

# PEI Association for Newcomers to Canada



*Bringing People and Communities Together*

## 2009 / 2010 Annual Report

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## President's Message

Dan Doran



Another year has come and gone, but one constant with such a diverse organization as the PEI ANC is that there will be change. This year we said goodbye to our former Executive Director Kevin Arsenault and former Assistant Executive Director Pam Garland. They left an indelible mark of success with this organization, and although we

have missed their presence, we wish them every success for the future. We welcomed our new Executive Director, Craig Mackie, who has firmly established his leadership and managerial direction with the Board of Directors, staff, and partners in our community.

The diverse cultural communities of PEI continue to grow and establish their presence with their unique work, business, and volunteer skills. Demands on Association staff and resources capacity remain at maximum, and while our business location within the Confederation Court Mall has served us well, one of our key strategic priorities for the upcoming year is to find a more modern and efficient location in Charlottetown in order to better serve our clients and partners.

I wish to thank the Board of Directors for their tremendous contribution of volunteer time, engagement, and governance skills. 'Thank you' to the many volunteers who make such a valuable contribution in assisting newcomers in the process of community integration. Thanks to the great staff at PEI ANC for continual good work under a heavy schedule. And again, a special thanks to the federal Department of Citizenship and Immigration, the provincial Department of Innovation and Advanced Learning, and our other funding partners, who contribute the necessary expertise and financial resources to ensure PEI ANC can continue to carry out its mandate.

## Executive Director's Report

Craig Mackie



The past year has been one of significant change for the PEI ANC. There have been some gains and some losses, some comings and goings, and throughout the changes the Association's staff members have been steadfast in their service helping newcomers settle in PEI and in Canada.

Without a doubt, the dramatic increase in the number of immigrants coming to the Island has had the biggest impact on the Association over the past year. In the 2009 calendar year we registered 1,218 newcomers, up from 1,084 in 2008. For 2010, we are on track to have close to 1,600 new arrivals. The great majority of these people have come through the Provincial Nominee Program, with just under a hundred people being refugees. Every team and every person at the Association is going full out to meet the high demand for settlement services.

Coming to the organization in the Executive Director position has been a demanding and challenging change for me, after over 35 years in radio and television management. I have been on a steep learning curve and have been given solid support from the staff, from the Board of Directors (especially the Board President Dan Doran) and from some key people in government, in business and the wider community.

### Key Accomplishments

The PEI ANC provides settlement and integration services through nine major programs. There are also several other ongoing initiatives which enhance the services provided by those programs. We want to acknowledge the continued funding and support the PEI ANC receives from the Government of Canada through Citizenship and Immigration and Health Canada, and from the Government of Prince Edward Island, especially the Population Secretariat, Skills PEI and Acadian and Francophone Affairs. We have also maintained our partnerships with a wide range of community organizations, while embarking on some new initiatives. The stories of our accomplishments over the past year are detailed in the following pages, with reports from individual teams and



programs. However, I do want to highlight some of the more significant achievements.

- The PEI ANC signed a three-year funding agreement with Citizenship and Immigration for settlement and refugee services. We also reached a three-year agreement for the provision of settlement services in French with the Government of Prince Edward Island.
- There was a smooth transition in the devolution from federal funding to provincial funding for Employment Assistance Services.
- Funding from Health Canada to support Internationally Educated Health Professionals (IEHP) program was extended for another year.
- Significant improvements to our website through the partnership with Goldnet Smart Technologies have meant an increase in the number of world-wide hits in six languages (English, French, Chinese, Arabic, Spanish and Korean). Visits to our website almost doubled over the past year reaching 55,000 with the number of pages viewed going from 5 per visit to 9. The website is being viewed by people from all over the world.
- *PEI Driver's Handbook* was translated into Mandarin and Arabic and *Orientation to the PEI School System* translated into five languages.
- Summerside was selected as a pilot site to test a retention tool kit project for IEHPs. This work is funded by the Council of Atlantic Premiers, Population Table - Awareness and Retention Committee, and is sponsored by the Atlantic Advisory Committee on Health Human Resources - IEHP Atlantic Connection Steering Committee. Tomoko Craig has been hired part-time as the Navigator for the project in Summerside.
- An online catalog of the PEI ANC's extensive library of books, periodicals and multimedia presentations is now available on our website. Members of the public who want to learn more about a variety of topics related to immigrants and refugees can now search for resources online, and then visit our offices to check out the actual material.
- The Women's Happiness Group, a group devoted to assisting immigrant women with social integration on PEI, now has steady funding thanks to the Population Secretariat.
- We held our first-ever "Y" youth exchange. The exchange

involved almost 20 refugee children who visited Montreal in March and hosted their counterparts on PEI in June.

- Our Multicultural Education Workers delivered 344 presentations, more than twice the number than the year before.

## Challenges Ahead

We will continue to face significant numbers of newcomers well into 2012. We will more than likely need additional temporary staff to help us through this period. After 2012, we expect the numbers to start going down gradually, unless there is a renewed nominee program. We also expect a slight increase in the number of refugees coming into PEI based on an announcement earlier this year by the federal Minister of Immigration.

Prince Edward Island has a window of opportunity unprecedented in the history of the province – to welcome, settle and integrate thousands of new immigrants, but it is a window which will be open only for a brief period of time. We know that the key to keeping newcomers on the Island is language. Once a person has the ability to speak, read and understand English or French, opportunities for employment or self-employment open. Islanders will need to be flexible and creative in exploring partnerships with people who think and work in different ways, and will have to make an extra effort to help these newcomers feel socially included. If all this comes together effectively, then we will be able to keep more new immigrants here among us.

We will need to increase our support for newcomers who wish to open their own business or are looking to partner with existing Island business people. To that end, we support the reactivation of the Immigrant Task Force with the Greater Charlottetown Chamber of Commerce.

Another major issue for the PEI ANC is our current location and office space. We are working toward moving into our own facility. Our current physical situation is awkward and inefficient, and the offices are difficult to find. The Board of Directors supports the initiative to find another location within the next year.

Another challenge for the Association is finding ways to support a small but growing number of newcomers who are locating outside of Charlottetown. The IEHP pilot project in Summerside should demonstrate the costs and benefits of



having even a part-time satellite office to serve immigrants outside of the capital city.

With our staff, our Board of Directors and our government and community partners, we will continue to succeed as PEI's primary settlement agency, "Bringing people and communities together."

## Administration / Program Support

*Verity Kislingbury*

It has been a great pleasure joining the PEI ANC and working with such a remarkable group of individuals. As a new member to the PEI ANC team, this year has brought many new and challenging opportunities.

The Association has an ever growing clientele, many of who are grateful that we are here to help assist them during their settlement and integration process. I feel fortunate that my position provides the opportunity to meet some of our clients. I assist them with their desire to improve their English language skills, by referring them to one of our certified English training facilities.

The English Language Training Program waiting list is managed by the PEI ANC. Management of the waiting list is a crucial part of newcomers' integration process. To ensure full efficiency, I provide regular updates and liaise with Citizenship and Immigration Canada and the Provincial Government in order to manage and maintain the service. Over the year I have been closely involved with Holland College and Study Abroad Canada, helping to coordinate client placement as quickly as possible for language training classes.



PEI ANC Staff - Administration: Verity Kislingbury (Administration/Program Support), Valerie Fitzpatrick (Receptionist) and Lucy Zhang (Intake Worker)

My position within the Association also involves the office administration and assisting with staff and board requirements. With the recent departure of the former Assistant Executive Director, I have taken on some additional responsibilities, including health benefits administration, petty cash, confirmation of invoices, staff timesheets and dealing with policy and procedure questions.

As the Association strives to move forward, enhancing new and innovative services to our clients, I look forward to being a part of a team that brings so much to many newcomers in PEI.

## Communications Officer

*Rosalie Murphy*

I joined the PEI ANC staff on December 14<sup>th</sup> 2009 as the Communications Officer. This new position was created to assist with the significant amount of work at the PEI ANC directly related to communication and information management. It has been a very rewarding experience thus far and I am proud to be part of such talented and supportive team.

I assist staff with promoting events, projects and fundraisers by composing media releases and print material for radio, television, newspapers and websites. I assist with the design, printing and distribution of flyers announcing PEI ANC events and activities. I also assist with designing and updating program brochures.

I answer regular inquiries from the public and media seeking information about immigrants, refugees and settlement. Inquiries often include: information regarding a crisis or emergency situation in another country, information for story requests from the media and statistical information on immigration and retention for the media and the general public.

A major project during my first few months at the PEI ANC was assisting with the new online Multicultural Library Catalogue launch. The library previously contained approximately 3,000 resources in-house, with over 2,000 still to be catalogued into the database. The list of the resources (books, newspaper articles, magazines and videos) had to be transferred and categorized within the new online library. This process resulted in an online catalogue that is accessible to the public. This new service allows students, teachers, community groups and the general public to search our resource library from anywhere



they can access our site. I also monitor resources that have been borrowed, ensuring their return, and assist team members in identifying new library resources.

With the support of Sasha and Beti Andric – GoldNet Smart Technologies, I have taken over some website maintenance and update work. I assist with ongoing website updates in the news and events section and provide content for permanent content pages. Currently, a big part of this work is assisting with editing the new extensive online guide for newcomers settling in PEI, which will be launched by the end of 2010. The Guide will cover basic aspects of life in PEI such as what to do upon arrival, essential Canadian Documents and how to obtain them, housing and health, just to name a few topics. It is being translated into the five languages currently available on the website. The Guide will also provide numerous links to external web pages, government sites, documents, forms other available resources.

As part of the Community Outreach Team (COT) I have assisted in organizing and promoting a number of events. I was the MC for two of the major events, DiverseCity and the Refugee Rights Day celebration titled *Voices of Island Refugees*. I am also a member of the Women's Happiness Group and I co-organized a trip to Victoria-by-the Sea for 32 Bhutanese women and children.

I also had the opportunity to experience another role at the PEI ANC, when I was cross-trained to do intake work the month of August while the Intake Worker was on vacation. It was lovely to see so many excited faces and to assist new clients with obtaining important documentation and directing them to other PEI ANC programs and services.

## Website Statistics September 2009 to August 2010

The PEI ANC website has seen an increase in users throughout 2009/2010 as the number of newcomers to PEI continues to grow. Daily visits to the site over the past year number approximately 55,000, and the average number of pages viewed each time rose from 5 to 9. The average number of unique visitors a month was 3,300 and 155 was the average daily number.

It is important to note the number of countries from which the site was accessed in this reporting period. The most significant number of hits came from Canada, closely followed

by the United States, Russian Federation and China. Along these four, countries that appeared most frequently in the top ten were Germany, South Korea, Egypt, Great Britain and Saudi Arabia. While the majority of hits came from these countries, it is safe to say that the site received hits from virtually every country in the world, even from those where access to the Internet is highly restricted.

The most interesting part of our web statistics is the search keywords and key phrases section. Visitors used approximately 1,600 different key phrases a month to find our site via search engines, covering a variety of topics. What is even more interesting is the number of foreign language phrases used to find the site. Besides in English, the lists included words and phrases in French, Arabic, Korean, Chinese and Spanish. For example, a person was searching for 'life in Canada' in Arabic, and found our website.

While the numbers in this report are relevant, what really matters is that our site is serving its purpose and we are reaching the right people. More importantly, many of the visitors can access our site in their own language to find useful information.

## Intake Worker

*Lucy Zhang*

As the intake worker it is my responsibility to welcome new clients to the Association and inform them of PEI ANC programs and services. For clients with permanent residence (PR) status, I assist with applications and registration for various services and benefits, such as PEI Health Card, Child Tax Benefit, GST/HST Tax Credit, Social Insurance Number, PR Card, Provincial Physician Registry, and LINC courses. I also collect immunization records for children under 18 years of age so that the information can be passed to Public Health in Charlottetown. In addition, I collect data from clients to be used in statistics and further correspondence.

## PEI ANC Client Statistics

The period from September 2009 to August 2010 has been an extremely busy for Intake. During this time the PEI Association for Newcomers to Canada received 1,517 new clients, an increase of nearly 400 clients in comparison with the previous fiscal year with 1,125 newcomers. These clients come from

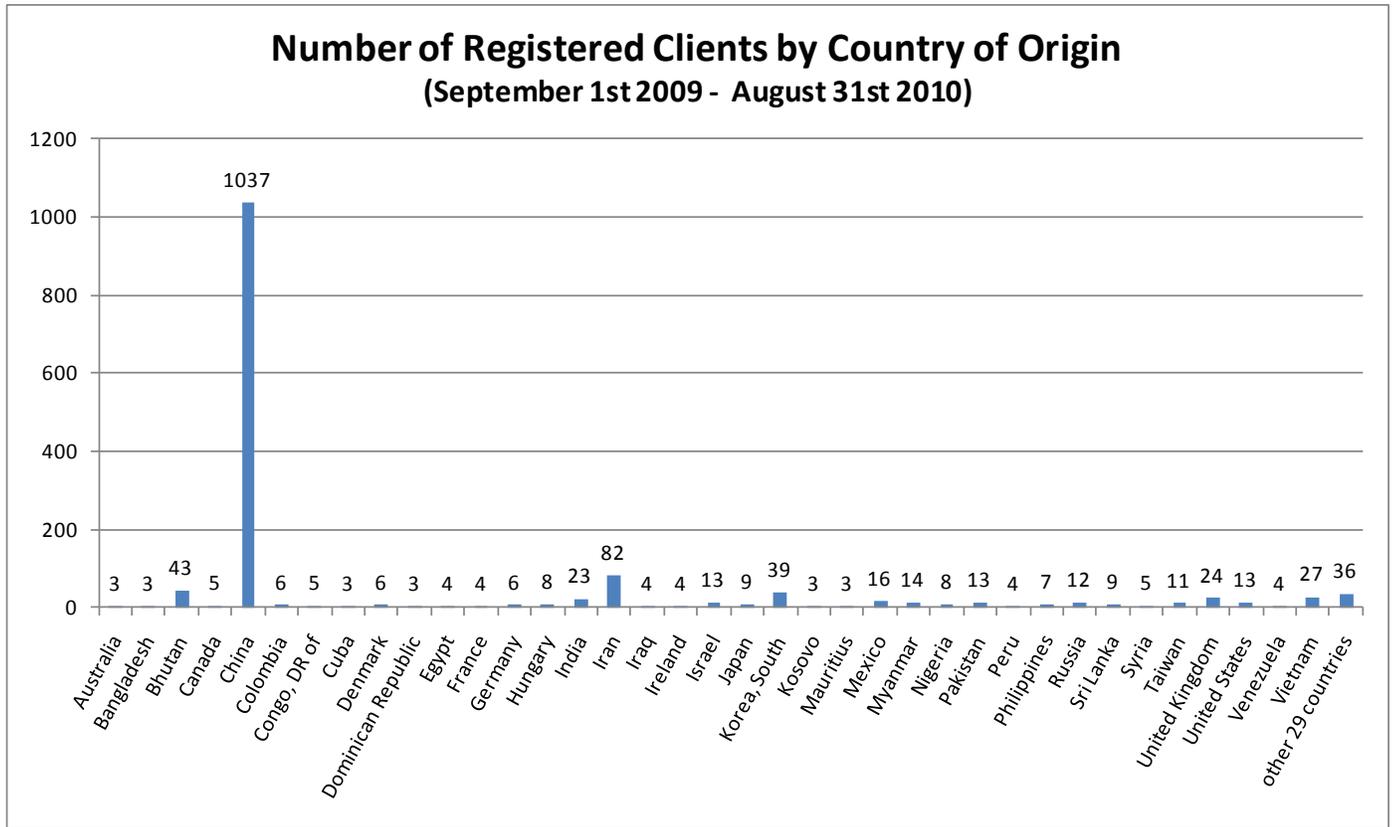


Chart 1: Number of Registered Clients by Country of Origin 2009/2010

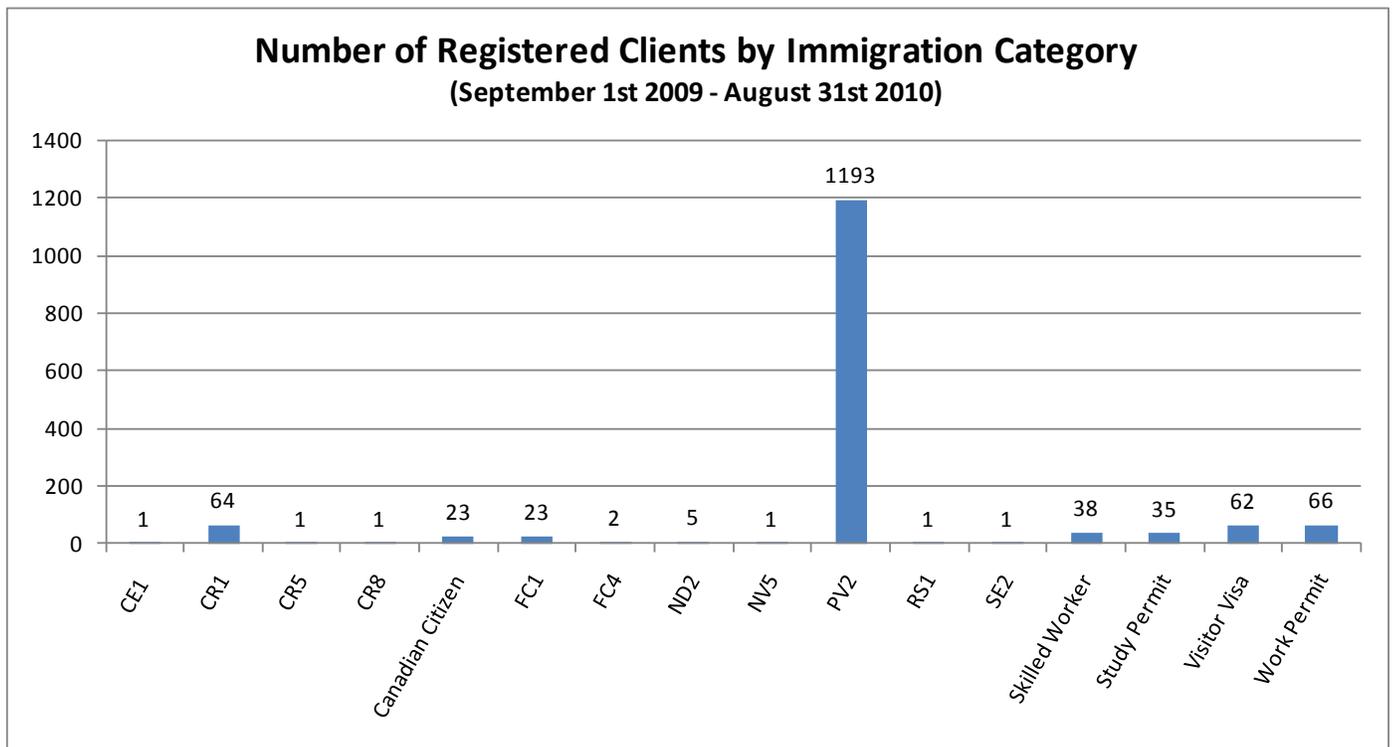


Chart 1: Number of Registered Clients by Immigration Category 2009/2010



66 different countries, with majority of them from the Far and Middle East, including People's Republic of China, Iran, South Korea and India, under the PEI Provincial Nominee Program.

## Language Instruction Eligibility Determination

As part of the settlement process, Permanent Residents are entitled to attend Language Instruction for Newcomers to Canada (LINC) courses free of charge. I schedule Canadian Language Benchmark Placement Tests (CLTPBs) to determine the level at which a clients should be placed in an English Language Training Program. After the assessments, clients are placed on a waiting list to attend LINC classes at Holland College or Study Abroad Canada.

From September 2009 to August 2010 the PEI ANC administered 886 language assessments, an increase of 380 in comparison with the previous year.

Personally, working at the PEI ANC has provided me a great opportunity to meet so many newcomers from around the world. I look forward to welcoming more clients to PEI and helping them to adapt to their new life in our province.

## Resettlement Assistance Program (RAP)

*Aghdas (Aggie) Missaghian*

The Resettlement Assistance Program (RAP) is funded by Citizenship and Immigration Canada. This year the RAP program received sixty-nine Government Assisted Refugees (GARs) in the period from September 2009 to August 2010, from a variety of countries including Burma, Bhutan, Iraq, Congo and Afghanistan. The majority of the clients are still living in Prince Edward Island.

In addition to meeting and greeting clients at the airport upon arrival, I also assist clients with finding temporary accommodations, permanent housing and purchasing household items. I assist with completing paperwork to obtain a Social Insurance Card, Child Tax Benefits, Permanent Resident Cards and PEI Health Cards.

I also deliver the Resettlement Assistance Program Orientation which includes a client needs assessment. Once specific needs are determined I make referrals and medical appoint-

ments on behalf of the client. I also assist with finding child-care, meeting with immigration officials and other needs as they arise.

Also, there are a lot of family issues and stressful situations for our clients. Most of the refugees have survived tragedies in their home countries and arrived in Canada feeling emotionally drained and vulnerable. I feel a great deal of compassion and respect for our refugee clients.

Once their specific needs are assessed, I make referrals and schedule appointments with mental health services if necessary, and forward the clients' names to the department of health. I continually work with mental health care providers and others to explore ways to enhance mental health supports for newcomers in need.

This past year, I participated in the ARAISA Settlement Conference and attended meetings dealing with newcomers' health and violence prevention.

I am happy to be part of such a talented and hardworking settlement team.

## Immigrant Settlement and Adaptation Program (ISAP)

*Erin Mahar, Andrea Wilson, Stephen Li*

ISAP is funded by Citizenship and Immigration Canada – Immigration Branch, with additional support from the PEI Government. This gives many immigrants access to a wide variety of services during their settlement and adaptation process.

The focus of this program is to deliver direct services to immigrants of any immigration category as well as Government Assisted Refugees (GAR) after their first year under the Resettlement Assistance Program (RAP) has elapsed. ISAP provides long term settlement services, addressing the needs of immigrants settling in Canada and helping them integrate into the community.

As Settlement Workers we assist many clients on a daily basis, especially given the increasing number of immigrants the past year. We act as a liaison between a client and many organizations, such as Canada Revenue Agency, Department of Health, CIC Collection Services, Public Health, Child and Family Services, Department of Education, Provincial Nominee



Program office, Income Support, victim services, etc. We also assist in other areas, such as rental agreements, landlords, Island Regulatory and Appeals Commission (IRAC), legal system, police services, accountants, etc. Clients often come to us for everyday issues, like finding childcare, information on driver's license and highway safety, public library, sports programs, hospitals and clinics, bus routes and schedules,



PEI ANC Staff - Settlement Team (left to right): Katherine Craig (Canadian Life Skills Trainer), Stephen Li (Settlement Worker), Erin Mahar (Settlement Coordinator), Aghdas Missaghian (RAP Worker), Andrea Wilson (Settlement Worker)

city hall, etc. We also provide translation of documents, most often driver's licences.

The ISAP team is responsible for passing on client immunization records to Public Health in Charlottetown. We also assist Public Health with booking client appointments and interpreters for the immunization clinics. Because of the increase in the number of newcomers arriving to PEI, we now have monthly immunization clinics. On average, we have 80 to 120 clients and 3 to 5 interpreters present at each clinic. We are also responsible for booking client doctor, dentist, and vision clinic appointments, and interpreters as needed.

We facilitate meetings and are here to support our clients and, when required, we assist with the referral process to a professional service. Our goal is to ensure the course of action implemented includes the active participation of the client who is seeking assistance.

## Canadian Life Skills Program

*Katherine Craig*

Melissa Coffin was the Canadian Life Skills Worker until August 16<sup>th</sup> 2010, when she went on maternity leave and I replaced her. This report reflects the Program's work from September 1<sup>st</sup> 2009 until August 31<sup>st</sup> 2010.

### Information Sessions

Information sessions are an important component of the Canadian Life Skills program, and they provide our clients with information in an informal and interesting manner. This year 239 clients attended information sessions on a variety of topics.

The 12 information sessions held this period are as follows:

- Government Employment Program and Holland College Volunteer Opportunity – presented by an EAS team member and a representative from Holland College
- Staying Healthy – presented by the PEI ANC Canadian Life Skills Program
- Preparing Meat – presented by two employees from the Sobey's meat department
- Preparing for Winter in PEI – presented by the PEI ANC Canadian Life Skills Program
- Protecting Yourself from Counterfeit Goods – presented by the RCMP
- Community Legal Information Session – a representative from the Community Legal Information Association (CLIA) spoke about a number of important legal documents
- RESP'S and Post-secondary School Applications – presented by the PEI ANC Canadian Life Skills Program
- Income Tax Information Session – presented by the PEI ANC Canadian Life Skills Program
- Steps to Obtaining Your Driver's License – presented by Abbylane Road Safety Services
- Fishing on PEI – presented by the Provincial Department of Environment and the DFO officer
- Diabetes Prevention – presented by the PEI Diabetes Association



- Bhutanese Information Session – presented to the Bhutanese community outlining information on obtaining your driver’s license, bike safety, and appointment etiquette

## Client Work

During this reporting period 12 new refugee families arrived. The families are from Burma (Myanmar) and Bhutan. All families received the Resettlement Assistance Program for Refugees (RAP) Orientation as well as one-on-one training sessions in their homes. The individual training included topics such as: health, nutrition, budgeting, parenting norms in Canada, the law, transportation, Canadian culture and education. Each session provides an overview of Canadian living and is often tailored to meet each family’s unique needs.

## Community Involvement and Partnerships

The community partnerships which we build and maintain are an invaluable resource to us. We continue to strengthen those relationships that already exist, and are always looking for other agencies with which we could work to our clients’ benefit. The following is an overview of the partnerships and community involvement we have participated in this period:

- The Open Door Ministries have been an extremely important resource for us. We have formed a wonderful partnership with them and they have been helping our refugee clients by ensuring they have the proper clothing for winter.
- We have paired up with the Canada Revenue Agency (CRA) to administer tax clinics for our refugee clients. These clinics were by invitation only and were conducted by a CRA volunteer. An interpreter was provided for each client.
- Melissa took a course through the Centre for Life Long Learning at UPEI, titled Interest Based Facilitation and offered through the STEPS Program in which she participated.

Melissa was also a member of several committees, including: Victim Services Advisory Committee, Premier’s Action Committee on Family Violence Prevention, and Premier’s Action Committee on Parenting Support and Education. Throughout the year Melissa attended meetings and activities for each group as a committee member.

## Immigrant Student Liaison Program (ISL)

*Rocio McCallum (coordinator), Brianne Peters, Heather Lea, Brad Murray, Linda Wang*

The Immigrant Student Liaison Program (ISL) has completed another great year of growth and development. The number of clients and the quantity of services provided are at an all-time high, as are the community partnerships which have been established within the past few years.

The ISL Program began in April 2002, with a partnership that included four Charlottetown schools which had the highest concentration of immigrant students in the city. The ISL team continues to work with these and many more schools in the greater Charlottetown area on a regular basis. Our services are also offered to Stratford and Cornwall schools. On September 1<sup>st</sup> 2010, the ISL Program was serving 654 newcomer students at all grade levels in 19 different Island schools.



PEI ANC Staff - ISL Team (left to right): Brianne Peters, Brad Murray, Heather Lea, Linda Wang, Rocio McCallum

There were 306 new intakes between September 2009 and September 2010. Upon intake, clients were referred to the Department of Education’s EAL/FAL Reception Center for language assessments and participated in the PEI Schools System Orientation presentation delivered by the members of the ISL team. After this, students were registered at their respective schools.

Kindergartens were added to the public school system in PEI in September 2010, making them a mandatory prerequisite to enter grade one. This has led to a greater number of in-



coming clients. Incoming students continue to outnumber outgoing students, as has been the trend in the past few years.

Most of the day-to-day work with the schools is done through interventions. The ISL workers are in frequent contact with school personnel. Interventions are requests from the school and/or parents in order to deal with issues which arise at school and pertain to the academic, cultural, physical, social and emotional well-being of the newcomer students.

The ISL program team continued the facilitation of the International Friendship Groups (IFG) at each of the schools with which they work. The IFGs were very well attended and the activities chosen were designed to be age appropriate. Discussions and activities included international festivals, exploration of cultures, newcomer challenges, bowling, swimming, and many other team building games. At most schools the final IFG featured an international potluck luncheon. Participants were encouraged to invite a friend or teacher to sample their traditional cuisine.

Another big component of the ISL work in schools is the support with interpreting services for parent/teacher interviews. This is repeatedly a very large task which involves contacting schools and families, scheduling interpreters and participating at some of the interviews.

Over the past few years we have formed strong relationships with many community organizations, including ACIC-Atlantic Council for International Cooperation, Canada World Youth, Murphy's Community Center, Native Council of PEI, PEI Rape and Sexual Assault Center, Women's Network PEI, *Youth ConneXt* PEI, amongst others.



YMCA Youth Exchange Participants

## YMCA Youth Exchange

In September 2010, 19 newcomer students and 3 leaders came to PEI as part of the YMCA youth exchange program. Student participants, with ISL team support, carried out a large number of fundraising activities to raise money to cover the costs of hosting the Montreal youth in PEI. The PEI participants visited Montreal, Quebec, from March 13<sup>th</sup> to 20<sup>th</sup> 2010, and in return we hosted 16 Montreal students and leaders from June 24<sup>th</sup> to July 1<sup>st</sup> 2010.

This exchange proved to be an amazing experience for the ISL students as they developed interpersonal, communication, organizational and leadership skills. We thank all those who helped with donations for this program.

## Youth Engagement

In the effort to promote community inclusion and personal wellness, the

ISL team sought to engage youth into different conference/workshop experiences this past year. A total of 76 youth participated in 5 different sessions and conferences including: *Youth ConneXt*, *Girls Unlimited*, an eight-part *Free To Be Me* girls conference, and a youth Employment Workshop. This youth engagement strategy is something the ISL team will strive to continue in the coming years.

## Sports

The ISL program promotes newcomer inclusion by way of social interaction, physical activity, and sports. The program continued to help children and youth to participate in physical activities by accessing funding from Kidsport PEI and the Canadian Tire JumpStart Fund. Money from the ISL's TrueSupport grant was also used to purchase equipment needed and



to facilitate transportation to training sessions, games and tournaments. In many cases the TrueSport money was also used to continue with sports registrations once the allotted KidSport/JumpStart funding ran out. This year, the ISL program was able to help approximately 65 newcomer children access a physical activity or sport program. The ISL team sincerely appreciates the support which UPEI has given to help newcomer youth participate in sports by accommodating students' needs via schedules, facilities, fees and equipment donations

## Summer Program

This was the seventh year for the free summer program for newcomer students, and the theme was *Healthy Lifestyles*. Students learned to cook healthy meals and were encouraged to live an active lifestyle. Over 100 students were enrolled in the program, with another 50 students on the waiting list. There were a total of 38 days of activities featuring day trips to various PEI beaches and fun parks. Sticking with the healthy lifestyle theme students took part in fun physical activities and cooking lessons. Some highlights of the program were the cultural competency workshop, the creation of an international cookbook featuring recipes from students' home countries, and the first ever overnight camping experience at the Scouts Canada *Camp Riverdale* in Riverdale, PEI.

This year, two summer students were hired to help the ISL staff with the summer program. The positions were filled by Tim Wang from China and Amy Bae from South Korea. There were also 2 volunteers, Maria Zapata and Febe Portillo, who helped with the older and the younger groups respectively.

This has been a very busy and rewarding year at the same time. We are looking forward to another busy year of serving newcomer students and their families through this important and necessary program.

## Host Program

*Marilene Ureña, Joe Byrne*

The Host Program continues to offer a wide variety of volunteer-based services to our clients, while also providing volunteer opportunities for members of the local community. From September 1<sup>st</sup> 2009 to August 31<sup>st</sup> 2010, the Host Program had consistent levels of involvement in both volunteers

registered and clients served. Every newcomer client has the opportunity to register for a Friendship match, a volunteer tutor, social events, conversation circles, Holiday Host, and/or the Business Mentorship Program.



PEI ANC Staff - Community Outreach Team (left to right): Joe Byrne (Host Program), Lisa Duffy and Greg Anderson (Multicultural Education Program), Rosalie Murphy (Communication Officer), Marilene Ureña (Host Program), Nancy Clement (Francophone Settlement Worker)

Two hundred and nine newcomers were added to the list to receive volunteer services during this period and the waiting list continues to grow. Volunteer intake for English as an Additional Language (EAL) tutoring almost tripled during the month of August and demand continues to rise for tutor volunteers. The EAL tutoring program continues to be a popular volunteer opportunity, running two full in-class training sessions throughout the year. An addition to training this year was the new online option which enables volunteers to complete the entire EAL training program on their own schedule through a link to the Regina Public Library. The pilot project was a success and in July 2010 online option was being offered to all new volunteers. The waiting list for Host Friendship Program volunteers remained stable throughout the year.

## Statistical review of Volunteers and Matches

From September 1<sup>st</sup> 2009 to August 31<sup>st</sup> 2010, a total of ninety nine volunteers were active in the Host Program. The breakdown is as follows:



- 29 Friendship Volunteers
- 63 EAL Volunteers
- 7 Holiday Host Volunteers

### Clients

- 209 newcomers were added to those waiting to be matched
  - 40 for Friendship Program
  - 169 for EAL Tutor
- 119 clients currently on the waiting list
  - 21 for Friendship Program
  - 98 for EAL Tutor
- 146 clients were matched
  - 27 for Friendship Program
  - 119 for EAL Tutoring

### Volunteers

- 77 volunteers are currently providing program support
  - 22 for Host Program
  - 55 for EAL Tutor

### Host Program Events

Five Host Program events were held over the twelve month period. These events involved 50 to 100 newcomers and volunteers and were always coordinated with community partners. They are a primary way to bring larger groups of newcomers and volunteers together. This year's events included:

- Skiing and tubing at *Brookvale Nordic Centre* in January
- *Let's go Bowling* at the *Murphy's Community Center* in February and March
- *Volunteer Appreciation Night* at the *Charlottetown Fire Hall*
- *Family Sports Day* at the *Victoria Park Tennis Club* in June in collaboration with *Tennis PEI*
- *Beach Day* at *PEI National Park* in *Greenwich* in July



Newcomers having fun at the Host Program winter event

### Programs and Partnerships

The EAL Tutoring Program, in partnership with the Confederation Centre Public Library, continues to be a leader for volunteer-based EAL Tutoring Programs in Atlantic Canada. Two in-class EAL Tutor Training Sessions were offered this year, and the new online training was piloted. Together, forty EAL volunteers received this training, and over one hundred clients have benefited from their commitment and dedication.

Regular *Conversation Circles* continue to be offered to newcomers with a wide range of English speaking ability. Twenty-three newcomers were involved in these circles over the past year.

The EAL Meeting Space, located in the Confederation Centre Public Library, is a hub of multiculturalism in downtown Charlottetown. The space is used to host EAL training and orientation sessions and as teaching place for volunteers.

UPEI donated season tickets for varsity sporting events to all newcomer clients and Host Program volunteers.

The Holiday Host Program was a popular activity for clients and new volunteers once again. Seven Host and immigrant families enjoyed dinner together over the holidays.

Several of our partners from past years continue to provide programming support. These include Parks Canada, UPEI Athletics, the Confederation Centre Public Library and the Mi'kmaq Confederacy. Host also continues to receive support from some of the local business community including Trius Tours, Confederation Court Mall, Brookfield Ski Park and Murphy Community Centre. New connections were made with the PEI Retired Teachers Association, Tennis

PEI, the PEI Senior's Federation and Timothy's World Coffee. A large function of the Host Program would not be possible without these partners.



## Host Program Promotion

The Host Program was promoted through media support from CBC TV, K-Rock and Ocean Radio, the *Buzz* entertainment guide, *The Guardian* newspaper, and the Host Post newsletter. A volunteer development workshop was held in February with the assistance of the Multicultural Education Program to work on cross-cultural communication.

Information booths and displays were set up at the Community Connector Fair, PEI Teachers Federation Convention, Family Literacy Day, International Development Week and two business mixer events hosted by the Charlottetown Chamber of Commerce.

## Multicultural Education Program (MEP)

*Lisa Duffy, Greg Anderson*

The Multicultural Education Program has had many accomplishments throughout the past year. It is encouraging to see how much has been achieved in educating our communities on cross-cultural understanding. It is a privilege to support our clients by promoting a welcoming and inclusive environment.

### MEP Presentations

The Multicultural Education Program has had its most productive year to date with the number of presentations that were delivered across Prince Edward Island. During the period of September 2009 to August 2010, we delivered a total of 344 presentations, more than double of last year.

This is due largely to the cultivation of relationships with schools across the province. School presentations accounted for 300 of the total presentations, an increase of 240% from the previous year.

A challenge that we had experienced the year before was overcome by being invited into twenty rural schools. This is a significant increase as we had visited only three during the 2008/2009 year. Many of the rural schools do not have newcomer students, but nevertheless, we were able to demonstrate to them the value of the presentations. We began making direct calls to principals, guidance counsellors and

teachers to promote multicultural education. With our promotional strategy combined with great word of mouth between the schools, our presentations multiplied.

During the 2009/2010 school year, the Multicultural Education Program reached approximately 7,000 students within the Eastern and Western school boards, and an additional 750 individuals through presentations to community organizations and post-secondary institutions.

MEP also facilitated 12 workshops over the last year and promoted the Association at 12 information tables.

### Program Development

It was evident throughout the year that our time spent re-developing junior high presentations over the previous summer was very worthwhile. Information was current, relevant and fit nicely with the presentation from the year prior. So, we kept the momentum by redeveloping the grades K-6 presentations this summer. Having a separate presentation for each grade ensures that students will see a new presentation each year.

We also spent much effort developing a presentation on the importance of hiring newcomers, directed at employers. This focus came as a response to the Board of Directors' strategic priorities to expand programs to assist employment opportunities for clients.

Another development project on which MEP has been working is newcomer culture presentations. Participating clients of the PEI ANC answer a culture questionnaire developed by MEP, we build PowerPoint presentations from those responses, and then we accompany the client to present to community groups. Now we can fulfill requests from the community when they inquire to see a presentation from a newcomer. This will be an ongoing project that will strengthen our community connections and educate people across PEI.

MEP plays an active role as members of PEI ANC's Community Outreach Team (COT). Some of the main activities in which we have an involvement are DiverseCity, Refugee Rights Day and Volunteer Appreciation Night, as well as any other events that COT hosts throughout the year. MEP also assists the Immigrant Student Liaison team two days per week during the summer months while the youth summer program is taking place.



## Looking Ahead

The Multicultural Education Program is shifting its focus to include more businesses and community organizations. Demand for school presentations could easily occupy the time of both MEP workers, but we also need to look at growth in other areas of multicultural education, namely those directed to employers. So, we anticipate that we will dedicate less time within the schools, and spend more time promoting MEP to businesses and community groups.

We are excited to have created such a demand for our multicultural presentations in the schools, and we look forward to the new challenge of creating the same momentum in our new direction.

## Francophone Settlement Program

*Nancy Clement*

### Francophone Settlement

I worked as interpreter/liaison for Francophone clients with the ISAP, RAP and EAS programs. We are very pleased that one of our clients was hired as the Executive Director (*dirac-*

*trice générale*) of the *Société Saint-Thomas-d'Aquin*, which is a very important position within the Francophone community on PEI. I attended the Metropolis pre-conference day on Francophone immigration in Montreal. In March, I was part of the committee responsible for the formation of the Atlantic Committee for Francophone Immigration (*Comité Atlantique sur l'immigration francophone - CAIF*), and I am now a member of that committee. I also answer ongoing email and phone inquiries regarding settling in PEI.

### Liaising with Francophone/Acadian Communities and Organizations

I have continued supporting the *Coopératif d'intégration francophone* by sitting on the *Comité du travail*, assisting with contacts and information regarding settlement, disseminating information for *CIF* events, and partnering again with *CIF* on Global Jam events.

I published and distributed '*Quoi de neuf?*' a newsletter for the Francophone community regarding PEI ANC activities. I helped arrange a workshop presented by *Actions Interculturelles*. I also assisted with a workshop hosted by the *Centre des niveaux de compétence linguistique canadiens*. I invited *CIF*, *Collège Acadie*, *CSLF* and *RDÉE* to both events.



DiverseCity, the annual multicultural street festival organized by the PEI ANC, has become one of the most popular events in Charlottetown.



## French Presentations in Schools

I presented the second book in the series 'Je viens de loin' to all Grade 4 to 6 students in the French first-language schools, and several French immersion classes. I will continue presenting the series in the French schools and French immersion classes this coming year. The author and I were also invited to present at the national ACELF (*Association canadienne d'éducation de langue française*) conference.

## Community events

As a member of the Community Outreach Team, I have coordinated or been involved in organizing the following events from September 1<sup>st</sup> 2009 to August 31<sup>st</sup> 2010: Women's Happiness Group events, Global Jams, Host Program events, "Island to Island: Hope for Haiti", Refugee Rights Day – "Voices of Refugees", World Refugee Day, DiverseCity and the Olympic Torch Relay Community Celebration.

I also assisted with contacts and information for the following events:

*Colloque sur l'immigration francophone* (hosted by CIF), ArtSmarts (in partnership with Confederation Centre), Red Sands Potato Festival, Mi'kmaq Confederacy of PEI 2<sup>nd</sup> Annual Charlottetown Powwow, Documentary on 'stories of hope' (*Radio-Canada*), UPEI International Luncheon and World Day of Prayer (focus on Cameroon), Newcomer Art Exhibit at the Guild, UPEI inclusion pilot project and sports day, and the Queen Street and Downtown Farmers' Markets.

Our largest event of the year, DiverseCity festival, was again a huge success. All six members of the Community Outreach Team were involved in the organization and facilitation of this event, and it gets smoother each year. I take a coordination role which involves writing several funding applications and reports, obtaining support from community groups and businesses, coordinating performances, food vendors, and other activities in an outdoor venue, as well as a rain venue.

## Social Integration Groups

The Women's Happiness Group has become a regular part of our programming, funded by the Population Secretariat. Seven staff members from various programs are presently involved in running the group. On our contact list we have

over 125 women with approximately 5 to 40 attending each event. Childminding is also provided as needed. A few of our more memorable activities this year include a sleigh ride, aqua-fitness at CARI, a tour of Cow's ice cream factory, a trip to the CDP harness racing, a visit to Avonlea Village and an afternoon at Victoria-by-the-Sea.

## Canada World Youth Volunteer Placements

I supervised the Canada World Youth volunteers from the Ghana-Canada program during their 3 month work placement at PEI ANC. This involved coordinating the tasks sent in by various programs and making sure that they had enough work to keep them occupied. This year, the program was all women and had an environmental focus. We will be hosting a pair of participants from the Indonesia-Canada program beginning in October 2010.

## Employment Assistance Service (EAS)

*Lisa Hill (acting coordinator), Adam Doucette, Amy MacLean, Ginette Roberge*

In the 2009-2010 contract year, at the EAS the focus has continued to grow on self-employment, as more clients open new businesses in PEI. To assist these clients we are providing information to various programs such as Self Employ PEI and Canada Business resource centre. As part of our case management services, we assist with the preliminary proposal, resume and application to the Self Employ PEI program. For clients who do not meet the requirements of the Self Employ



PEI ANC Staff - Employment Team: Adam Doucette (Counsellor), Ginette Roberge (Counsellor), Amy MacLean (Counsellor), Lisa Hill (Acting EAS Coordinator), Melanie Bailey (IEHP Counsellor), Carrie MacLean (IEHP Counsellor)



PEI program, we are referring and scheduling to information sessions held at Innovation PEI and five half day workshops on Business plan development.

The devolution of the current LMDA and LMA agreements from the Federal government to the Provincial government allowed more clients to access funding programs, including Immigrant Work Experience, Training PEI and Self Employ PEI. The latter two programs can also be accessed through Federal funding.

Employment staff was introduced to a new reporting system, One Client Service Model (OCSM) early in 2010. All staff attended a training session to better understand the new program.

## Client Contacts

There was a slight decrease in our numbers in comparison to last year, with 426 needs assessments completed compared to 451 in 2008-2009 (a decrease of 5%). As our diverse population grows, clients can be supported by friends in their own communities, who can help based on their own experiences.

We case-managed 420 clients this year – down from 432 and a decrease of 2.7%, and assisted 209 clients with finding employment compared to 234 last year and a decrease of 10.6%. Last year the higher employment rate can be attributed to our seasonal agriculture. Each year, however, crops have become smaller and fewer resulting in a decrease of employment opportunities.

We also saw a significant drop in the number of volunteer opportunities for clients. Only 24 clients took part in volunteer work this year – down from 53 clients in the last reporting period, a 54.7% decrease. However, the number from previous year was greatly influenced by the 2009 Canada Games.

In January we had a total of 8 unpaid work placements. This statistic has not been captured in previous years. We have had 207 clients participate in education and training programs, compared to 64 in the previous year. This speaks to the increase of seats available in English Language schools and a higher number of clients continuing their education.

We have facilitated 141 workshops for clients, on site and in the English classes. We will continue to offer this support in the current year.

## Highlights and Activities

The EAS staff attended numerous conferences over the year, including the Atlantic Provinces Economic Council (APEC) symposium on Hiring International Workers, Immigration Forum to gather information on future plans to attract and assist newcomers in new business ventures, ARAISA Settlement Conference, Cannexus, Metropolis, and the Career Development Association's annual conference and NATCON.

The staff also participated in a number of professional development opportunities, thereby increasing skills in areas of communication, team work, essential skills and career development. We also took part in a number of local networking events, such as Biz 2 Biz Expo, Veterans Affairs for Employment Equity and Diversity week, and the Entrepreneurship Expo.

A meeting was held with Bonita Chloe from Active Communities to discuss the closing of the Self-Employment Pilot Program for immigrants. This was a successful program offering one-on-one support to immigrant entrepreneurs. Later in the year a second meeting was arranged with Martina MacDonald from Active Communities to discuss the possibility of restarting the Self Employment Pilot program.

## Internationally Educated Health Professionals (IEHP)

*Melanie Bailey, Carrie MacLean*

This past year has been an opportunity to solidify IEHP programs previously under development, support increasing client inquiries, and to see many clients succeed with their healthcare employment goals.

We have been working with a client base that increased to over 100 before settling back to an average of 90. We assisted them with career development, finding new education opportunities, registration and healthcare licensing, and provided study tools. Class-based assistance for IEHPs included classes entitled *English for the Health Professional* and *Orientation to the Canadian and PEI Healthcare system*. We have supported our clients through advocating within the community, establishing partnerships and community based initiatives, and most recently, a pilot project in Summerside.



## Standard Services

### Client Support and Employment Counselling

Over the last year, we have supported 1033 client meetings and interventions and 105 meetings and presentations this year. We have continued to prepare clients for employment, assist in licensing exams and in applications for new educational programs. We continued to support individuals through their preparation for work in the health field in PEI.

### Medical Exam Assistance

We have supported IEHPs preparing for Canadian medical exams by lending books and resources, developing practice exams, and administering Physician and Registered Nurse (RN) practice exams and study groups.

Due to a high number of RNs preparing for the CRNE this year, significant priority was placed on providing challenging focus-driven study groups. Mock RN exams were administered in a formal setting to test medical knowledge and develop familiarity with writing multiple-choice exams.

After much work with both the RNs and Physicians in exam preparation, study material, and study groups, we were pleased to see their work rewarded. Four RNs and thirteen Physicians succeeded in their licensing exams.

## Class-Based Learning

### Orientation to the PEI and Canadian Healthcare System

For the second session of our Orientation class, we involved more guest speakers from the healthcare system, further developed PEI healthcare subjects that were of particular interest, and reintroduced an employment preparation workshop.

Over 13 attendees took part during the month of October, with 5 hours of instruction each week.

We are often reminded of the importance of this class, which introduces newcomers to the basics of the Canadian health care system and the particulars of PEI health care. These basics and particulars can be different from those to which many of our clients are accustomed.

## English for the Health Professional

The *English for the Health Professional* class was delivered from January to February, for 5 hours each week. This ESL course focuses on patient interaction, medical terminology, and work place culture, while giving students an opportunity to practice English. The 140 page workbook is supplemented with videos, activities, and discussion.

## Community-Based Work

### Educational Institutions

We have developed connections within the education system to assist clients in determining their educational goals and in support of their application processes. This includes assisting with preparation and application to the following programs: RN (UPEI), LPN (Holland College), RCW (Holland College), Med Lab Technologist (NBCC).

### Private Sector

Within the private sector great strides have been made over the year in accessing nursing home and long term care employment. Many of our clients have benefited with entry-level jobs which have provided them with both Canadian work experience and first-hand knowledge of our healthcare system. Work continues unabated and this item will continue to be a focus. While we have experienced some success in IEHPs gaining entry into strictly regulated health systems, there is still more work to be done. Opportunities which would support increased employment success, like temporary licenses, supervised volunteer placements and mentorship prior to work, often do not exist.

### Preceptor for UPEI Student

We mentored a fourth year UPEI nursing student, who joined the IEHP team from September to December for 3 days a week. An important outcome from this work was the research of the RN policy and how PEI compares to the rest of Canada in regards to temporary licenses. The results indicate significant variations in policy surrounding how Physicians and RNs are licensed across Canada. In particular, internationally educated nurses are able to apply for temporary licenses and access nurse work opportunities



prior to their CRNE exam in all provinces except PEI. A series of presentations was conducted, to advocate for policy change regarding RN licensing processes.

### Summerside Toolkit Project

The Atlantic Connection for Internationally Educated Health Professionals is a collaborative effort among the Departments of Health in the four Atlantic Provinces, and non-governmental stakeholders. This platform launched the *Newcomers Retention Toolkit Development Project*, a regional pilot program to develop a toolkit to assist Atlantic Canadian communities to attract and retain healthcare professionals trained abroad. Summerside was selected as one of three pilot sites. The program began to assist in the challenges of attracting, integrating and retaining internationally educated health professionals to the Atlantic Region. It is funded through the Council of Atlantic Premiers – Atlantic Population Initiative: Awareness and Retention Committee. The PEI ANC's IEHP program was asked to initiate this work in Summerside. The work will take place and data will be collected from June 2010 until March 2011. This will assist in the development of the final toolkit document which will be used to support retention in communities across Atlantic Canada.

The outpouring of support towards this project within the community of Summerside has caused them to be named the model test site. This has only been possible through strong partnerships and dedicated work from many individuals and organizations across PEI.

Within one month of the Summerside pilot project a direct consultation, a focus group, and a planning session were complete. After three months a Welcome Corner at the Summerside Library was in place, a part time Navigator was hired through the funders, a Retention Committee was formed, individual meetings with IEHPs and their families were held, and several Host Program volunteers and English tutors were recruited to help out. With so much accomplished within three months, continued collaborative efforts by many could certainly allow for much potential in the remaining six months.

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This year the theme of the Summer Program organized by the Immigrant Student Liaison team was *Healthy Lifestyles*. Among other activities, participants prepared food, shared recipes, went out on field trips, and had a lot of fun! [Photo by Brianne Peters]