



PEI Association for Newcomers to Canada



Bringing People and Communities Together

2005 - 2006 Annual Report

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PRESIDENT’S MESSAGE

Zeke Eaton

Another year has come and gone for the Association for Newcomers. As president of the PEI ANC, I want to extend my sincere appreciation to my fellow board members for volunteering to be a part of this wonderful organization. It is comforting as President of the PEI ANC to know that we have such a talented and committed staff looking after the needs of a growing number of immigrants coming to PEI. We have an increasing number of community organizations and government agencies and departments with which we are working; not to mention an increasing number of volunteers. I would be remiss if I did not acknowledge the tremendous contribution our volunteers make, as well as the key role our service delivery partners play in the successful settlement and integration of immigrants to PEI. Finally, I also wish to extend a sincere appreciation to our funders, without whom none of the work we do would be possible.

EXECUTIVE DIRECTOR

Kevin J. Arsenault

It has been another year of significant growth for the PEI ANC, with a new office location, new programs and new positions. I want to start my report by acknowledging the many years of dedicated service which Michelle Jay gave to the PEI ANC as an employment counsellor - Michelle left the Association last Fall to accept the position of Executive Director of the PEI Division of Habitat for Humanity. I also want to acknowledge Erick Silva’s many years of dedicated service as a board member. Erick was a founding member of the board in 1993, and served as a board member until last October.

Our core programs continue to be Citizenship and Immigration Canada (CIC) and Human Resource Development Canada (HRDC) service contracts. These agreements fund a range of services to all classes of immigrants and refugees coming to PEI.

In addition to our CIC and HRSDC (now called ‘Services Canada’) we have deepened our relationship with the PEI government. Additional

details on these immigrant settlement service programs can be found in the separate staff reports contained in this annual report.

In my report, I want to touch on several areas of work which do not fall directly under the scope of particular grants, agreements or contracts. I also want to give you some sense of the direction that the PEI ANC will be taking in the coming year.

New Settlement Programs

The PEI ANC has launched two new programs since last year's AGM: The *Multicultural Education Program* (MEP) and the *Francophone Liaison Settlement Program* (FLSP). Jeff Zaat is delivering the MEP and Nancy Clement is delivering the FLSP. The PEI ANC also ran a very successful *Immigrant Youth Summer Program* for which we hope to be able to offer again next summer.

Human Resource Developments

During the past year, two significant pieces of work were initiated and completed on the Human Resource front: a completely updated and expanded Personnel Policy; and a new Salary Scale Policy. A special thanks to board member Jane Ledwell and staff members Pam Garland and Erica Carragher who directed this project as the Staff-Board Personnel Committee, and to Oksana Zhukalina who was contracted to do the work.

In addition, a new 'team' approach has replaced the more hierarchical coordinator/worker structure. The PEI ANC now has five teams: *Administration* (Kevin Arsenault and Pam Garland); *Employment* (Cathy Ronahan and Jennifer Howard); *Immigrant Youth* (Rocio McCallum and Brianne MacLean); *Settlement* (Agdhas Missaghian and Ruth Mathiang); and *Community Outreach*, which comprises the *Multicultural Education*, *Francophone Liaison* and *Host Programs* (Jeff Zaat, Nancy Clement and Erica Carragher).

Reception House

The PEI ANC board and staff have long recognized the benefits of an Immigrant Reception House model for delivering settlement programs and services. We have taken a number of steps during the past year that will hopefully lead to the future realization of this dream. A Relocation Committee was formed with board members Don Wagner and Graham Pike, along with staff members Pam Garland and Kevin Arsenault. After meeting with ACOA officials, a decision was made to undertake two separate

studies to assess the feasibility of the PEI ANC moving in the direction of establishing a Reception House. Blake Doyle was contracted to study the operational capacity of the PEI ANC, and completed his report this summer. A second planned study of the factors and resource requirements for building and sustaining a Reception House is temporarily on hold, as ACOA has not received authorization to proceed with immigration-related initiatives from the new Conservative government.

ARAISA

The Atlantic Region Association of Immigrant Serving Agencies (ARAISA), of which the PEI ANC is one of 13 members, held two settlement conferences since our last AGM. In October, 2005, the PEI ANC hosted the conference at the Rodd Charlottetown Hotel in Charlottetown. We had very positive feedback on the conference. Beti Andric produced an excellent report of the conference (which is still available on our website in both French and English).

The 2006 settlement conference was held last week in St. John's NFLD. Kevin, Brianne, Rocio, Jennifer, Pam, Erica, Aggie and Ruth attended. Once again, the conference was a wonderful event and afforded us an opportunity to network with our settlement agency colleagues in Atlantic Canada, and to receive the most up-to-date information on settlement programs, government initiatives and best practices.

Student Preceptorships

The PEI ANC was extremely fortunate during the past year to have students choose our organization to complete preceptorships in conjunction with their respective degrees.

Genesta MacInnis came to the PEI ANC from Memorial University in January, 2006 for a three (3) month preceptorship. Genesta is graduating this Fall with a Masters Degree in Woman's Studies. During her stay, Genesta did a needs assessment with regard to information, training and teaching resources. With some funding from CIC, Genesta then located and ordered \$5,000 of videos, training modules, etc. for our growing library. Genesta not only successfully completed this important piece of work, but offered settlement program support to all staff when needed. It was a joy having her at the Association and we wish her the best of luck in her future.

More recently, Jody Misener began 3 day-per week

placement. Jody is a 4th year Nursing student at UPEI. Besides offering some Settlement Program support to staff, and gaining some experience about settlement work and immigrant issues and challenges on PEI, Jody will be developing a proposal for implementing a Refugee Health Protocol for PEI. We are very happy to have Jody with us for the next three months.

Meetings - Conferences - Consultations

As Executive Director of the PEI ANC, I have had the honour of representing the Association at numerous meetings and events during the past year, including the following:

- X PEI Multisectoral Immigration Committee
- X Four Neighbourhoods Health Clinic
- X Citizenship Citation Award Ceremony for PEI Immigrant/Settlement Forum
- X PEI Immigrant/Settlement Forum
- X Culturama event, Ch'town
- X Rural Secretariat meetings
- X Repopulation Forum in Moncton
- X Carrefour Immigration Rurale (CIR)
- X Metropolis Board of Directors
- X Public Policy Conference in Toronto
- * Internationally Educated Healthcare (IEHP) consultations, Halifax
- X International Teahouse
- X PEI ANC Volunteer Appreciation Night
- X Holland College LINC Graduation

My gratitude to all ANC volunteers, including those involved in the Host Program, those who provided newcomers with computer training or language tutoring, those who assisted with the ISL summer program, as well as members of our Board of Directors.

Beti Andric continues to do a spectacular job maintaining and updating our website. She has been working on a new website which we hope to launch in coming weeks. It will have a number of new features, including a searchable database of our library resources.

I am very fortunate to direct an organization with such a talented and dedicated staff, who are the only trained and experienced immigrant settlement workers on the Island. A heartfelt thank you to Pam, Erica, Aggie, Jennifer, Ruth, Cathy, Rocio, Brianne, Jeff and Nancy for all you do for immigrants and refugees coming to PEI.

Finally, I want to express my sincere appreciation to

our funders, especially the local management and staff with whom we work: Asifa Rahman, Sarah Joncas and John Barrett at CIC; Laurie Wallace & Paul Hines at HRDC; Elaine Noonan and Erin Docherty at the PEI Population Secretariat; Jeannie Pitts & Cora Plourd with the PEI Provincial Nominee Program; Scott Crawford at ACOA; and Claire Arsenault and Donald Arsenault at Canadian Heritage.

PROGRAM REPORTS

OFFICE ADMINISTRATION

Pam Garland

The PEI ANC has had a number of positive changes over the past year. Our office has relocated to a larger space and we have had a number of staff additions to the *Employment Assistance Service*, *Multicultural Education Program*, the *Immigrant Student Liaison Program*, and the newly founded *Francophone Liaison Settlement Program*. In addition, Ruth Mathiang has returned to the PEI ANC to assist on the settlement team. These changes have enhanced our ability to welcome newcomers and assist in their integration into our communities. Increased client demand has enabled PEI ANC to grow, and I look forward to continued growth and opportunities to assist newcomers in the future.

The office administrative position allows for a variety of responsibilities and experiences as there is a requirement to be involved in both the financial aspects of program delivery and contract negotiation, executive decisions, and assisting program staff with delivery of services to clients. I am pleased and encouraged to be working with the talented staff and Board members at the PEI ANC, and look forward to the year ahead.

SETTLEMENT PROGRAMS

Resettlement Assistance Program (RAP)

Aghdas Missaghian

This year, the Resettlement Assistance program (RAP) is separated from the Immigrant Settlement and Adaptation Program (ISAP). This program is designed to meet initial settlement needs for Government Assisted Refugees (GARs). It is delivered within one year upon their arrival in Prince Edward Island. This program is funded by Citizenship and Immigration Canada.

This year, the RAP program received seventy four (74) Government Assisted Refugees since last fall, from a variety of countries including; Burundi, Somalia, Colombia, Afghanistan, Bosnia, Congo, Sierra Leone and Uzbekistan. Twenty two (22) of the seventy four (74) newcomers have since left the province.

Responsibilities that I undertook for newcomers in addition to greeting clients at the airport include: booking hotel rooms; assisting in locating housing; purchasing household items; completing paper work for Social Insurance Numbers, Child Tax Benefits and Provincial Health Cards; undertaking initial needs assessments; delivering orientation and needed information to begin the resettlement process; making appointments and referrals to service providers; arranging for Language Assessments; introducing newcomers to English class, Language Instruction for Newcomers to Canada (LINC); finding childcare providers; and meeting with Immigration officials to negotiate/resolve client situations. I also train interpreters, and arrange for interpreters as required. Most of our clients still do not have family doctors, and some of our clients have some serious physical and emotional challenges. I spend as much time as necessary to help them settle on PEI, and I always assure them that they are safe and can trust the help we are offering. I send their names to Health and Social Services to be placed on a waiting list for family doctors, and I make referrals to Mental Health and Medical Professionals to look after immediate health concerns.

This past year I participated in some conferences, workshops and meetings, dealing with immigrant women and violence. Finally, I am very pleased to have the addition of four new staff members working with me in the Association.

Immigrant Settlement & Adaptation Program

Ruth Mathiang

Citizenship and Immigration Canada funds two immigrant settlement programs which are RAP (Resettlement Assistant Program) and ISAP. While RAP focuses on offering settlement services for the first year, ISAP on the other hand runs for a longer term.

I have been working as a settlement worker in the ISAP Program since May, 2006. Duties include getting in touch with all clients and following up with them on issues that may be of concern to them. These include filing income tax reports, social services, relocating to a new apartment and family

issues such as counseling. Most of our clients are from Colombia, Afghanistan, Somalia, Congo, and Sierra Leone.

There are a lot of family issues such as breaking marriages, young adults moving out of their parent's home, and financial difficulties. These become stressful situations for the clients as they adjust not only to their new home country but also to the recurring changes in their lives. I also provide assistance and information on family reunification in the ISAP program. I make sure that they have someone to turn to and that we are always here to help, this can only occur by gaining their trust. I make sure that I provide all the services and referrals that they require.

My position also includes providing services to Provincial Nominees clients, such as completing applications for health cards, S.I.N, and Child tax Benefit, and preparing driver's license translations. This month alone we have received over fifteen new families from countries such as China, Korea and Iran through the Provincial Nominee Program.

I feel very privileged to be in the PEI ANC family once again, and I am looking forward to gaining more experience in the settlement field and providing excellent services to our clients.

EMPLOYMENT ASSISTANCE SERVICE

Jennifer Howard and Catherine Ronahan

The 2005-2006 contract year was a busy one with constant growth. In October 2005, Michelle Jay, Employment Counsellor with the Association for eight years, resigned and was replaced by Jennifer Howard in December 2005. The transition went smoothly and we were happy to have Jennifer's skills and experience at the Association.

This year saw an increase in the total number of clients and in the number of Needs Assessments completed. The *Employment Assistance Service* (EAS) worked with 140 clients this year. This number was up from 75 in the previous contract year. This increase was due in part to the number of immigrants coming to PEI - a number that is continually rising each year. The PEI Provincial Nominee Program (PNP) has been consistently nominating skilled workers and investors from outside Canada to move to PEI. We have seen many of these clients and/or their spouses. As well, in April 2006, the federal government announced that international students could now work off

campus. We have been working with some of these students and/or their spouses at the ANC to assist them in their job search.

The number of employed clients has also increased this year. We attribute this increase to the growing number of case managed clients and also to the efforts made by the EAS program staff to promote the ANC and educate employers and the community. There was a total of 107 clients employed in either full-time or part-time employment. These numbers are reflected in the table below as well as the numbers for July of the 2006-2007 contract. We have been committed to seizing networking opportunities such as attending monthly Chamber of Commerce Mixers, making direct contact with employers and advocating on behalf of clients. There were 26 clients who entered post secondary education/training programs at the university or college level. There were eight (8) clients who began volunteer positions. This year we kept statistics on the number of volunteers because we believe it is valued work and a way to gain Canadian work experience. Due to our recognition of this area, Service Canada has now made volunteer positions a target for our 2006/2007 contract year.

TIME PERIOD CATEGORY	JULY 2006	JULY 2005 - June 2006	TOTAL
Employment Totals:	41	107	148
Full-Time Permanent	0	15	15
Full-Time Seasonal or Contract	8	26	34
Part-Time Permanent	6	30	36
Part-Time Seasonal or Contract	27	36	63
Volunteer Totals:	2	6	8
Full-Time	1	0	1
Part-Time	1	6	7
Education & Training Totals:	0	26	26
Full-Time	0	20	20
Part-Time	0	6	6

Needs Assessments:	27	72	99
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We held two (2) workshops this year on "Job Searching in Canada". Both of these were with the upper and lower level of the Language Instruction for Newcomers to Canada (LINC) classes at Holland College. Feedback on the workshops from the students and teachers at LINC was positive. Some highlights of the Employment Service this year:

Professional Development:

- \$ PEI Career Development Association Conference - September, 2005
- \$ Atlantic Settlement Conference - October, 2005 in Charlottetown, and September, 2006 in St John's, NL.
- \$ Facilitation Skills Workshop - October, 2005
- \$ Networking for Success Seminar - November, 2005
- \$ The National Consultation on Career Development (NATCON) Conference, Ottawa - January, 2006
- \$ Quarterly EAS Queens County meetings
- \$ Labour Market Information (LMI) Workshop, Service Canada - June, 2006

Networking:

- \$ UPEI Career Expo - March, 2006
- \$ Monthly Charlottetown Chamber of Commerce Business Mixers
- \$ Tourism Expo, Holland College - March, 2006

With the significant growth and changes that have taken place at PEI ANC, we are looking forward to a very busy and successful 2006-2007 contract year.

IMMIGRANT STUDENT LIAISON PROGRAM

Rocio McCallum, Jeff Zaat, and Brianne MacLean

The Immigrant Student Liaison (ISL) Program has successfully completed the 2005-2006 school year and is beginning another as schools seek to continue in this partnership of providing additional support to immigrant students.

The provincial government of Prince Edward Island has made this program a success through funding



not only for the completion of the past school year but with additional funding for the current school year. This has allowed the expansion of ISL staffing positions for 2005-2006 from one full-time position to 1.5 full-time positions, then to two full-time positions.

The 2005-2006 school year began with only Rocio McCallum as ISL representative. In November 2005, the ISL Program required the hiring of a part-time position to assist in the workload as the demands grew. Jeff Zaat was hired as a part time ISL worker, as well as a part time Multicultural Education Program (MEP) Worker. However, with increased workloads in both positions, Jeff was promoted to full-time MEP worker. In June, a second full-time position was added to the ISL Program with the hiring of Brianne MacLean. Brianne is Bilingual in French and English and holds a Bachelor of Education degree with a specialization in International Education. We are now, as a team, going through the process of networking with the school's contacts as Brianne is new in the program, and there have been many changes in school administrations at the majority of schools.

The ISL Program began in April of 2002 with a partnership that included the four Charlottetown schools with the highest concentration of immigrant students: Prince Street Elementary School, St. Jean Elementary School, Birchwood Intermediate School and Colonel Gray High School. In the school year of 2005-2006, the ISL Program expanded to include Spring Park Elementary School and Queen Charlotte Intermediate School, both of which have been added to the list of regularly visited schools.

The services of the ISL Program in facilitating the integration of newcomer students will continue to reach out to other schools in the community on an *ad hoc* basis whenever requests for services are received. These schools include, but are not limited

to, Glen Stewart Elementary, Westwood Primary, West Kent Elementary, West Royalty Elementary, and École François- Buote.

The four main objectives of the program are:

1. To assist immigrant and refugee students in adapting to their new school environment;
2. To facilitate and encourage greater involvement of newcomer families 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.

At the end of June 2006, the ISL Program was serving, 57 newcomer students: 25 Elementary School students, 15 Intermediate School students and 17 senior high school students. This number does not reflect the total number of high school students participating in the *International Friendship Group* at Colonel Gray nor does it include the number of students involved in the *ISL Summer Program* who will be registered for the 2006-2007 school year. As of September 27, 2006, the ISL Program is now serving 105 newcomer students! The number of immigrant students is expected to continue growing, and it is now obvious that further expansion of the program is required immediately.

The ISL Program continued with the coordination and facilitation of the *International Friendship Group* (IFG) at Colonel Gray High School for the 2005-06 school year and also assisted in the formation of IFGs at Prince Street Elementary, Queen Charlotte Intermediate and Birchwood Intermediate schools. At each school, there were regular meetings with refreshments and activities focussing on themes chosen by the students and facilitators. The last meetings at Prince Street Elementary, Queen Charlotte Intermediate, and Birchwood Intermediate featured an International Luncheon which involved students bringing a typical dish from their culture and inviting a friend. These IFGs were very successful and well attended.

At Colonel Gray High School, there were several diversity meetings for which the ISL program provided assistance and the school celebrated their 2nd annual Culturama Event which was organized by the students and staff of the school. The ISL program provided support for this increasingly



successful event as well.

The ISL workers met regularly throughout the school year with guidance counsellors, principals, and vice-principals to address individual needs of newcomer students. We assisted with recommendations regarding school and academic placements at the request of administration, and provided support to teachers requiring intervention for students on

This year the ISL Summer Program ran successfully and provided an avenue for continued learning and increased socialization for newcomer students. In particular, the program provided opportunities to practice English and brought groups of children together who would be of social and personal support to each other. Another goal of the program was to increase familiarity with Charlottetown and the services and attractions offered in the summer months.

With the hiring of a summer student position filled by Adam MacIsaac, the program ran for an eight-week period. It began July 4th and ran until August 25th for students age 6-19 and was scheduled to accommodate two (2) separate groups. The routine was every Monday and Thursday for ages 6 to 12 (elementary) and every Tuesday and Friday for ages 13 to 19 (youth). The program ran from 9:30 am -3:00 pm. In the elementary group, there were on average 13 - 14 students in attendance and 9 - 10 in the youth group.

There was a large enrolment this summer which shows promise for years to come. Some activities and outings included regular library visits, the cinema, the beach, Founder's Hall, bowling, swimming, a Double Decker Bus tour, billiards at Dooley's, the Confederation Centre Young Company performance, a Peake's Wharf Boat Cruise, and many other sports activities. The

cultural and academic issues. This often involved visiting families of newcomer students to explain particular challenges their children were having and to encourage parents to become more involved through attendance at parent-teacher interviews, etc.

This fall we were also able to access funding from KidSport in order to help immigrant children overcome financial barriers which prevent their participation in organized sports. We helped with applications, registrations, schedules and monitoring of the kids involved and hope to continue doing so this coming year.

This year we implemented a new intake process that includes intake forms and orientation presentation prior to attending school for the first time.

The ISL program included regular cross-cultural support counselling to individuals, particularly at the junior and senior high level. This was done mostly through consultation and referrals by guidance counsellors. Many students struggled with feelings of isolation and the challenges of fitting in and forming new friendships.

summer program also provided lesson-based sessions for the older "Youth" group such as Internet Safety, Job Searching, Nutrition, Canadian Geography, etc.

We are currently preparing for and looking forward



to another busy year of serving newcomer students and families through this very fulfilling and rewarding program.

HOST PROGRAM

Erica Carragher

The Host Program continues to play an essential

role in the successful integration of newcomer clients. All clients, within the first six weeks of arriving, are made aware of the opportunity they have to meet a 'Canadian Friend' through the Host Program. Those who are interested receive a visit at home from the Host Program worker, who explains the aims of the program and collects some helpful information for deciding on potential matches. Then the clients are informed when a suitable match has been found.

The success of the program is attributed to the 'Host Volunteer,' who often becomes the closest thing to family for our newcomer clients who have no friends or relatives to turn to for support. Our Spanish-speaking clients have adopted an affectionate term to refer to their host volunteers: 'Padrinos' (Godparents), which gives some sense of the importance they give to their relationship.

At the PEI ANC we believe that the Host Program is instrumental in the decision of some clients to settle and stay in PEI, rather than move to a larger centre. The following quote is from a client who recently benefitted from making a new Canadian friend through the Host Program:

"It is our hope that here on the Island, or in Canada, to learn the language so as to be able to exchange knowledge, culture, and to reciprocate the welcome we have received by good behaviour, our abilities and our work. In all of this, our host volunteers have been one of the most wonderful gifts. Thanks be to God, and thank-you, Canada."

Volunteers and Matches

In this reporting year (September 2005 to August 16, 2006), a total of fifty-five (55) volunteers have been recruited. The breakdown is as follows:

- X 29 Host Volunteers
- X 5 Tutors
- X 21 short-term volunteers, which includes program support volunteers, 'Holiday Host' matches, and those who volunteered as facilitators for Host Program summer activities.

Our many volunteers have been an edifying example of hospitality, friendship, and selfless giving. They deserve much praise and recognition for giving of their time and personal commitment to the cause of creating a welcoming community for newcomers.

The PEI ANC's Host Program is currently working with 30 active volunteers. One encouraging trend

as of late is an increase in male volunteers and volunteer families.

Host Program Events

Six formal 'Host Events' were held this year. Below is a brief outline of each activity, including the number of attendees.

- X The Fall 2005 Event in October included an apple picking excursion at Hanevald's in Lower Montague, and a picnic on the Montague River. Thirty-two (32) clients and volunteers attended.
- X The Winter 2006 Event in January brought seventy-five (75) clients and volunteers to the trails of Brookvale Nordic Centre for cross-country skiing.
- X *Volunteer Appreciation Night*, in April 2006, brought in a crowd of 150+ guests.
- X The Spring, 2006 Event was held at Green Gables, with sixty (60) participants, and



- included an afternoon at Cavendish Beach.
- X The Summer, 2006 Event brought seventy-five (75) participants to Basin Head for an afternoon of swimming and a tour of the Fisheries Museum.
- X A pot-luck lunch was held in August to celebrate the end of the summer cooking group that was held at the Confederation Centre Library.

The four seasonal host events were made possible, in part, by the PEI Department of Community and Cultural Affairs which awarded us

a grant through Community and Cultural Affairs. Many thanks for this support.

Miscellaneous Activities and Partnerships

An 'interim' Host Program was organized for the Christmas holidays, to accommodate those clients who were on the waiting list for a host volunteer, and those whose volunteers were not able to spend time with them over the holidays. Twelve (12) volunteers signed up for this program and most of them have maintained some involvement with the Association's programs.

There were also scheduled weekly activities during the summer months, including a cooking group for women, and a soccer club at Victoria Park which was open to everyone. Many thanks to those who volunteered to facilitate the small groups. An attempt was made to form an activity group for men, but it was unsuccessful due to too few newcomer men showing an interest, in spite of having good volunteers to support the initiative.

Two (2) series of Spanish classes were taught by clients from Colombia: Ivan Calle, Andres Vallejo, Alejandro Ceballos. Latin dance classes were also offered free of charge by Andres and Johnattán Vallejo for two months.

Special thanks to Kier Gallery, Queen Street Commons, the PEI Arts Guild, Pilates Dynamic Fitness, Celebrate Canada Committee, Canadian Volunteerism Initiative (CVI), Confederation Centre Library, CBC (Radio-Canada International), Mary MacKay at the Guardian, Cooper Institute, Rotary Club of Charlottetown, Big Brothers Big Sisters, Language Instruction for Newcomers to Canada (LINC) at Holland College, and Sigma Beta Phi for their support.

Promotion

Two Volunteer Information Sessions were held this year, in the Fall and Spring, with eight (8) attendees respectively. Sessions were held over supper-hour to introduce new volunteers to the program, and to give ideas/initiatives to active volunteers.

Throughout the year, the Host Program has been promoted once on the radio, (Radio-Canada International) several times in the Guardian newspaper, and in the Buzz Entertainment Guide. A booth has also been set up at community events, such as Culturama, the Community Connector Fair at UPEI, and at a World Refugee Day event sponsored by the PEI ANC.

Some small word-ads were submitted to the Buzz and Guardian to encourage people to volunteer.

Presentations on the Host Program were given, upon request, to the Rotary Club of Charlottetown and to a local chapter of Sigma Beta Phi.

Host Program Administration

All volunteers have fulfilled the requirement of providing at least two character references, and have submitted an official police check before being matched with newcomer clients.

Hard files and computer files with client and volunteer information are managed and kept secure by the Host Program Coordinator. They are continually updated to reflect the current contact information and involvement status of every volunteer and client involved.

The quarterly newsletter of the Host Program, the 'Host Post' has been published and sent out on schedule, with relevant information and news of interest to both newcomers and volunteers. Reporting requirements, such as monthly updating of CIC's national iCAMS database, and quarterly narrative reports with financial claims were fulfilled.

MULTICULTURAL EDUCATION PROGRAM

Jeff Zaat

The Multicultural Education Program (MEP) was created in November, 2005 thanks to funding from the provincial government of Prince Edward Island. The need was expressed for a program that would respond to the many requests made to the ANC for presentations in schools, and in the PEI community at large. At the program's onset, I was working fifty percent (50%) MEP and fifty percent (50%) Immigrant Student Liaison Program (ISL). In June, 2006 I was promoted to full-time (100%) MEP worker, which allowed more time for program development and delivery. The main objectives of the program are:

- X To create and/or access appropriate modules and materials for training workshops on racism, cultural sensitivity, diversity education, etc.;
- X To respond to requests to deliver presentations in schools which relate to multiculturalism, diversity, racism, xenophobia, intolerance and other related topics;

- X To assist professionals in schools, government departments and community organizations to understand issues related to multiculturalism and diversity;
- X To participate in the planning and delivery of established multicultural and immigration-related events;
- X To provide guidance to anyone seeking resources on multiculturalism, diversity, racism, and other related topics.

During the beginning months of the program, I dedicated a great deal of time to developing and delivering presentations to schools and other organizations. Between the months of November, 2005 and June, 2006 forty-five (45) presentations were delivered to approximately one thousand, one hundred and ninety two (1192) participants. Thirty-eight (38) of these took place in various schools around Prince Edward Island. Two presentations were developed: one which was appropriate for Grades 5 to 9, and another which was designed for Grades 10 to 12. Evaluations for these presentations were developed and results showed that students had an overall approval rating of eighty-three percent (83%), and teachers' overall approval rating was ninety-five percent (95%).

There was also a lot of time and energy dedicated to taking part in the coordination of multicultural events such as Culturama in December, 2005 and World Refugee Day in June, 2006. For the latter, I took on a primary coordination role and the event was quite successful as approximately two hundred (200) people were in attendance and the response was excellent.

During the summer months, I assisted in the review of numerous newly acquired resources including videos, children's books, teacher handbooks and modules. These reviews were conducted to prepare for the coming school year (2006-07). The goal is to provide expanded services to schools by focusing more on early elementary students (Grades 1-4), and teachers. The review of materials was also useful in the process of developing training workshops for school staff, community service groups, and government departmental staff. There have been a number of requests for cultural sensitivity training made directly to the PEI ANC, and we hope to have a high quality workshop ready to deliver in the near future.

Serving the PEI ANC as a Multicultural Educator

has been very fulfilling and I look forward to serving in this capacity in the coming year.

PHONE/FAX FOR THE FOLLOWING

**Main Office
Settlement Programs
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Francophone Liaison Program
Immigrant Student Liaison Program**

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Employment Assistance Service

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1406 14512 RR 0001

