



**IMMIGRANT
SERVICES
CALGARY**

Building

**REMARKABLE
RESILIENCE**

ANNUAL REPORT

2020-2021

Our **Vision**

Unleashing the economic, social & civic potential of clients.

Our **Mission**

Connecting newcomers to the right service at the right agency every time.

Our **Values**

We are forward thinking, adaptable & optimistic. We value accountability, collaboration & impactfulness. We act with integrity and treat people with respect.

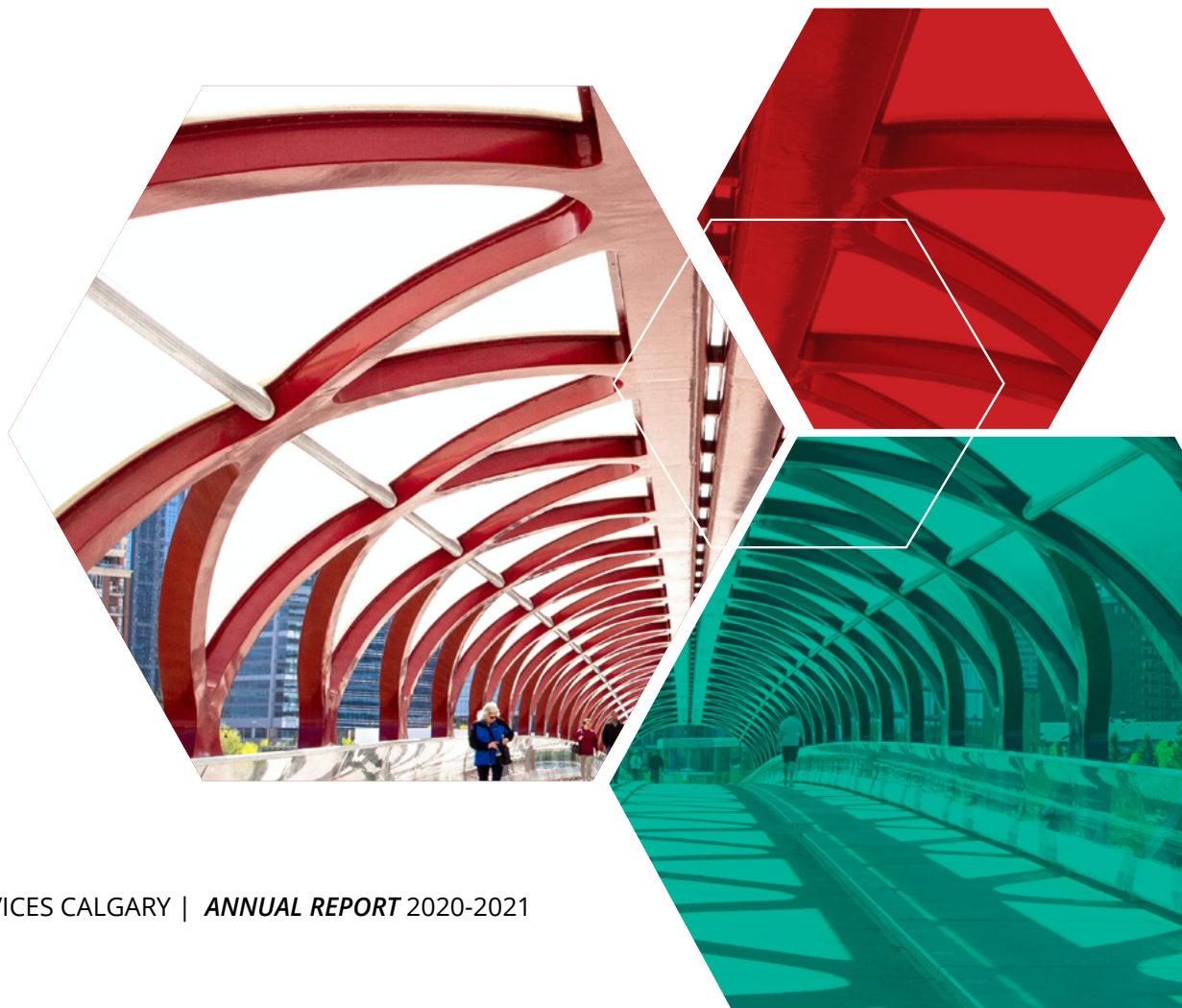


Table of Contents

THE MISSION

Report from the Board	4
Board of Directors	5
Leadership Team	5
Report from the CEO	6

THE WORK

Immigrant Services Calgary Highlights for 2020	7
--	---

THE IMPACT

Impact Story	8
ISC Impact Quotes	9
Thank You to Our Funders	10
Immigrants of Distinction Awards Supporters	10

Report From The Board



Immigrant Services Calgary (ISC) is a shining example of remarkable resilience and innovation. In the past year, the agency successfully journeyed through waves of change and adaptation. Our transformative focus guided us to pivot and reimagine how our teams collaborate and provide services to clients. ISC has continued its momentum into an exciting transformation. By supporting each other, remaining optimistic, and taking leaps of faith, the ISC team made a positive impact on the lives of our clients and our community.

PIVOT AND REIMAGINE

Our team has demonstrated commitment and passion for helping newcomers unleash their economic, social and civic potential. Some of our main accomplishments include:

- Calgary Language Assessment & Referral Centre's Language Assessors were chosen by the Centre for Canadian Language Benchmarks to assist in the creation of an online language assessment tool which is now used across Canada
- Therapy & Support Centre served more clients post-covid versus pre-covid
- Interpretation & Translation Centre gained the status of preferred interpretation and translation vendor for Telus
- Family Resource Centre's Healthy Start program exceeded targets by over 150%

- Settlement & Community Centre hosted 25 Facebook Live Events on newcomer topics with more than 44,000 views
- Over 350 clients gained employment with the assistance of the Employment Team

On behalf of the Board of Directors, I sincerely thank our staff, funders, donors, Board of Directors, volunteers, and community partners for their support, collaboration, and steadfast commitment to our mission and vision. The great achievements that the ISC team has accomplished in the past year inspire us to keep growing and forging ahead!

Sincerely,

SHIRLEY PHILIPS
CHAIR, BOARD OF DIRECTORS

Board of Directors

Rhona Delfrari
FIRST VICE-CHAIR



Shirley Philips
CHAIR OF THE BOARD



Chandy Mung
TREASURER



Lisa Clark
SECRETARY



Jill Gao
DIRECTOR



Wai Ki
DIRECTOR



Darryl Lobo
DIRECTOR



James Lam
DIRECTOR



Claudia Wendrich
DIRECTOR



Ada Adeleke-Kelani
DIRECTOR

TRANSFORMATIVE

Leadership Team

Hyder Hassan - Chief Executive Officer

Geoff Couldrey - Chief Operating Officer

Casey Kennedy - Director, Newcomer Services

Jillian McDonald - Director, Service Innovation

Kola Oladimeji - Director of Finance



Report From the CEO

"The strongest oak of the forest is not the one that is protected from the storm and hidden from the sun. It's the one that stands in the open where it is compelled to struggle for its existence against the winds and rains and the scorching sun." - Napoleon Hill

UNLEASHING POTENTIAL

The past year's collective momentum, through our joint efforts, has strengthened our commitment to the success of newcomers to Canada. We embarked on the transformative journey of Gateway, which promises to create lasting, positive change for new Canadians in Calgary and beyond. This enabled us to be one of the first settlement agencies to provide virtual services in the pandemic and scale the "Welcome to Alberta" mobile app. Our team played a leadership role via various initiatives in the city and collaborated with several other civil society agencies, private sector, and together, we have supported and empowered our clients in new ways while remaining steadfast and resilient as we explored the uncharted territory of the innovative Gateway system.

Immigrant Services Calgary's theme for this year is 'Recognizing Remarkable Resilience'. It highlights the singularity of purpose that propelled us forward through all the challenges that were faced. Our ISC heroes continued to assist clients and displayed courage in recognizing when a course correct was required. Not only did we survive, but we also thrived, creating new approaches for client services.

While our dedication has remained unchanged, we have implemented our Gateway transformation to guide ISC's exceptional work. As we aim towards

higher goals, the right mindset is imperative. Thus, a new mission, vision and value statement have been introduced:

Our Vision: Unleashing the economic, social & civic potential of clients.

Our Mission: Connecting newcomers to the right service at the right agency every time.

Our Values: We are forward thinking, adaptable & optimistic. We value accountability, collaboration & impactfulness. We act with integrity and treat people with respect.

We are humbled that we have served over 12,212 beneficiaries, helping them pave their way to success with drive and resilience.

I am deeply grateful to our funders, donors, corporate stakeholders, the Board of Directors, volunteers and staff for their resilience, innovation, and positive impact. I would like to recognize the remarkable resilience that each one of you has demonstrated over the past year, and I look forward to our continued march towards an ever-brighter future.

Respectfully,

HYDER HASSAN

CHIEF EXECUTIVE OFFICER

Immigrant Services Calgary Highlights for 2020

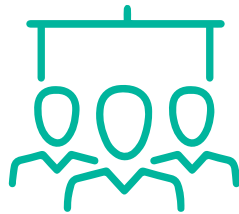


2,792

English assessments



75 First languages spoken by clients



17,846

Workshop attendees

KEY CHALLENGES

- Shift to work-from-home setup
- Employee training expansion



12,212

Beneficiaries served



6,843

Needs assessment

RESILIENCE

In an unprecedented year, Immigrant Services Calgary continued to pursue a transformational journey while also serving immigrants, newcomers and refugees throughout Calgary and the surrounding area. Despite the public health restrictions that limited services and activities, ISC achieved exceptional results.

137

Countries served



1,970

Counselling sessions



1,148

Children/youth served



1,314

Interpretations sessions

704

Documents translated



1,640

Volunteers

5,515

Volunteer hours

Impact Story

"I also want to take this moment to thank you from my heart for all the help and guidance this year during my job search. It was so critical and hoping to meet you in better times to come and thank you." - Yumna, ISC Client

EMPOWERED

Yumna landed in Canada during the pandemic and was struggling to meet new people and find work. She had experience in marketing and business analysis and aspired to get into the same field in Canada. Yumna reached out to Immigrant Services Calgary for job search support and got easily connected with an employment counselor. During her early meetings with the counselor, Yumna updated her resume to align with the Canadian and local job market and learned more about the importance of professional networking.

In-person networking was discouraged, although plenty of virtual opportunities were available, so the counselor advised Yumna to attend various online workshops and events including a networking event

hosted by Accenture, a resume and networking workshop, and a Canadian workplace culture workshop. Yumna learned a lot about employment in Canada with the help of the employment program and had several interviews and offers as a result.

The client was thrilled to secure an interview with Suncor for a Rail Analyst position. The employment counselor helped the client by conducting mock interviews. Yumna was successful in the interview process and accepted an offer from Suncor. She is grateful to Immigrant Services Calgary and her employment counselor for their support to unleash her potential in Canada.

“ I’m very happy my children learned new songs and learned English with fun!” [translated from Mandarin] – Caregiver Participant, Parents and Tots

“ I have learned about the types of bullying I didn’t know about. It’s refreshing to talk about it [in the program] even though we talk about this in school.” – Program Participant, Afterschool Program

“ When COVID-19 started, it affected my family routine and my life. I didn’t think at that moment I could access any of the activities or services I used to access before the quarantine. For my surprise, I was able to do it. I received so much support from you. I didn’t have a computer at home for me and my kids to access any of the online classes and activities available to us. So you helped me get one for free, and not only that, but you showed me how to get connected, participate in the classes and keep myself and my kids safe online. I am thankful.” – Caregiver Participant, Multicultural Family Literacy Program

“ Thank you for all you have done for us. We really appreciate your help. We have been in Calgary for two months only with our newborn baby - It hasn’t been easy. My family and I have found the support we needed thanks to you, and you have been like family to us. We don’t feel alone here anymore. You go out of your way to help us and we are infinitely grateful. Thank you so much!” – Postnatal Participant, Healthy Start Calgary

“ I like the social aspect of Roots a lot. I am at home, doing online school, and it gets lonely. I love talking to my mentor and making friends in my group, and my favorite activity was when we did Blind Drawing as a group. It was so fun!” – Program Participant, Roots

“ Thank you [program facilitators] for all your great efforts, creative and entertaining classes. Thank you all mommies and kids. [My daughter] will miss you and her friends. [My daughter and me] enjoyed every moment with you all. Thank you for helping her integrate with her

new community and not feeling isolated anymore. Thank you for helping her make new friends and feel like she’s at home again. And thank you for this special gift that she won’t ever forget as it’s her very first

gift in Canada. You are amazing and we hope to meet again.”- Caregiver Participant, Early Learning Across Cultures

Immigrant Services Calgary IMPACT



Thank You To Our Funders

IRCC	6,834,607
Ministry of Labour and Immigration	953,662
Others	908,015
The City of Calgary	881,042
Ministry of Children's Services	596,403
Public Health Agency of Canada	535,033
United Way of Calgary and Area	328,997
Alberta Health Services	251,913
Minister of Health	103,187
Calgary Foundation	75,419
Immigrants of Distinction Awards and Casino	64,967
The Canadian Women's Foundation	34,005
The Auxilium Foundation	23,533
Employment and Social Development Canada	22,540
Calgary Learns	14,481
Alberta Seniors and Housing	8,703
RBC Empower Newcomer Women	5,137
Nature Canada	3,600
Calgary North of McKnight Coalition	3,402
Accenture	2,785



Immigrant Services Calgary would like to thank our individual and organizational donors and sponsors for their generous support.

Total:
\$ 11,651,439

Immigrants of Distinction Awards Supporters

GOLD SPONSORS

HSBC

RBC

SILVER SPONSORS

FCSS

Dr. Chirag Shah

CPA Alberta

Bow Valley College

Trico Homes

Shane Homes

BRONZE SPONSORS

ASET

Rome Family

Walsh LLP

Shaw Communications

National Bank

EVENT PARTNERS

Manpower

Piersons Funeral Service



**IMMIGRANT
SERVICES
CALGARY**

#1200, 910 7th Avenue SW

Calgary, Alberta, Canada

T2P 3N8

Phone: 403-265-1120

Email: info@immigrantservicescalgary.ca



immigrantservicescalgary.ca