoft Office Suite (Word, Excel, PowerPoint, Access, Outlook email), Keyboarding, Introduction to Internet, Business Communication, Office Practices & Procedures, Career Search Techniques, Resume Writing, Interview Skills and an optional voluntary practicum in Office setting after completion of this program.

The work experience portion consists of eighty-hour minimum practicum period in a business or non-profit organization. The students who participated in the volunteer work experience portion of the program have found it very useful in helping them gain some Canadian work experience and have benefited from it greatly.

131 students (116 females and 15 males) enrolled to this program in 2014 up to 612 instructional hours, 90% of the students that finished the program got job with 100% of those employed retaining their job.

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.

Clerical Training Students’ Experiences at CIES

1. *“I am Iddela Malinao, from Philippines and been here in Canada for three years now. As new immigrant in this country, I could say that I had hard time looking for a career especially for the current trends and innovation technology that we are right now. I admit that when it comes to computer and database I am novice. I worked to different kind of sales here in Canada, like fast-food, grocery store and even home based. And I realized having at least basic knowledge in computer is a MUST. You don’t want to get behind and watching your colleagues advancing their knowledge and enhancing their skill. So from that day, I decided I need a change in life, I need to do something that will help me achieving my goal. I searched a lot of universities, schools and organizations and asked a lot of advice from my peers. But due to my lack of*



financial situation my option in universities is been omitted. Then one of my friend mentioned about this organization called Calgary Immigrant Educational Society (CIES). I was curious and eager to know about this organization. I researched online and was interested after knowing their mission in helping and assisting newcomers and challenged Canadians in improving their level of language and employment skills. So I decided to enroll in Clerical Training Course .I was so overwhelmed with this course. A little bit hesitant at first day but as the class go my knowledge about computers and Microsoft got improved.

Teachers, classmates and leaders of this organization are helpful and goal oriented. It is not just an ordinary class but it feels like a second family to me. I am so grateful and happy to be in this program here at CIES.

*I would like to say my deepest thanks to **United Way** for funding this program. Your generous donation provides the financial and moral support to CIES, to fulfil and continue their mission. With your financial contributions over the years, you've demonstrated your deepest commitment toward the community. Your support has repeatedly played a key role in our success in **ACHIEVING OUR GOAL IN LIFE**. There is no way to fully express our gratitude to United Way and CIES for making it possible."*

*2. "My name is **Saima Afzal**, I am from Pakistan and came to Canada in 2005. I worked in educational institute In Pakistan. In Canada it's very difficult to find a job in my field, so I decided to do some courses which fulfill my job needs. I found the CIES Clerical course on their website and it was very convenient for my schedule. It's also a course which I can afford easily. Computers skills are basically required for most of the jobs now days. Most jobs today require a working knowledge and certain computer skills. It was so important for me to upgrade my computer knowledge to find a job. This course offer great knowledge for office oriented workers.*

This program helped me a lot, I learned a lot from this Clerical training course. Now I am more confident and can use Microsoft office product easily and I decided to go further to enroll on the next level in their advanced computer course. The instructors are knowledgeable and credible; I am hoping this program will help me to find better job. I have recommended 2 of my friends to enroll in this program at CIES. I found this course very instructive and its really good adds-on into my resume.

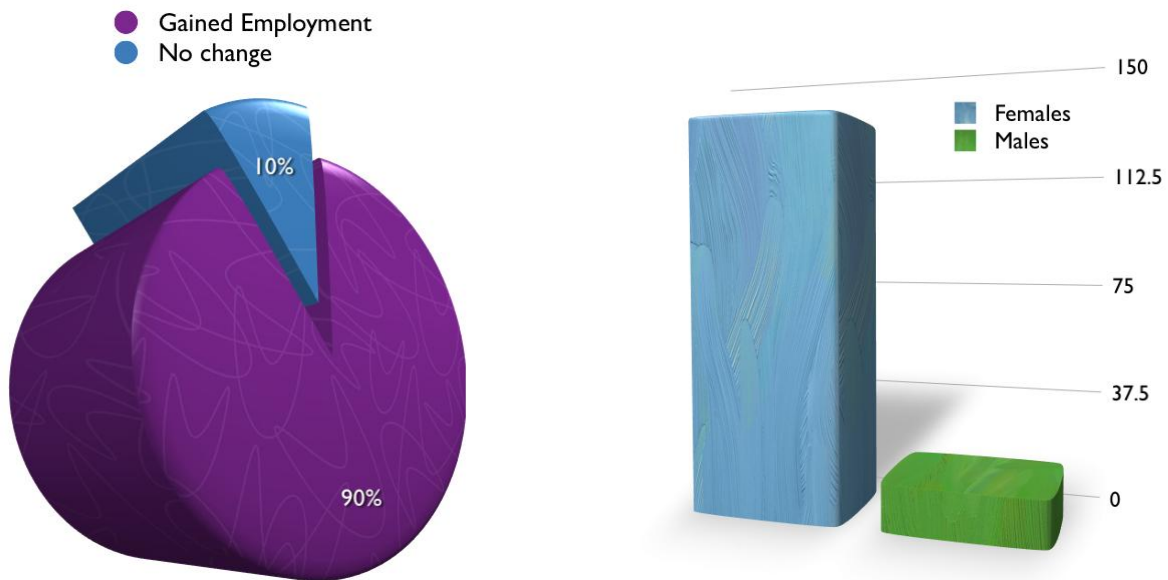
I would like to thank the funder UNITED WAY, CIES, my instructor and staff that designed this course for people in need of computer skills and especially who can't afford those higher fees. This is a wonderful program. Special thanks to the funder United Way of Calgary Area, without them it would not be possible. "

*3. "My name is **Ronella Pampilon** and I am from Philippines. I arrived in Canada 7 months ago to be with my husband and start a brighter future here. I am a graduate of Bachelor of Science of Computer Science, but it does not guarantee that I could find a better job especially when you do not have a Canadian experience at all.*



I enrolled at Clerical Training program because I want to refresh my knowledge in MS Office and to learn about business communication and different career search techniques. I want to pursue a career as an administrator or a clerk in an office environment.

Currently, we are halfway through our lessons. And so far, my expectations have been met. Attending class is fun and I always learn new things. New things that is very useful. On behalf of all my classmates, I would like heart fully to thank United Way of Calgary that funded the program, without their generosity we will not able to afford enrolling in such wonderful program. We would also like to thank all the CIES staff for providing excellent assistance to the students and last but not the least our trainer, Ms. Navdeep Kaur for being approachable, helpful and fun. Keep up the great work CIES and thank you for helping us find our way in Canadian society.”





Accounting Programs



Basic Accounting: Due to some of the students who do not have any accounting experience, we offered a manual Basic Accounting program as of 1996 to accommodate their needs before taking more advanced accounting programs.

This 24-hour Basic Accounting 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 have found that the program is excellent and enrollment for this program has increased.

Simply Accounting: In order to keep updated with the open job market requirements, we started a computerized program 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 Simply Accounting 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.

Quickbooks: Our 24-hour QuickBooks program is the most used in small business in Canada also like simply covers but not limited to, general ledger, accounts payable, accounts receivable, inventory and payroll.

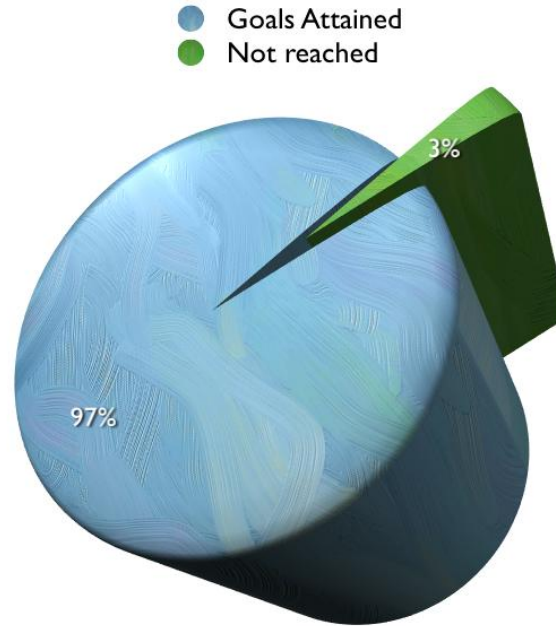
QuickBooks and Simply Accounting /Sage 50 programs are very popular programs in the accounting industry. They are commonly used software in the accounting industry especially in small business sector. Both Accounting Programs train students to work on the general ledger, accounts payable, accounts receivable, payroll, and inventory modules using these software.

Over this past fiscal year, these accounting programs helped 315 students equip themselves with necessary computer and accounting knowledge. Many students join the class one after the other. We enrolled a total of 156 students in our Basic Accounting program, 80 students in Sage 50 (Simply Accounting) and 79 in our QuickBooks programs.

All 315 students completed successfully the program they enrolled, and 97 % of them say they achieved their training goal and 99 % of them say they are more confident to get job and increased their self-esteem.



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.



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 all our funders and Community Spirit Donation Grant. Also, a special thank you goes to our private donors and other non-profit organizations for referring students to our programs, staff, instructors, volunteer instructors who have given their support, time, and efforts to make these programs so successful.

Other Computer and Accounting Programs

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

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



Since 1996 these programs had been offered on cost basis and subsidized by donations. 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 Essential Computer Skills and Computer Skills for Employment class students who took this course as a continuation of their training.

In 2009, we pioneered a 20-hour “Advanced Computer” program, allowing students to further improve their computer skills in advanced Excel, Word and PowerPoint.

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



Project Management Training Program

Funded by Calgary Foundation and Anonymous Donor

The Project Management Training Program (PMT) was launched in January 2013 with a focus on these 10 key project management knowledge areas:

- 1) Project Management: An Overview
- 2) Project Integration Management
- 3) Project Scope Management
- 4) Project Time Management
- 5) Project Cost Management
- 6) Project Quality Management
- 7) Project Human Resources Management
- 8) Project Communications Management
- 9) Project Risk Management
- 10) Project Procurement Management

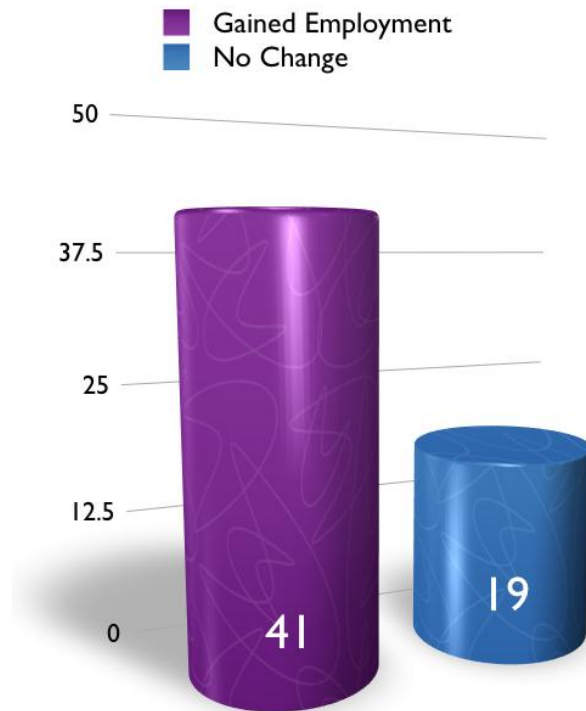


In addition to the above knowledge areas, we provided training in MS Excel, business communications and job search skills, as well as workshops conducted by guest speakers only selected by assessing their company reputation and individual dedication to their role. The program coordinator, along with the team at Welcome Centre, is responsible to recruit dedicated instructors who have extensive knowledge in project management and business communications. The role of the program coordinator is to ensure that instructors and students are well prepared for the class. In addition, the program coordinator makes sure that the students are gaining valuable knowledge and that they are satisfied with the program and their job search status by conducting two assessments during the 3 month period in each intake.

The backgrounds of our students are in engineering, business administration and human resources along with experience in project management. The intake process is very selective due to the number of applicants we have received this year. From May 1, 2013 to September 15, 2014 we received 288 applications for the five intakes that included May 1, 2013, September 2, 2013, February 3, 2014, June 2, 2014 and September 15, 2014. From these applications only 12 qualified applicants were selected for each intake by following the steps of our screening process. First, applicant resume is checked for relevant work experience and education. Then, if they meet the criteria, they are called to write a 30 to 45 minute project management test to determine their knowledge of project management. Once a potential candidate passes the test, they are called for an interview and afterwards, only the top 12 qualified candidates are enrolled.



Due to our rigorous selection process and support from our network of companies, we are able to successfully report that nearly 70% of our graduates combined from five intakes are currently employed.



Thanks to Calgary Foundation and Anonymous donor for their generous contribution to make this a successful program. Also, special thank you to Adam Czarnecki at Great West Kenworth Ltd. for his continuous support providing valuable information as a guest speaker; Aerotek staffing agency; Fabian Asin, VP of Communications at PMI; Shaw Cablesystems; The City of Calgary; Robert Half; CINTAS; FT Services, UniversalPegasus International, Lauren Engineers & Constructors, Suncor Energy; Adxstudio; and EPT staff for your support by seeing the value in this type of training and contribution to our graduates' success by providing employment opportunities.

Project Management Training Student Experience

Seema Jindal: *It was my pleasure to be one of the participants in the Sept 15, 2014- Jan 5, 2015 batch of PMT Program given at CIES. This program attracted some of the best educated*



immigrants who are looking for skills training for Canadian job market and many of them were able to get jobs and interviews during and after the Program. The Program facilitators are very knowledgeable and understand the needs of the participants. There was lots of new learning. In Business Communication class, we got to know about the behind the scenes scenario in terms of recruitment and it was great working on the elevator pitch. He also shared excellent resources with us and was always hands on in his approach when we had any problems with regards to resume, LinkedIn profile or Interview practices. I would like to thank my PMT instructor for breaking down PAMBOK to bite size pieces and for initiating application of project management knowledge areas in personal projects. I am still pursuing the project I created in his class and hope it will go commercial this year. David was very approachable and created an atmosphere of respect and learning in his classrooms.

Project Management Training Program is an asset for CIES as not many immigrant organizations offer it. Moreover, at the social end, it does make a difference in participant's lives by giving them insight into what will be required in the careers related to project management in Canada.



Accounting Skills Training Program

Funded by Calgary Foundation and Anonymous Donor



With the help of an anonymous funder, we were able to implement the Accounting Skills Training program with 12 students in each intake. The program started July 2, 2013. The program has been divided into three main parts:

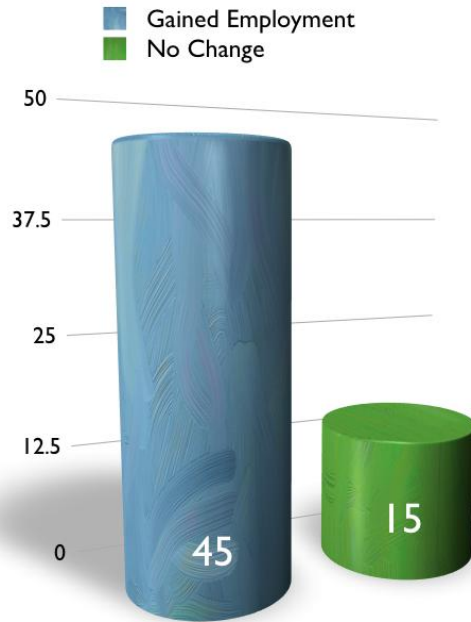
- *Accounting Skills
- *Software Training such as Simply Accounting (Sage 50), QuickBooks and Microsoft Excel
- *Business Communication and Job Search Skills

In addition, guest speakers from the corporate sector are invited to provide industry knowledge and information about employment processes.

Due to the high demand for the program, applicants who meet our eligibility criteria must also pass a two hour accounting test. The eligibility criteria consists of being a permanent resident, having Canadian Language Benchmarks of 6 or higher and past experience or education in accounting, and being able to commit to completing the 3 month program. Once the applicants' resumes are assessed and they have passed the test, we conduct interviews to assess soft skills, commitment to the program, reasons for applying and language ability. Once this process has been completed, the top 12 candidates are selected for enrollment. There is also a waiting list in place in case an applicant withdraws from the program.

Our intake process ensures that once training is completed, students can easily meet the requirement of most entry level accounting positions.

From May 1, 2013 to April 1, 2014, we received 160 applications during the five intakes (July 2, 2013, October 1, 2013, January 6, 2014, April 1, 2014 and October 1, 2014). Out of 60 graduated 45 found jobs in related fields. The chart below demonstrates the employment outcome of the Accounting Skills Training program:



We would like to thank Robert Half Company, FT Services, Accountemps, our former students Festus A. Adebisi and Ayodeji Owonifari, and Alberta Accountants (CGA) for their great contribution of their volunteer time to share their experiences and support our accounting students in their path to success.

Accounting Skills Training Student’s Experience

Sandra Bonilla: *Enrolling in AST class, for me is like a breath of fresh air. For someone like me who came from another part of the world, it is a privilege; I myself consider it a gift, a great opportunity to expand my horizon. Looking back at the lessons I've learned, I can't help but think how this chance opened doors for me to update my skills. It widened my perspective into what I really dreamed for myself. Somehow, it also ignited the inner passion to serve others as best as I could. Yes there had been bottlenecks that I needed to overcome, hurdles that honed more of my patience and tested my abilities. Through it all I can proudly say is that this training had brought out the best in me and I am positive that great things are yet to come. Keep it up CIES family and sponsors, for there are many more like me who needs your help.*

Rowena Abanes: *CIES-AST gave me the opportunity to solidify whatever learning I had while pursuing my degree. The program gave me the opportunity to better understand how small Canadian companies record their transactions (having only exposed to big companies in the*



Philippines); how their ledgers are set-up; what are the different taxes that needs to be included in the books; how payroll are being processed; etc.

Our instructor was able to give us the attention that everyone needed at that time. Our instructor is so nice; very accommodating. The group jelled so much that up to this day, we are still sending emails, texts, and sometimes call each other just to catch-up; or share leads on possible employment opportunities. The program also gave us the opportunity to improve our resume writing skills through our mentor. She taught us how to tailor-fit our resumes and made it stand-out from the rest. I've felt honored and privileged to be part of the first group who graduated from the AST program. It had given me the confidence to apply for accounting jobs; since it gave me the big picture of how Canadian companies set-up their book of accounts. Now armed with Canadian Accounting degree from SAIT Polytechnic and CIES-AST, I was able to get a full time accounting job at ProCura Real Estate Services Ltd. I've started as an Accounting Assistant; and in less than four months, I am now the company's Revenue Accountant.

Adeola Awopetu: *Perseverance and right attitude really pays-off. The accounting skills training program gave my accounting skills a great boost, I have been able to acquire valuable software skills and also got immeasurable practical accounting skill as real accounting transactions were used for the software training. I feel much more confident now to take on opportunities that are coming my way. Thank you so much CIES for making the difference.*



SOCIAL MEDIA INITIATIVE

In the last quarter of this fiscal year CIES established and updated four useful social media tools, Blogger, Facebook, Twitter and LinkedIn. Recognition within the community has been readily apparent and is growing by the day. Facebook followers have more than doubled, our Blogger has had over 9000 hits, LinkedIn has grown to more than 2300 connections and our Twitter feed is followed and regularly re-tweeted by many organizations within the city. A residual effect has been a growing sense of the CIES community amongst our clients themselves.



Social media marketing, or SMM, is a form of internet marketing that implements various social media networks in order to achieve marketing communication and branding goals. Social media marketing primarily covers activities involving social sharing of content, custom made videos, and images for marketing purposes. In today's society, Social Media is no less than a requirement of any organization's business matrix. It represents an organization's modernity and its willingness to engage clients in the medium of the day, while providing an online presence in an age where nearly all go online to find the services they need.

Blogger

- Professional Development, customized ready for use in-class exercises, events, field trips, guest speakers, workshops. Program highlights and promotions and connections with the Calgary community are posted daily. ([@www.yyccies.blogspot.ca](http://www.yyccies.blogspot.ca))



Facebook

- Follower locations come from 42 countries with our page being translated into 10 different languages. Daily postings and interlinking with other social media platforms demonstrate the Society's modernity as well as its fresh and up to date telling of its environment. Blog postings are posted here to drive traffic. ([@Calgary Immigrant Educational Society](https://www.facebook.com/CalgaryImmigrantEducationalSociety))





Twitter

- Our Twitter account is used to feed information to the Society to help fuel knowledge and postings on other social media platforms, as well as to demonstrate our *in the moment* presence in the community. Twitter is also used to drive traffic to Blogger and Facebook. (@YYCCIES)



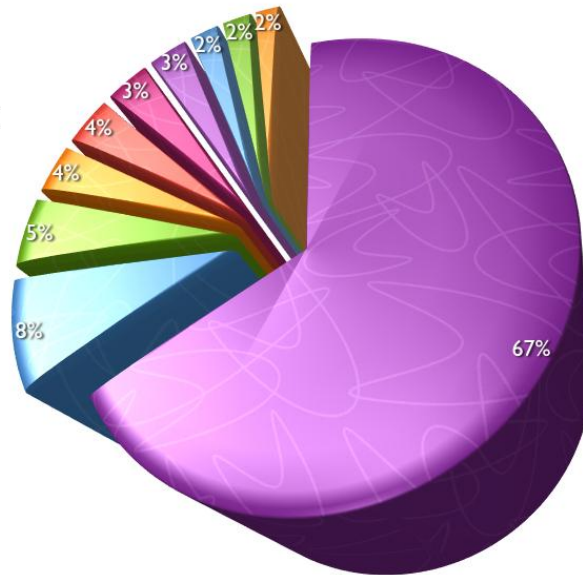
LinkedIn

- CIES on LinkedIn consists of a showcase page as well as a company profile. Each is stocked with set information, including video promos for all programs. The days highlight in terms of posts to other social media platforms are also posted on a daily basis driving traffic back towards the blog and Facebook pages. Requests for connections have grown from occasional to near daily. (@Calgary Immigrant Educational Society & @Calgary Immigrant Educational Society Showcase)



Top Countries Following Facebook

- Canada
- United States
- India
- Phillipines
- Pakistan
- United Kingdom
- Egypt
- Saudi Arabia
- United Arab Emirates
- Austrailia





Fundraising @ Elbow River Casino

In order to raise funds for the Society, especially for certain programs which are not funded by traditional funders, we applied to the Alberta Gaming and Liquor Commission and started to participate in volunteering at a casino. In 2015, we volunteered at Elbow River Casino on January 9 and 10.

Thirty-four volunteers participated in this fundraising event in January, 2015, including current and graduated students from the *LINC*, *Drop-In ESL* and *Employment Skills Training* programs as well as our dedicated board members and staff. The two-day event ended successfully and everyone had a wonderful time.



We would like to thank our advisors for the casino event, Jim Nguyen, Jim Cox and Ritchie Bogle for their guidance and assistance. We would also like to express our appreciation to the Board members, volunteers, students and staff who contributed their time and efforts. The next casino fundraising event will be held during July /August / September 2016.

Volunteer List for Casino Event

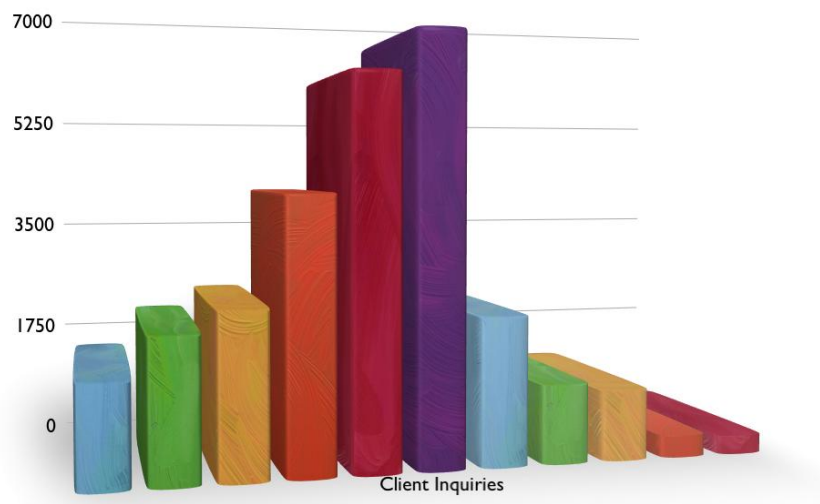
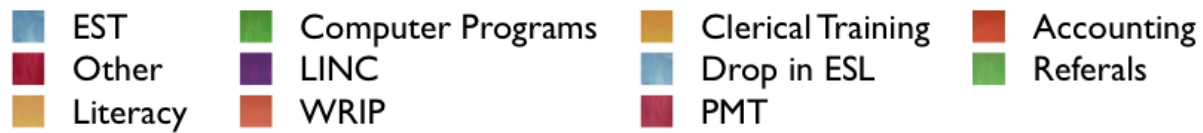
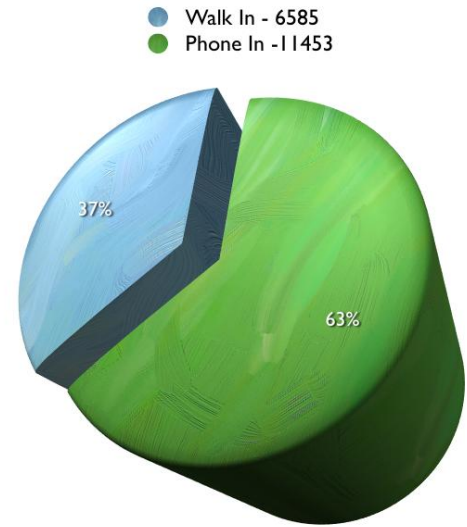
Alex Lykshosherstova	Graham MacKenzie	Olivia Ababii
Alice Zhao	Iris Ma	Olivia Chen
Alita Henry	Jana Ciobanu	Philip Baker
Bitu Nokoukar	Jin He	Rosalyn Lacno
Candace Schuler	Julie Huang	Rui Fan
Chanthima Khamsavath	Kathrine Shen	Sally Zhao
Chaz Koo	Kush Kuikel	Sandra Bonilla
Corazon Legaspi	Malon Balbalosa	Tayebeh Shalmani
Daniel Ling	Melissa McKinnon	Tim Aroge
Eva Su	Mina Hossekhani	Yeniset Garcia
Fowz Sindhu	Nataliya Lykshosherstova	
Ge (Jay) Bao	Nguyen Thy Ngoe Nga	



Client Inquiries

Every year CIES fields thousands of potential client inquiries regarding our many programs and services. Through either phoning in or those who simply walk into either our NE location in Whitehorn or our SE location in Forest Lawn, this past year we took in over 18,000 inquiries.

Fielded by our knowledgeable reception team, these calls were then directed to those management or coordinator staff in charge of the requested or at times best suited program.



Recognition to Funders

- Alberta Human Services
- Alberta Gaming and Liquor Commission
- Calgary Learns
- Canadian Western Bank
- Citizenship and Immigration Canada
- Community Facility Enhancement Program
- Community Spirit Donation Grant
- Service Canada
- TD Canada Trust – Prosper Canada
- The Calgary Foundation
- United Way of Calgary & Area
- University of Calgary



Category	Funder	Amount
Federal Grants	CIC	\$ 3,044,279
	Service Canada	\$ 5,427
Provincial Grants	Alberta Minister of Human Services	\$ 227,287
	Alberta Gaming and Liquor Commission	\$ 74,437
Other Grants	United Way of Calgary and Area	\$ 146,314
	The Calgary Foundation	\$ 18,889
	TD Canada Trust - Prosper Canada	\$ 38,600
	Anonymous Donor	\$ 80,000
Other revenues	UC Student Union Grant	\$ 1,440
	Donations	\$ 7,494
	Membership Fee	\$ 210
	Miscellaneous Income	\$ 15,267
	Interest Income	\$ 1,936
	GST Refund	\$ 4,802
	Registration Fee	\$ 120,837
Total Revenue		\$ 3,787,219
Amounts Received in Advance 2014-2015		
Provincial Grant	Alberta Minister of Human Services	\$ 140,319



Recognition to Donors

The 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: Antonio Masone, David Wright, Eva I-Hui Su, Fowz Sindhu, Lkherem Cheran, Monika Horvath, Olivia Yao Chen, Queen Ezinwa, Sally Shifeng Zhao

**There are numerous additional donors who do not wish to publish their names.*

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

3C Car Centre Ltd. Aqueduct Foundation ATB Financial, Forest Lawn Calaway Park Calgary Co-op, Forest Lawn Calgary Simo Caffe Ltd. Calgary Zoo Canada Helps. Org Canadian Online Giving Foundation Canadian Western Bank Cenovus Employee Foundation (Thanks & Giving Employee Campaign) Cenovus Energy Columbia College EnCana Cares Foundation EnCana Corporation	Enterprise Holdings Foundation Fluor (Employee Giving Campaign) Forest Lawn Physiotherapy Glenbow Museum Hage’s Mideast Heritage Park International Avenue BRZ JK Group Inc. Kquality Ice Creams Inc. McDonald’s Microsoft Corporation Mr. Submarine Pizza Grande & Donair Ltd. Pent West Petroleum Shell Canada Limited Simo Café Ltd. Skylark Restaurant	Sobeys – Forest Lawn Supreme Basics T&T Supermarket, Calgary Store Telus Telus Communications Co. (Employee Charitable Giving Program) TELUS Corp. (Team TELUS Cares) Truist United Way United Way of Calgary and Area (Donor Choice Program) Village Square Leisure Centre Vogel LLP Lawyers Wendy’s Restaurant Werklund Foundation
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Also many thanks to the following organizations and individuals:

- **Canadian Western Bank** for maintaining our building operations and casino account free of charge. Special thanks to Senior Manager Commercial Banking, Mr. Edwin Ginter
- **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.**



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

Action Insurance Group, Calgary
Accountemps
Adxstudio
AE Fitness
Aerotek Staffing Agency
Alberta Accountants (CGA)
Alberta Health Services
Alberta Works, Calgary
Al-Hedaya Islamic Centre, Calgary
Alzheimer Society of Alberta
ATB Financial
Baker Hughes
Bank of Montreal
Boys and Girls Clun of Calgary
Bow Valley College
Bowen Staffing
Bowen Workforce Solutions
Bredin Institute, Calgary
Calgary Center for Cultural Equality and Diversity
Calgary Chinese Community Service Association
Calgary Ethiopian Community Association
Calgary Fire Department
Calgary Immigrant Women's Association
Calgary Indians
Calgary Mexican Canadian Cultural Society
Calgary Police Service
Calgary Public Library
Calgary Region Immigrant Employment Council (CRIEC)
Calgary Workers' Resource Centre
Calgary Zoo
Canada Revenue Agency
Cenevous Energy
Chilean Canadian Community Association of Calgary
CINTAS
Crime Stoppers Association
David Alpine Group Staffing Agency
Devon Energy
Diversified Staffing
Eleven Point Logistics

Evolution Presentation Technologies
First Financial Credit Union
Flexpipe Systems
Ford Financing, Calgary
Fort Calgary
Freedom 55 Financial
Glenbow Museum
GreatWest Kenworth Ltd.
H & R Block/Tax Clinic, Calgary
Heritage Park
Hillhurst Sunnyside Community Association
Hindu Society of Calgary
Immigrant Sector Council of Calgary (ISCC)
Immigrant Services Calgary (ISC)
Interfaith Food Bank
Jamgotchian Group Inc.
Kelly Services
Momentum
Mount Royal University
Nepalese Community Society of Calgary
North of McKnight Community Resource Center
Paramount Learning
Project Management Institute
Propellus
Rapid Response
RBC Royal Bank of Canada
Reel Canada Film
S.A.I.T. Polytechnic
Safeway Canada
Sandhu Professional Corp
Scotiabank
Shaw Cablesystems
Showers of Blessing Church, Calgary
Suncor Energy
Tervita
TD Canada Trust
The City of Calgary
The Iranian Cultural Society
Toastmasters
University of Calgary
URS Flint
Women in Need Society



Calgary Immigrant Educational Society

1723 - 40 Street S.E. Calgary, Alberta

Tel: 403-235-3666

Fax: 403-272-7455

<http://immigrant-education.ca>



Public Transit Access:

- Bus #1: from downtown 7 Avenue to 17 Avenue & 41 Street S.E.
- Bus #23, #26, #57: from Marlborough LRT to 17 Avenue & 36 Street S.E.
- Bus #72: from Whitehorn LRT only to 17 Avenue & 36 Street S.E.
- Bus #73: from Chinook LRT to 17 Avenue & 36 Street S.E.

Welcome Centre for New Immigrants

3820 - 32 Street N.E., Calgary, Alberta

Tel: 403-291-0002

Fax: 403-291-0004

<http://welcomeimmigrants-calgary.ca>

www.calgaryconnect.ca

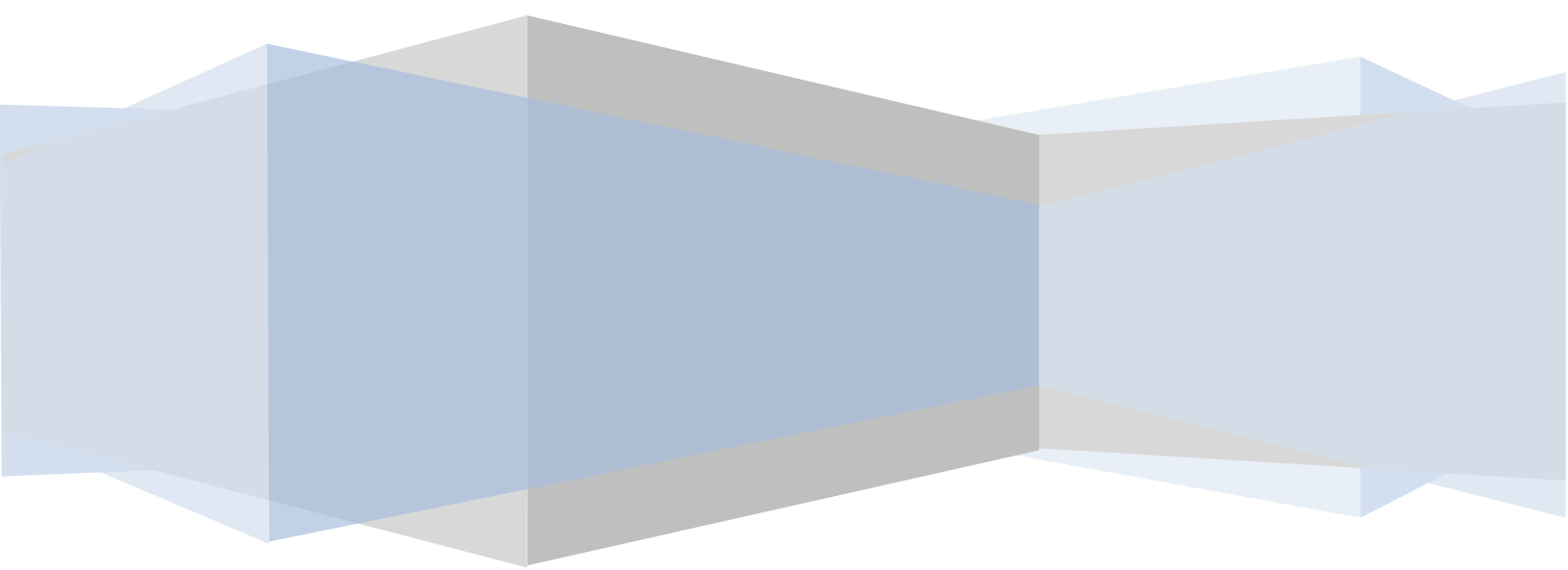


Public Transit Access:

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



This report was designed and compiled by David Anthony Hohol, Manager of Communications and Program Development, and printed in-house



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