



PEI Association for Newcomers to Canada



Bringing People and Communities Together

2001 - 2002 Annual Report

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PRESIDENT'S REPORT

Susan Carruthers

It has been my pleasure to be the President of the PEI ANC for the year 2001/2002. It has been an exciting and eventful year for the Association highlighted by the Building Strategic Partnerships Conference in October of 2001, but sustained by our rewarding day to day work with newcomers to Canada.

In October of 2001 it was an honour as President to attend the Building Strategic Partnerships Conference held in Charlottetown at the Delta Hotel. Thanks to the vision of our Executive Director, Kevin Arsenault and the financial assistance of Canadian Heritage, a steering committee led the way in organizing a conference focussed on finding innovative, collaborative and alternate ways of servicing the needs of newcomers. The conference was extremely well attended and we were fortunate to have the Honourable David MacDonald as our key note speaker. At the conclusion of the conference the ANC was given a mandate as lead agency to facilitate the implementation of a collaborative committee to continue work in this area. Some work has been done to implement the second stage of Building Strategic Partnerships and we look forward to working towards this goal. In the meantime, a sincere thank you to Kevin Arsenault, the members of the steering committee, Jordan MacLeod, conference coordinator and Canadian Heritage without whom the conference would not have been such a success.

To facilitate the Building Strategic Partnerships Conference the ANC received a report entitled "Opportunities for Collaboration: Immigrant Settlement on PEI" requisitioned by the ANC, funded by Citizenship and Immigration Canada and prepared by Smith, Green and Associates Inc. The report provided valuable information in relation to factors underlying the high level of secondary migration among newcomers following initial settlement on Prince Edward Island, and also explored possible means whereby the ANC and other agencies and organizations may be able to assist the PEI government in encouraging more of the immigrant population to establish in this province. This report provided an excellent basis for the Building Strategic Partnerships Conference and our sincere thanks to John Eldon Green for all his work in preparing this report.

The new year got off to a great start with our annual strategic planning session. These annual week-end strategic planning sessions provide an excellent opportunity for staff and board members to not only

socialize and collaborate but also provide an excellent means for reviewing the accomplishments of the ANC and establishing new goals for the future. We are grateful for the grant we received from the Community Foundation of PEI which covered a significant portion of the costs of this strategic planning session.

While the ANC continues to provide core services to newcomers to Canada including employment assistance service, settlement assistance, host liaising and language assessments, we compliment these core services by offering various projects and programs including the World Among Us and Information Sessions for Newcomers. These programs and projects would not be possible without the dedication, commitment and hard work of our Executive Director, Kevin Arsenault, and staff Aghdas Missaghian, Michelle Jay, Lorraine Beck and Beti Andrić. On behalf of the Board I offer you our sincere gratitude and thanks. I would also like to take this opportunity to thank Lorna Cameron, our former bookkeeper for her hard work and dedication to the Association. Unfortunately, for personal reasons Lorna resigned her position in the summer of 2002 and we welcome Margaret Younker as our new bookkeeper. We look forward to working with Margaret.

We have also seen the addition of two new positions at the ANC. Lorraine Beck is now working as an Immigrant Student Liaison and works closely with our immigrant students and their schools, teacher and principals. While we have only received funding for one year we hope that the success of this program will bode well for continuing financial support. We also welcome Jasmina Garić in a five month term position as an EAS research assistant funded by HRDC. We thank Yasmina for all of her hard work researching the present situation on PEI regarding the recognition of foreign credentials and qualifications.

We continue to build strong relationships with our funding partners, Canadian Citizenship and Immigration (CIC), Human Resources and Development Canada (HRDC) and Canadian Heritage (CH). We thank them for their support and look forward to working together in welcoming and assisting newcomers to Canada.

Notwithstanding the generous contributions from our federal government partners, the ANC continues to experience ongoing problems with establishing or securing core/permanent funding for the Association. Work continues to be done in this area and we look forward to exploring the receipt of financial support from the Province of Prince Edward Island.



I would be remiss if I did not give my heartfelt thanks to our wonderful volunteer board members, Joe Byrne, Erick Silva, Zlatibor Momcilovic, Graham Pike, Zeke Eaton, Jane Ledwell and Carmencita Yason. Their commitment to the ANC is to be commended.

Finally, I would like to thank our newcomers for choosing Canada, for sharing their culture and for making our work worthwhile. The ANC is dedicated to serving you and we look forward to welcoming many more newcomers to Canada.

Respectfully submitted,

Susan E. Carruthers
President

EXECUTIVE DIRECTOR

Kevin J. Arsenault

It has been a very productive year for the PEI Association for Newcomers with many significant programs, projects and new initiatives, as noted above in our President's report. Core programs of the PEI ANC continue to be our Citizenship and Immigration Canada (CIC) and Human Resource Development Canada (HRDC) contribution agreements designed to deliver a range of services to immigrants and refugees. The work associated with these service contracts is discussed by the ANC staff members who deliver these services. During the past year, we also received funding from the federal Department of Environment, the Canadian Women's Health Foundation, as well as the Community Foundation of PEI. For my part, I will touch on several other areas of our work not falling within the scope of particular agreements or contracts, and give some indication of the direction of the PEI ANC will be taking for the coming year.

Building Strategic Partnerships Conference:

Last fall the PEI ANC organized a major conference "Building Strategic Partnerships," held at the Delta Hotel in October. Over 100 people who have either a direct or indirect role in areas relating to either policy or service to immigrants and refugees attended the event. Thanks to Premier Binns for officially opening the conference, to Hon. David MacDonald for delivering a keynote address, and to all the participants who attended. Thanks as well to Marie Burge and Maureen Larkin for an excellent job assisting the BSP Steering Committee in planning the conference, as well as facilitating the two-day conference. Copies of the final report were forwarded to participants. The post-conference challenge for the PEI ANC, as well as other

agencies, government departments and organizations, is to find concrete ways to implement new structures, programs, and policies to address the identified problems and gaps in service. That the conference generated a relatively clear consensus among participants regarding the need for new initiatives gives reason to hope that new, progressive measures are achievable. We see outstanding opportunities to develop stronger ties between the federal and provincial governments, non-profit organizations and third sector stakeholders, health care and education providers, and the business community. As a result of creating a cohesive vision and enhancing partnerships, we anticipate significant benefits not only for newcomers, but also for the Island community.

Metropolis Project:

During the past year, I have been working on a regional sub-committee which came together to establish an Atlantic Metropolis Centre. It is successful. This initiative aims to establish a unique research collaboration between government, Atlantic Canadian Universities, and not-for-profit organizations working with issues of immigration, settlement, or some aspect of population dynamics and demographics. I have participated on behalf of ARAISA and the settlement sector. In particular, I attended three two-day regional subcommittee meetings in Moncton (January, 2003), Charlottetown (April, 2003) and Halifax (June, 2003). In addition, I took the initiative to form a PEI provincial Metropolis Committee to ensure appropriate agencies and organizations were given ample opportunity to participate in the decision-making process leading up to the final proposal. The expectation is that a final subcommittee meeting will take place later this fall, and that a proposal will be submitted to the Social Sciences and Humanities Research Council of Canada (SSHRC) by January 2003. If established, the Atlantic Metropolis Centre will facilitate important research in the area of immigrant, refugee and diversity population issues. My involvement, along with that of other NGO representatives, has ensured that members Immigrant Service Providers will have a key role not only in the governance structures of the Metropolis Centre, but in actual research as well. The focus of interest among all participants on PEI is how to increase population diversity, appreciation of diversity, and retention of immigrants and refugees of diverse cultural backgrounds.

Atlantic Regional Association of Immigrant Serving Agencies (ARAISA):



The Association for Newcomers is a member of ARAISA, which, as the name suggests, is a regional Association of thirteen Immigrant Serving Agencies in Atlantic Canada. Each year ARAISA hosts a 'Settlement Conference' which affords an opportunity to the management and staff of Service Provider Organizations (SPO's) to share information and network on matters relating to the work of immigrant and refugee settlement in Atlantic Canada. Unfortunately, as a result of the tragedy on September 11, 2001, the Atlantic Settlement Conference scheduled for late September, 2001 in St. John's, NFLD, was cancelled. As president of ARAISA last year, I convened a Annual Meeting in Halifax in October. The Annual Settlement Conference will be held this year on September 25-28 in St. John's. Four ANC staff will attend this important event: Beti Andrić; Kevin Arsenault; Aggie Missaghian; and Lorraine Beck.

4. New Office and Resource Room: Expansion has again taken place in the PEI ANC. Thanks to funding received from HRDC for a contract research project on the recognition of foreign credentials, and an increase in our funding from CIC, we were able to rent two additional rooms adjacent to our current offices. One room has been set up as an office for the EAS research Assistant (Jasmina Garić), the other serves as our resource room. The room which had been serving as both the meeting and resource room is now a dedicated meeting room. As well, we now have three computers available to newcomers, two of which offer internet access through our network.

5. Community Outreach and Networking:

As a result of a shortage in core funding, the PEI ANC continues to struggle to find ways to undertake community outreach and networking work in a concerted and organized manner. Nonetheless, board members and staff have found many opportunities to participate and collaborate in community processes and events, some of which are mentioned in this report. For my part as executive director, I have attended a range of meetings, events, and planning sessions during the past year including:

- A results-based performance management framework session sponsored by Canadian Heritage;
- A Community Partners Network Meeting at HRDC;
- A Race Relations Education Association (RREA) public session on "Islamic Faith and Christianity";

- A Community Foundation of PEI focus group with PEI Non-Profit Organizations;
- A Voluntary Sector Initiative consultation session hosted by the Council of the Disabled (COD);
- A UPEI fundraising dinner during International Development week;
- A session on participatory research conducted at the Canadian Research Institute for the Advancement of Women;
- A National Meeting of Canadian Heritage Managers held at the Delta hotel in Charlottetown as a panelist;
- The Graduation ceremony for Language Instruction for Newcomers to Canada (LINC) students at Holland College.

What's Ahead for the PEI ANC?

The coming year for the PEI ANC will be a significant one to be sure. Applications have been submitted to Canadian Heritage to repeat the very successful project, "The World Among Us." Another project application will likely be submitted to do follow-up networking and partnership work with other agencies, government departments and organizations.

It is hoped that the PEI ANC will find additional sources of sustained revenue to expand our capacity to work with others to provide enhanced and improved services. A considerable challenge for the ANC, and the province itself, is to implement changes that will encourage immigrants, especially government-assisted refugees, to remain on the Island on a long-term basis. Finding adequate core funding for the organization remains a formidable task, given the current funding climate with limited opportunities for core program funding with both contribution agreements and project grants. A proposal for core funding is currently being prepared for the Provincial government.

Welcome to Tracy Murphy, a fourth-year nursing student at UPEI who has chosen the PEI ANC for a preceptorship placement. Tracy will be working with staff of the ANC on a project to develop modules that will then be used to train immigrant women to be interpreters. She will be working on-site at the ANC office three days per week for the next three months.

My gratitude to all ANC volunteers, including those involved in the Host Program, those who provided newcomers with computer training or language tutoring, as well as members of the Board of Directors. Board members care a great deal about



helping immigrants and refugees, and are very committed to contributing to positive change with refugee and immigrant service on PEI.

Finally, I want to express my sincere appreciation to our funders, especially the local people with whom we work: Asifa Rahman and Dan Doran at CIC; Debbie Mumurdo and Jodi Morrisey at HRDC; Claire Arsenault and Donald Arsenault at Canadian Heritage; and Donna White with the Community Mobilization Program.

SETTLEMENT PROGRAM

Aghdas Missaghian

The settlement program comprises two separate programs funded by Citizenship and Immigration Canada (CIC): the Resettlement Assistance Program (RAP) and the Immigrant Services Adaptation Program (ISAP). Each program has separate but similar objectives, i.e., addressing the needs of newcomers settling on PEI, with the RAP program focussing on initial settlement needs and basic orientation. As coordinator for both the RAP and ISAP programs, which together translates into 30 hrs per week.

This year (September 01 to September 02) the RAP program received 57 government assisted refugee from a variety of countries including Sudan, Iran, Sierra leon, Croatia and Liberia. Twenty newcomers have since left the province. Responsibilities that I undertook for newcomers included:

- Booking the room in hotel and making the cheque ready for food for temporary accommodation
- Receiving newcomers at the airport
- Doing paper work for SIN, child tax credits, health cards
- Arranging for language assessments
- Meeting with immigration officials
- Finding accommodation, helping with house hold items
- Making appointment and referrals to service providers
- Finding child providers
- Doing RAP orientations
- Arranging interpreters as required
- Registering newcomers children in schools
- Introducing newcomers to English class

It remains very challenging to find family doctors for our Newcomer families. I sent all their names to the Health and Social Services to be on their waiting list.

This past year I participated to several workshops in PEI , also my 3th year of representing of the PEI

ANC on the Victim Services Advisory Committee.

HOST PROGRAM

Lorraine Beck

The Host Program, a friendship program for new immigrants to PEI, continues to be a vital component of client services rendered through the PEIANC. Through this program newcomers are able to establish a connection with the local community by developing friendships or “matches” with local host volunteers. Very often friendships develop which continue well beyond the official matching period. This connection to the local community is a vital ingredient for successful settlement and long term integration of new immigrants to PEI.

This year the Host Program has experienced a great fluctuation in numbers of matches, mostly due to large influxes of new arrivals who after several months have decided to move on to larger centres where they can be with people from their own ethnic/cultural community, and also where they perceive the job opportunities to be more abundant. This seems to be the case especially for people from African countries, such as Sudan and Sierre Leone. Given this situation, the numbers of matches have fluctuated from between 13-18. We are currently working with 11 active matches.

There has also been a major change in the Host Program in relation to the position of Host Coordinator. Beti Andric has just taken over the position from Lorraine Beck who is assuming the coordination of the Immigrant Student Liaison Program. Throughout the summer months, Beti and Lorraine shared Host responsibilities in preparation for the transition. As of September we are announcing the changeover of responsibilities. Any Host Program related business can now be directed to Beti Andric, the new Host Program Coordinator. If Beti is not available, Lorraine will be able to answer queries.

Regular quarterly publication of the Host Post newsletter continues as well as the organization of seasonal social events. The next Host Post is due the end of September with the next social event taking place in October. Stay tuned for more information on that in the September newsletter. The summer social event was a huge success, and Beti's first event as Coordinator. Over 30 people attended the Peakes Wharf Boat Cruise on a beautiful day in August with full cooperation from the seals who put on a wonderful show for all. The mussels were also a big hit for many.

Also bi-annual Group Information Sessions are held



in the spring and fall for Host Volunteers. These are important meetings for new volunteers in terms of sharing of information from more experienced volunteers. But also for those Host Volunteers who have been involved for some time it is a good opportunity to come together to share experiences and spend some time socializing and getting to know one another.

The Annual Volunteer Appreciation Night was held again at the Arts Guild in April. Over 75 people attended the event. We had many arrivals from Sudan that day who came straight from the airport to be a part of it all. William (Annie) Alfred, who is now an interpreter with the PEIANC, spoke a few words of appreciation to the audience which were very well received. Dan Doran, the local director of CIC, was guest speaker, and Israel Keafor provided wonderful entertainment on his African drums. Wes MacAleer, a Charlottetown area MLA, also attended as a representative from the province. Exceptional International Cuisine was provided by Koli Hoogeveen, Shkendije Lluhani, Senije Beganovic, and Sanela Brkic.

Respectively submitted by Lorraine Beck
(Past) Host Program Coordinator

EMPLOYMENT ASSISTANCE SERVICE

Michelle Jay

The past year has been active and challenging. With most new clients arriving from Africa, from particularly violent countries like Sierra Leone and Sudan, adjusting to a very different work and social culture can be difficult. We are doing our best to promote successful integration.

I am very pleased that the Association was able to secure funding for a long-anticipated research project on *Qualification Recognition for Newcomers on PEI*. Jasmina Garić has been a valuable addition to the office and will no doubt produce a useful document regarding employability for newcomers.

As well, I have been very pleased to be a part of the Winsloe United church sponsorship of two brothers from Sierra Leone, reunited with their brother in Charlottetown, February 2002.

The EAS service has maintained an active caseload of nearly 30 clients for most of the past year, and has been able to meet the employment targets established by the HRDC contract without difficulty. Below are statistics representing the number of employment and schooling positions initiated by newcomer clients from **September 1, 2001 - August**

31, 2002:

Full-Time Positions	39
Permanent	35
Seasonal/Contract	4
Part-Time Positions	14
Permanent	2
Seasonal/Contract	12
School / Training Program	10

Many positions continue to be menial, service-oriented jobs. Newcomers are, for the most part, meeting the obstacles that they must overcome to achieve meaningful employment.

Some features of the Employment Service through the year include:

- Prior Learning and Qualification Recognition Conference*, Halifax, October 29 - 31;
- Attending *NATCON National Employment Conference* in Ottawa, January 21 - 23;
- Facilitating Group Process and Conflict* training, UPEI, March 15;
- Participating in CASHRA (Cdn. Assoc. of Statutory Human Rights Agencies), May 27/28;
- Article profiling EAS published in *Immigrant Settlement in Canada* (INSCAN), Fall 2001;
- EAS Employment Assistant to research *Qualification Recognition on PEI*, May - Oct.2002;
- Attending Atlantic metropolis Conference, Halifax, June 14 - 16;
- Conducting *Job Search Skills* workshop, July 2002;
- Establishing basic computer training for clients with a local volunteer, summer 2002.

I look forward to the year ahead with hope that will be able to secure funding from the provincial government to continue to offer the services necessary for newcomers to the Island.



PROGRAM SUPPORT AND OFFICE ADMINISTRATION (PS /OA)

Beti Andrić

The PS/OA position has changed quite a bit since the last annual report. In the period since September, 2001 it involved much more program and project work, and less administrative assistance, compared to the period before.

Program Support

The most program support work was in *settlement*. I covered for the settlement coordinator whenever she was out of the office, and I helped when the workload was overwhelming. Within RAP, I have worked with eighteen (18) clients. This included looking for apartments, helping with moving, banking, shopping, arranging doctor's appointments, coordinating interpreters, etc. Within ISAP I have worked with approximately thirty to forty families or individuals. Some of the ISAP activities are now carried out solely by the PS/OA, like giving the information, arranging translation of documents and writing letters of confirmation connected to obtaining Canadian driver's license.

The **Employment Counsellor** was also replaced whenever it was necessary. On several occasions I helped out with formatting résumés and with Contact 4 software, and discussed employment issues with Michelle.

As of April 2002, with the new contribution agreements I started to be more involved with the *Host Program* as well. I participated in the planning and hosting of the annual Volunteer Appreciation Night in April, and organized and carried out the Host Program summer activity - the boat seal-watching tour. I created a new look for the Host Post, and put together, reproduced and distribute the Summer, 2002 edition. Lorraine and I have been meeting on a weekly basis to update each other, discuss issues and coordinate our Host Program and ISL work.

As of mid August 2002, it was decided that the entire Host Program would become my responsibility, and the Immigrant Student Liaison program would be Lorraine's. This way we are clarifying the responsibilities and accountability, and reducing duplication of work. Lorraine has passed on all the Host Program files to me, which I have reorganized and am in the process of updating. I am also familiarizing myself with the matches, host volunteers and newcomers to-be-matched. Although the new set-up is increasing my workload, I am excited to have the opportunity to coordinate a program at the PEI ANC.

iCAMS

This year CIC introduced a new data collecting system for RAP, called iCAMS (Immigration - Contribution Accountability Measurement System). It replaced the previous encrypted spreadsheets that we had to send every month through e-mail. The Association participated in the iCAMS pilot project, which ended in March, 2002. I assisted the Settlement Coordinator during the pilot, and sent regular reports. The Association received a new computer for participating. As of May 2002, it is mandatory for the RAP coordinator to enter the information into iCAMS for each new arrival.

Data Management Improvements

Every year the Association's funders are getting more and more demanding with accountability requirements. This fact increases the need for better data management systems, which would enable us to easily find information about clients, reduce duplication of work and produce any statistical reports required much easier. With that in mind, the following was done since the last AGM:

- Settlement hard files are now organized in such a manner that CIC auditors can easily distinguish RAP from ISAP files
- Host Program files are reorganized, the old ones archived
- Each family is assigned a unique file number upon the first contact, which is meant to be used throughout the clients' relationship with ANC, across all programs
- Several spreadsheets have been made with a future database in mind (created so that the information could easily be connected and the tables related to each other in the future):
 - ISAP/Host/ISL activities monitoring chart
 - PS/OA activities monitoring chart
 - client database sheet which now includes RAP, ISAP and Host Program information
 - volunteers, PEI and Canada organizations, interpreters and landlords database sheets
 - Host and CLBA statistics charts are now filled out electronically

These improvements not only increase the quality of our relationship with the funders, but also save valuable staff time by providing information needed in our daily work in an accurate and timely fashion.

PROJECTS



The World Among Us

Beti Andrić

“The World Among Us” (WAU) was successful again this year. Twelve individuals presented sessions on ten different countries in the period from January 17 to March 28, 2002 - the Netherlands, Brazil, Bangladesh, Cuba, Sudan, Sri Lanka, El Salvador, Congo, Thailand and India. The presenters focused on different aspects of country profiles, depending of what they found the most interesting for the public, or the most important to present, which made the series even more successful.

The sessions were held at the Basilica Recreation Centre, except for the one on Sudan, which was held at UPEI, as part of the International Development Week. A marketing campaign was incorporated in this project (as much as possible, considering the limited resources) - posters around downtown, weekly Public Service Announcements in the media (newspapers, radio stations) and two radio interviews. The presence in the media also increased the community profile of ANC, and the general public is more aware and appreciative of our work. The attendance of the public was good. We are hoping to get funding for WAU again, and present another ten countries in 2003. I would like to express my gratitude to Canadian Heritage for funding this project, and to all the presenters for doing such a wonderful job. Paul, Renata, Cris, Koli, Ernest, Amos, Sulari, Thilak Tenne, Reynaldo, Aldor, Andrea and T.R. - thank you all very much!

Information Sessions for Newcomers

Beti Andrić

Again funded by Canadian Heritage, a series of Information Sessions for Newcomers was held in the beginning of 2002. The presentations were made by experts on each particular topic, corresponding community and government organizations, and newcomers had an opportunity to ask questions. The following topics were covered this time:

- Taxes
- Financial Planning
- Preparing for Citizenship
- Canadian Security and Justice Systems
- Environmental Issues in PEI
- Education and Training Possibilities in PEI
- Job Hunting in PEI
- Family Health
- History of PEI
- Social Life in PEI

Newcomers were the most interested in the session on employment. This year the attendance was not very high overall. According to evaluation, the main reason could be the fact that the sessions were held in winter (some newcomers suggested offering the sessions at a warmer time of year next time). Most newcomers come from warmer climates, and usually don't have cars.

I would like to thank all the presenters for dedicating their time to this project. Thank you Robert (CCRA), Manouchehr (Standard Life), Dan Doran (CIC), Les Dell (RCMP), Patricia (Human Rights), David McKay (ECOPEI), Mamdouh (UPEI), Mary and Debbie (Four Neighbourhoods) and Jane Ledwell (UPEI, PEI ANC).

Newcomers' Health and Pesticide Awareness Workshop and Handbook

Beti Andrić

In September 2001 the Association successfully put in a proposal for funding for this project to Environment Canada. David MacKay of the PEI Environmental Coalition was contracted to develop a booklet on pesticide awareness and present it to newcomers in a workshop. David created the booklet titled “Health Effects of Pesticides” and presented it to newcomers within our series of Information Sessions. He spoke about pesticides, but also expanded his lecture to other environmental issues. It was a very successful session and newcomers were keen to learn about these issues in PEI. The booklet is now being given away to newcomers along with other information on their arrival in PEI. As part of the project, the material will be posted on the Association's web site as well.

Introducing Newcomers to Canadian Law

Beti Andrić

We are now in the process of developing learning modules to be used in class with new immigrants, for the purpose of making them familiar with all aspects of Canadian Law. As the base for the modules we are using the material developed in 1993 by CLIA. This resource is now being updated, expanded and reformatted, and a booklet to accompany the modules is being developed. The booklet will also be translated in several languages.

Right now all the content of the modules is reviewed, and I am working on formatting. The next phase will be proof-reading.

This project was initially called “Introducing Newcomers to the Law”, but we decided that “Introducing Newcomers to Canadian Law” (INCL)



would be more appropriate. The INCL project is funded by the Federal Department of Justice under the terms of the Community Mobilization Program.

Immigrant Student Liaison Program

Lorraine Beck

The Immigrant Student Liaison Program was launched as a new program of the PEI ANC in the new fiscal year. It is a part of the ISAP A program funding from Citizenship and Immigration Canada. We are very pleased to be moving forward on this important initiative as it has been an expressed need to provide more extensive services to immigrant school children and their families for many years.

The four main objectives of this program are:

1. To assist immigrant and refugee students in adapting to their new school environment;
2. To facilitate greater involvement of families who are unfamiliar with the school system and who wish to participate in their children's education;
3. To assist school staff in meeting the special needs of immigrant students within the school system;
4. To refer immigrant students and their families to appropriate community services.

The program began in early April with letters of introduction to school principals of four Charlottetown schools with the highest concentration of immigrant students enrolled: Prince St. Elementary; St. Jean Elementary; Birchwood Intermediate; and Colonel Gray High School.

The letters were followed up by scheduling meetings in each of these schools, mostly with the Guidance Counselors, but also with Vice Principals and Principals. These meetings were a great success, with all of the schools expressing an interest and 3 of the schools scheduling a presentation to staff within two weeks of the interviews. The ISL Coordinator, Lorraine Beck, and Settlement Coordinator, Aghdas Missaghian, conducted these meetings in the schools.

Research into other ISL programs (or as they are sometimes called in other centres: Multicultural Liaison Programs or Newcomer School Support Programs), was also a crucial component for beginning work on the program. Since it is the first initiative of its kind on PEI, initial research was undertaken to learn how such programs were delivered in other places. Wali Farah from the

Ottawa Carleton region, was particularly helpful in providing materials and guidance for getting started.

Staff presentations in schools took place the 3rd and 4th week of April. Due to the positive response found in these schools, I was able to begin regularly scheduled hours (½ day per week) in each of the following 3 schools, Prince St. Elementary, Birchwood Intermediate, and Colonel Gray High School, by the end of April and first week of May. This provided a month to get established and become a regular presence in the schools before the end of the school year.

An ISL Client Information Form was developed through a revision of the Settlement Services Client Information Form. These forms were used to keep a record of Immigrant Students who participated in the program. A total number of 37 students were serviced through the ISL program within the initial one month period. These are students from Prince Street Elementary (15), Birchwood Intermediate (12), and Colonel Gray (10). This number does not include the family members of immigrant students.

Regular data entry record keeping was administered in Excel Spreadsheet, in order to have detailed information on the ISL services rendered. Each school has asked that I resume in September 02 with a regular weekly schedule. St. Jean's Elementary will also be accommodated into the schedule this year. This will begin with a staff presentation the first week in September. There is an obvious need for the ISL program in the identified Charlottetown schools.

During July and August, more time was taken to develop resource materials, (see ISL pamphlet) and visit families of ISL students. Volunteer tutoring sessions were also established with 3 ISL students, 2 from Birchwood Intermediate and 1 from Colonel Gray High School. 3 volunteer tutors met regularly with these students both on an individual and group basis. This has been a great benefit in helping these students to be more prepared for the beginning of classes in September. The ISL schedule for the 2002-2003 school year commences the week of September 9th in the four Charlottetown schools: St. Jean's Elementary, Prince Street Elementary, Birchwood Intermediate and Colonel Gray High School. One afternoon or morning will be spent on-site in each school per week.

The PEI ANC has also been asked to participate in a panel on Youth Programs taking place as part of the Annual ARAISA conference in St. John's, NFLD, September 25-28th. The ISL coordinator will be sharing information on the Immigrant Student Liaison



Program and participating in a discussion of similar programs offered in other areas of Atlantic Canada.

Respectively submitted by:
Lorraine Beck
ISL Coordinator

Language Assessments

Lorraine Beck

The PEI ANC continues to be the only service provider of Canadian Language Benchmarks Assessments for new immigrants to PEI. This contract is funded through Citizenship and Immigration Canada. For the time period from September '01 - August '02, the number of CLBA's administered through PEI ANC was 46. Of this number, 31 were Government Sponsored, 8 were Family Sponsored, 5 were Group Sponsored (including JAS), and 2 were Independent.

Respectively Submitted by:
Lorraine Beck, CLBA Assessor

FINANCIAL AUDIT

Our financial audit was completed by Wendy Ripley, chartered accountant, Charlottetown. Copies are available at our office, 179 Queen Street, or by calling 628-6009.



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website: www.isn.net/newcomers

Employment Assistance Service:

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Revenue Canada Charitable Taxation Number:
098611125-09

