



# PEI Association for Newcomers to Canada

*Bringing People and Communities Together*



## 2010/2011 Annual Report

# Table of Contents

President’s Message..... 1

Executive Director’s Report..... 1

Finance and Administration.....3

Intake.....3

Language Instruction Liaison and Administration Support.....5

Resettlement Assistance Program.....6

Immigrant Settlement and Adaptation Program.....6

Canadian Life Skills Program.....7

Francophone Settlement Program.....9

Immigrant Student Services Program ..... 11

Employment Assistance Service..... 13

Internationally Educated Health Professionals Project ..... 14

Community Connections Program ..... 16

Multicultural Education Program..... 19

Communications..... 20

Contact Information ..... 22



## President's Message

Dan Doran



We have experienced one of the most beautiful and sunny fall seasons on PEI in recent memory. Now it is winding down into the season of harvest, of raking leaves, and wrapping up shrubs for the winter. Temperatures have dropped and there is frost in valleys some mornings, and that lovely crisp autumn air is a nice prelude to winter. It is a time of reflection and also of thanksgiving. A time for looking ahead, planning, and setting goals for 2012.

It has been another tremendous year of growth, challenges and accomplishment for our staff and clients of PEI ANC as well as the board of directors. We have welcomed new directors to the board and they have brought new energy, discussion and debate to assist us in our strategic oversight.

We have recently completed a detailed and strategic review of our operations from a space needs perspective. A priority in the coming months is to find more efficient and accessible space from which ANC can assist our clients and continue to grow and develop our partnerships.

Thank you to all the members of the board of directors for your commitment to your role in this organization. As well, thank you to the great staff and volunteers at PEI ANC for the work they do on behalf of newcomers to Canada. We are sure to encounter new challenges and opportunities in the year to come and we are well prepared to embrace both.

## Executive Director's Report

Craig Mackie



The PEI ANC is an integral part of a historic change on Prince Edward Island. Never before have there been so many people, from so many different cultures, arriving on our Island. PEI Association for Newcomers to Canada (PEI ANC) is working to make a difference for each and every newcomer. It is a source of great pride for me to work with the staff who are professionals dedicated to serving the needs of newly arrived

immigrants and refugees. We also continue to enjoy solid support from our funders: at the federal level, Citizenship and Immigration Canada and Health Canada; and from the Province of Prince Edward Island, the Population Secretariat and Acadian and Francophone Affairs. We also appreciate the tremendous community support we receive from Island volunteers, organizations, and businesses.

The PEI ANC has experienced another very busy year with growth in the numbers of clients and employees. Last year we reported an increase of 50% in the number of new clients who registered with the ANC. In total we received 1,272 newcomers in 2009/2010. In this reporting period, September 1, 2010 to August 31, 2011, the number has jumped to 1,929 new clients. In order to effectively support all these new Islanders, we have added staff in Settlement, Immigrant Student Services, and Employment Assistance Services. We also opened our first satellite office in the City of Summerside, thereby moving towards extending our support for newcomers across the Island.

Here are some of the key accomplishments and highlights from the past year (more detail can be found in each of the ANC's team reports that follow).

- We celebrated the 24-year career of Agdhas (Aggie) Misaghian who retired in June 2011. Originally a refugee herself, Agdhas dedicated her life to assisting other refugees and giving them the best start possible on PEI.
- We launched a comprehensive online Guide for Newcomers ([www.peianc.com/guide](http://www.peianc.com/guide)) through the tireless efforts of Beti and Sasha Andric and their company Gold-



NET Smart Technologies. The Guide offers newly arrived immigrants and people on their way to Canada information in plain language on everything from money, housing, shopping, transportation, law and order, and more. The Guide is available in English, French, Chinese, Spanish, Arabic and Korean. After launching the Guide, the number of visits to our website doubled. We are now averaging just over 6,000 unique visitors a month to our website and Guide.

- Internally, we have made significant changes to the accounting structure and to the budget planning process. Coordinators and Supervisors are now part of the budget planning process and are financially accountable for their teams. We have also implemented direct deposit for our payroll.
- With the support of CIC, we signed a one-year lease on a 3-bedroom, wheelchair accessible apartment for Government Assisted Refugees (GARs) during the first few days and weeks after their arrival. This apartment helps not only provide temporary accommodation, it is a classroom to help newcomers with learning Canadian life skills.
- DiverseCity 2011, our annual multicultural street festival, grew again. There were more activities, more cultures represented, more food vendors and upwards of 5,000 people who participated through the day.
- With the support of the Province's Population Secretariat, we have hired, for a one-year term, an individual dedicated to supporting entrepreneurial immigrants who want to open a business or partner with an existing Island business. The Self-Employment Counsellor will also be responsible for developing a user's guide to self-employment on PEI.
- Through our Multicultural Education Team, we expanded our outreach through presentations to business organizations, government departments, and community groups. MEP's goal is to assist the wider Island community to understand, value, and celebrate diversity.
- We received some remarkable donations including: more than \$50,000 in sports equipment from SportChek, 15 complete sets of gear from Hockey PEI, and \$5,000 from CIBC through CCP volunteer Cindy Wells who won an employee program there and donated it to support our Community Connections work.
- Our youth settlement program underwent a name

change to Immigrant Student Services. This group had another successful year with a re-vamped summer program, the initiation of a new program for young women, and a wonderful "Y" exchange with a group from Scarborough, Ontario.

- We have partnered with other organizations including Culture PEI, the Greater Charlottetown Area Chamber of Commerce in their Connector program, Murphy's Community Centre, and the Chinese Islanders Business Summit.
- We have been working with the PEI Citizenship Committee to provide an enhanced citizenship ceremony for people who are about to become Canadians.
- With funding from CIC, we contracted with Coles Associates in association with Baker Consulting to do a thorough study of the facility requirements for the PEI ANC. The conclusion was that our current facilities are unacceptable and work should begin to seek out a new space and the funding for it.

Looking ahead, we have some significant challenges. The first will be finding and moving into an appropriate space that will visibly show PEI as a welcoming place for newcomers. Professional development for staff is increasingly important as the challenges faced by our staff become more complex. We will need to find opportunities (and funding) for that training. Over the next couple of years, we can expect a decline in the numbers of newcomers arriving. This means we will be able to focus more time and attention on the integration and inclusion of immigrants and work with Islanders to make PEI become an even more welcoming place for a diverse population.



Executive Director Craig Mackie, volunteer Cindy Wells and the President of PEI ANC Dan Doran posing with the big cheque at the Volunteer Appreciation event.

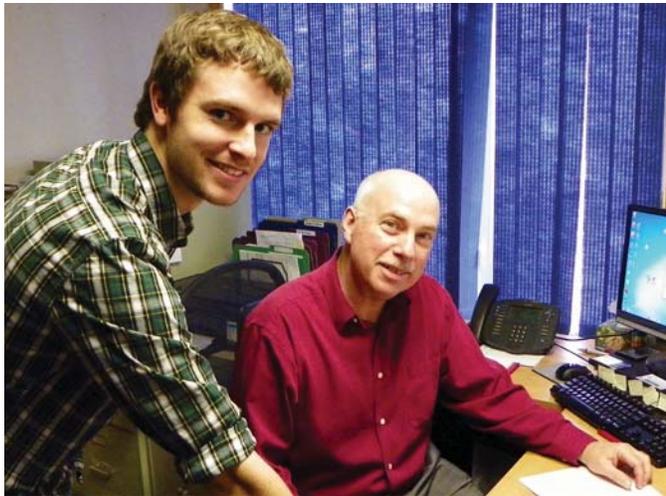


All in all, the past year has been very successful with much accomplished by our staff and Board, and with positive support from our funders and the community at large. We all look forward to another year of “bringing people and communities together”.

## Finance and Administration

*Jim Waito*

Over the past year we have been making changes to Finance and Administration procedures to be more transparent, accountable, and efficient.



PEI ANC Staff - Finance: Jordan McNally, Finance Support (L) and Jim Waito, Manager of Finance and Administration

Accomplishments:

- Changed and simplified the accounting structure, with help from our Auditors.
- Involved Coordinators and Supervisors to help plan and prepare budgets and manage spending.
- Implemented more precise financial tracking: monthly, by program, funding source, and for the whole of PEI ANC.
- Improved efficiency by modifying forms and procedures and using new banking vehicles, especially direct deposit for payroll.
- Worked with the Policy Committee to revise the Personnel Policy Manual.
- Developing a Finance Operations Manual.

- Finance Manager was a member of the PEI ANC Facility Study steering committee.

Challenges for next year include: enhancing reporting and making full use of the new financial system, implementing further efficiencies, and completing the work on the two manuals.

It has been a great pleasure to join and be welcomed as part of PEI ANC. I welcome in turn our new part-time Finance Support staff person, Jordan McNally, who is an asset to this department. Taking on this newly created role has been demanding, challenging, and rewarding.

## Intake

*Lucy Zhang*

September 1, 2010 – August 31, 2011 was a very exciting and busy time for Intake at PEI ANC. For most newcomers, PEI ANC is one of the very first places they come to after arriving in PEI. In order to obtain services that are provided by ANC, all new clients must register with Intake.

At initial registration, I usually help clients applying for PEI health cards, and I book a time for English assessments. If a family has permanent resident (PR) status and has a permanent address at time of registration, I also assist them with application of Canada Child Tax Benefit, and GST Credit, as well as getting on the waiting list for a family physician. New clients often do not have a permanent address and need to come back to apply for these benefits.

Many families come to Canada to pursue a better education for their children, and usually the parents expect their children to go to school as soon as they arrive. Another major area of my work is introducing new families who have school-age children to PEI ANC Immigrant Student Services (ISS).

In addition, based on each family’s unique needs, I refer them to the different programs and services both at PEI ANC and in their communities, such as walk-in clinics, music schools, and fitness facilities, and more.

## PEI ANC Client Statistics

During 2010-2011, 1,929 clients registered with us, an increase of over 300 more clients compared with the previous



year. Among all the new clients, 92% have permanent resident (PR) status. They come from 51 different countries, with 67% from P.R. China and 15% from Iran.

## Language Instruction Liaison and Administration Support

Verity Kislingbury

### Language Assessments

One of the main challenges facing newcomers is learning English. For most new immigrants, language training is the very first step for them to integrate into the PEI communities. Before going into the LINC program (Language Instruction for Newcomers to Canada), clients need to have their English Level assessed. They take the Canadian Language Benchmarks Placement Test (CLBPT) to determine their English Level and then they are referred to one of the two LINC schools on PEI (they can do home study when the Level is higher).

With record numbers of new clients coming to PEI this year, the number of English assessments also increased dramatically. During this year, PEI ANC administered 1074 language assessments, 188 more than last year.

Working as an Intake Worker gives me wonderful opportunities to meet all the newcomers who register with us from many countries. I have learnt a lot about the unique culture and traditions of different countries. I expect there will still be many new families coming to PEI over the next year. I will continue to provide them with quality initial settlement service so that they will have a good start for their new life in PEI.

This last year has been exceptionally busy at PEI ANC with a significant increase in new clients, many of whom require language training. It has been my job to manage and coordinate the referrals to each of our training facilities, which is done in a fair and consistent manner.



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

The demand to learn English can at times create long waiting lists, which can be frustrating for both PEI ANC and our clients. It is our aim to have each client into a Language Instruction for Newcomers to Canada (LINC) training facility within 3 weeks of being placed on the waiting list. This can at times be challenging and is not always possible, especially when clients select specific schools, locations, and teachers.

Through improved communications with the training facilities and the federal and provincial governments, this

year has seen an increase in seats provided for LINC training to help minimize the waiting list. Since September 01, 2010 to August 31, 2011 there were nearly 1200 referrals made. The chart below provides more details.

An important aspect of my work is to ensure that our data-

School \ Level	Pre-LINC	1	2	3	4	5	6+	Total
Holland College	144	101	91	133	100	41	22	632
Study Abroad	135	63	104	71	60	49	32	434
LINC Home Study	N/A	N/A	0	11	9	6	5	31
							<b>Total</b>	<b>1,177</b>

Table 1: Language instruction referrals by school (September 1, 2010 - August 31, 2011)



base has current and up-to-date client contact information and previous LINC history. Without this information it would be difficult to place clients into a school facility at the appropriate Level. This information is even more important now that language assessments are valid for one (1) year, and many clients English level will change over that long a time.

At PEI ANC we are always striving to improve and develop services to meet our client needs and so are currently reviewing the waiting list process. If we are able to gain a more accurate account of clients wishing to attend English training, and the spaces available, it will potentially reduce the waiting times for referral.

It is truly a pleasure working closely with Holland College, Study Abroad Canada, LINC Home Study and the provincial and federal government to aid clients during their settlement period. Learning English for many newcomers is an integral part of becoming Canadian and a part of Prince Edward Island's community.

In addition to managing the LINC referrals, I also deal with many of the administration aspects of the PEI ANC. These include: petty cash, confirming invoices, staff time sheets, office supplies, assisting with staff and board requirements, updating policy manuals, health and benefit applications and questions.

It has been a fulfilling and eventful year. We have seen many changes to our staff and clientele and I look forward to the endeavors of future years with the PEI ANC.

## Resettlement Assistance Program

Melissa Coffin



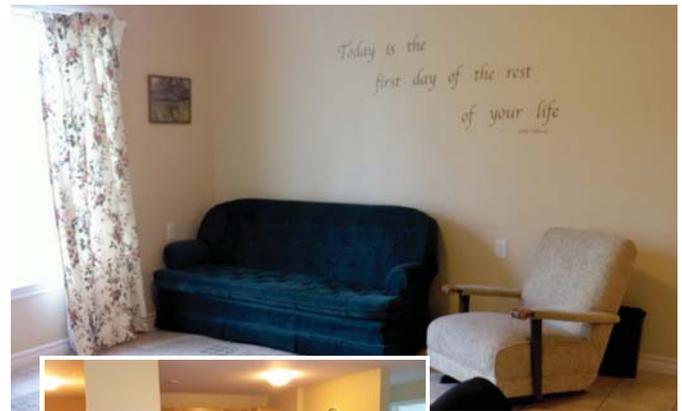
Aghdas Missaghian had worked in refugee settlement even before the PEI ANC was incorporated in 1993. She affected many lives throughout her career, and her retirement party was a large community event, attended by coworkers, family, friends and clients.

In the photo: Aggie on stage with a gift from her coworkers

Aghdas (Aggie) Missaghian retired in mid-June after 24 years with the PEI Association for Newcomers to Canada. Aggie will be missed dearly by her co-workers, and by the many clients she helped over the years.

The Resettlement Assistance Program (RAP) is funded by Citizenship And Immigration Canada. This year the RAP program provided services for 87 Government Assisted Refugees (GARs) in the period from September 2010 to August 2011. Clients were Somalian refugees coming from Kenya, and Bhutanese refugees who had been living in Nepal. The majority of the clients are still living in Prince Edward Island.

All GAR clients are met at the airport by members of the settlement staff, and then taken to their temporary accommodation. Upon arrival, clients are provided with life necessities until permanent housing is found. To alleviate the many issues regarding temporary housing for our GAR clients PEIANC worked towards securing an apartment in the Charlottetown area that we could use as a welcome house for clients when they first arrive. The welcome house is in a central location, has three bedrooms, is fully furnished and is in a quiet and secure apartment building. Clients therefore have a place to stay that can feel like home during the sometimes lengthy process involved in finding them permanent housing.



The welcome house living room and kitchen

Within a week of arrival all clients are assisted with completing paperwork to obtain a Social Insurance Card, Child Tax Benefits, Permanent Resident Card and PEI Health Card. All clients are seen by public health nursing and started on an



immunization schedule their first week in Canada. Clients are given information on the basics of living in Canada, this includes budget counselling, information on transportation loans, and their obligations as a permanent resident of Canada.

An ongoing concern for clients is their transportation loan. Settlement staff continue to advocate for clients by contacting CIC on behalf of the client to have their monthly loan repayment schedule reviewed.

Many of our clients have specific settlement and medical needs. Depending on the need, they are referred to the appropriate service provider. In order to best serve our clients we have fostered great working relationships with many medical professionals in the community including eye doctors, dentists, and public health officials. Often a client's needs relate to having survived tragedies in their home country, as well as having family members still living in worrisome situations globally. Referrals have been made to mental health professionals in the community in order to provide our clients with the extra assistance that they need. Our RAP clients have a unique set of needs and we work our hardest to ensure that they are provided with the dignity, respect, and compassion they deserve.

## Immigrant Settlement and Adaptation Program

*Erin Mahar (Coordinator), Andrea Wilson, Stephen Li, Alex Yin*

Immigrant Settlement and Adaptation Program (ISAP) is funded by Citizenship and Immigration Canada – Immigration Branch, with additional support from the PEI Government.

ISAP 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 PEI community.

As Settlement Workers, we assist many clients on a daily basis, especially given the increased number of immigrants arriving in the past year.

We act as a liaison between a client and organizations such as Canada Revenue Agency, Department of Health, CIC Collection Services, Public Health, Child and Family Services, De-



PEI ANC Staff - Settlement Team  
(clockwise from left):  
Erin Mahar (Coordinator)  
Andrea Wilson  
(ISAP Settlement Worker)  
Katherine Smallwood  
(Canadian Life Skills Trainer)  
Stephen Li  
(ISAP Settlement Worker)  
Alex Yin  
(ISAP Settlement Worker)  
Melissa Coffin  
(RAP Settlement Worker)



partment of Education, Provincial Nominee Program office, Income Support, Victim Services, and others.

We also assist clients in areas like: rental agreements, landlord relationships, and Island Regulatory and Appeals Commission (IRAC). We work closely with the Community Legal Information Association (CLIA) regarding client domestic disputes, child custody issues, as well as police services and others.

Clients often come to us for help with everyday issues, like finding childcare, getting information on driver's license and highway safety, accessing the public library, sports programs, hospitals and clinics, bus routes and schedules, city hall, etc. We also provide translation of documents, most often driver's licenses.

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. Due to the increase in newcomers arriving on PEI, we are continuing to organize monthly immunization clinics. On average, we have between 80 to 120 clients and 3 to 5 interpreters present at each clinic. We also book clients' doctor, dentist, and vision appointments, as well as 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 active participation of each client seeking assistance in the solution to their issue.

The ISAP team is looking ahead to another busy year and the challenges and rewards of working with newcomers to PEI.

## Canadian Life Skills Program

*Katherine Smallwood*

### Information Sessions

Information sessions are an important component of the Canadian Life Skills (CLS) program and they provide our clients with information on a variety of interesting topics in an informal manner. There have been 12 information sessions held this year, consistent with our funding requirements. In total, 290 clients have attended these information sessions.

### Information Session Topics:

- *Preparing for Winter in PEI* – Presented by the PEI ANC Canadian Life Skills Program
- *Income Tax Information Session* – Presented by a representative from CRA
- *PEI Health Care System* – Presented by the PEI ANC Canadian Life Skills Program
- *Meet the RCMP 1* – Presented by Corporal Alexis Triantifillou with RCMP National Security Division
- *Bed Bugs* – Presented by a representative from PEI Pest Control
- *Fire Safety* – Presented by Fire Inspector Winston Bryant
- *Nutrition: Session 1* – Presented by a UPEI student doing a field placement with the PEI ANC Canadian Life Skills Program
- *Nutrition: Session 2* – Presented by a group of UPEI nutrition students
- *Winter Activities and Staying Healthy During Winter* – Presented by the PEI ANC Canadian Life Skills Program
- *Meet the RCMP 2* – Presented by Corporal Alexis Triantifillou with RCMP National Security Division
- *What to do if You Are in a Car Collision* – Presented by Corporal Alexis Triantifillou with RCMP security division
- *Fishing in PEI* – Presented by two representatives from Department of Fisheries and Oceans



Bhutanese refugees performing at Refugee Rights Day event.



## Client Work

During this reporting period, Canadian Life Skills training was done with 27 newly arrived refugee families or 130 people in total. All families received the Resettlement Assistance Program for Refugees (RAP) Orientation as well as one-on-one training in their homes. The individual training included topics such as: health, nutrition, budgeting, parenting norms in Canada, the law, transportation, and Canadian culture and education. All crucial information is given to families upon arrival. Additional information tailored to meet each family's unique needs is delivered to them throughout their first year in Canada. The families are from Burma (Myanmar), Bhutan, and Somalia.

## Community Involvement and Partnerships

The community partnerships that we negotiate are an invaluable resource for our clients and for PEI ANC. We continue to strengthen those relationships that exist, and look toward other agencies we might partner with for mutual benefit. The following is an overview of the partnerships and community involvement CLS has participated in over this period.

- Open Door Ministries has been an extremely important resource for us. We have formed a fantastic partnership with them and they have been helping our refugee clients by ensuring that they have the proper clothing for winter.
- Canada Revenue Agency – We have paired up with CRA to administer tax clinics for our refugee clients. These private clinics were conducted by a CRA volunteer. An interpreter was provided for each client.
- Melissa Coffin, PEI ANC's previous Canadian Life Skills worker, completed an Interest Based Facilitation course through the Centre for Life Long Learning at UPEI. It was offered through the STEPS Program she was a participant in.

During the past year I continued to sit as a committee member for the following committees: Victim Services Advisory Committee, Premier's Action Committee on Family Violence Prevention, and Premier's Action Committee on Parenting Support and Education. Working with newcomers to PEI is rewarding and fulfilling work. I look forward to what next year at ANC will bring.

## Francophone Settlement Program

Nancy Clement

### Francophone Settlement

During the period of this report I worked as interpreter/liaison for Francophone clients with the ISAP and RAP programs. I continued as the representative on behalf of immigrants for the Atlantic Committee for Francophone Immigration (*Comité Atlantique sur l'immigration francophone - CAIF*). I will be attending the 2<sup>ième</sup> *Colloque atlantique sur l'immigration francophone* (2<sup>nd</sup> Atlantic Symposium on Francophone Immigration) in November. I respond to any email and phone inquiry in French regarding settling in PEI. I attended the ARAISA conference in St. John's Newfoundland.



Nancy Clement at the Mah-jong tournament in February 2011

### Liaising with Francophone/Acadian Communities and Organizations

I continue to support the *Coopératif d'intégration francophone* by: sitting on the Comité du travail; assisting with contacts and information regarding settlement; searching for Francophone clients who would be available for forums, meetings, and performances; disseminating information for CIF events; and partnering again with CIF on Global Jam events in Summerside. I attended meetings and provided feedback by email regarding a proposal by *RDÉE Île-du-Prince-Édouard Inc., le conseil de développement économique francophone provincial*, for a program to help integrate Francophone and Francophile students into the PEI workforce and society. PEI ANC also hosted a workshop given by a representative from the *Niveaux de compétence linguistique canadiens* (the French equivalent of CLBT); this was attended by about a dozen participants for Francophone, Acadian, and settlement organisations in PEI and New Brunswick.



## French Presentations in Schools

I presented with the author of the series 'Je viens de loin' at the national ACELF (*Association canadienne d'éducation de langue française*) conference in October. I also presented in several French immersion classrooms and at UPEI in conjunction with PEI ANC's Multicultural Education Program.

## French Conversation Circles

PEIANC offered free French conversation circles for the first time this year which I coordinated, following the Community Inclusion Program (CIP) model for English circles, enlisting the skills of a trained volunteer tutor, Sandy Crawford. These were a success and will be repeated this fall and spring with her assistance.

## Community Outreach Work

As a member of the Community Outreach Team, I have coordinated or been involved in organizing the following events from September 1st 2010 to August 31st 2011: Connecting Cultures through Culture, Mah Jong Tournament and Learning Day, Baraka Festival, Immigrant Women's Support Group events, Global Jams, Community Inclusion Program events,

Refugee Rights Day, and DiverseCity . I assisted as a liaison for the following events: Newcomer art exhibits at the Guild and Fanningbank, various Cultural Capitals of Canada events including 'Through Our Eyes' and 'Art in the Open'; *Fête de la musique*; the UPEI accessibility project, newcomers' sports day; the IWK Telethon; Parks Canada overnight camping for newcomers; the Queen Street and Downtown Farmers' Markets; and the Rick Hansen Relay.

Our annual street festival, DiverseCity, enjoyed sunshine for the 5<sup>th</sup> year in a row! Once again the feedback from all sides was glowing—the Community Outreach Team and other PEIANC staff, the volunteers (many of them Newcomers themselves) the performers, food vendors, and activity leaders all combined their efforts and talents to make this a huge success!

I continue to attend meetings of the Population Network and the Food Security Network (working group for Access to Safe Healthy and Culturally Appropriate Food) on behalf of PEIANC.

The Immigrant Women's Support Group (formerly and affectionately called 'Women's Happiness Group) funded by the Population Secretariat, continues to provide an important social and educational forum for immigrant women. The



DiverseCity 2011 was a huge success



women meet other immigrant and Canadian women, practice their English, become familiar with some activities and resources available in Charlottetown, and also are introduced to parts of the Island outside Charlottetown. On our contact list we have over 150 women with an average of 30 attending each event. Child-minding is also provided as needed. This year we have offered a wide variety of activities including a picnic potluck with outdoor games in the park, tea at the Lieutenant Governor's house, a horse-drawn wagon Halloween tour, Global Jam and Acadian dinner in Summerside, attending an Earth Day celebration, bowling, and crafts.

We received a grant and ran a LEAP project, "My Story, Your Story: A Story-Sharing Circle for Elder Newcomers", funded by the PEI Dept. of Tourism and Culture. We organised story-sharing circles from December to April with Island story-teller, David Weale, who facilitated groups of elder newcomers from the Bhutanese, Karen, Korean, Iranian and other cultures in sharing their stories with each other.

Global Jam continues to evolve as a meeting-point for newcomer and island musicians, dancers, and those who enjoy clapping their hands or moving their feet to an unpredictable cultural mix of music. The Jams in Charlottetown are organised by myself and a core group of musicians, while the ones in Summerside are organised in partnership with CIF, SSTA and Centre Belle-Alliance. Tomoko Craig was instrumental in the success of the earlier Summerside Jam Global, as were Fouad Haddad, Carole Mansour and Amir Hosseinzadeh for the Charlottetown jams. Thanks also to the Canada World Youth volunteers!

I was thrilled that the Canada World Youth program this year partnered with Indonesia, as this was where I went during my CWY days! I supervised the volunteers during their 3 month work placement at PEI ANC and involved them in the Food Security Network and Global Jam, among many other projects. The general feeling was that this was the best pair of participants that we have had working with us to date. They were wonderful! They were also thrilled with PEI ANC as a work placement and have stayed in touch with us. We will be hosting another pair of participants from the Indonesia-Canada program beginning October 4, 2011.

Finally, it was my pleasure to assist ISS during the Summer Program and PD days during the year.

## Immigrant Student Services Program

*Rocio McCallum (Coordinator), Brianne Peters, Heather Lea, Brad Murray, Nicole Li*

Immigrant Student Services (ISS) is the new name of our program. It was changed to better reflect the kind of services the program offers to immigrant students, their families, and their schools. Since the program was established, services have expanded to support youth and children not only in school, but at a community and recreational level as well. This approach is essential for the development of healthy and happy youth who can integrate into the school and wider communities.



PEI ANC Staff - Immigrant Student Services Team (L to R):  
Nicole Li  
Rocio MacCallum (Coordinator)  
Brianne Peters  
Brad Murray  
Heather Lea



The number of clients for the 2010-2011 school-year was 674 students from Kindergarten to Grade 12. During the summer months, 53 new student clients were added to this client list, with a new total of 727 clients for the reporting period.

In September 2010, Linda Wang was hired on a 16-week contract as an ISS Program Intake Worker. Funding for this position came from the Immigrant Work Experience Program developed by Skills PEI. Linda's contract was then extended for 3 more months. The need for an ISS Intake Worker was then acknowledged by our funders who financed a contract position to meet the needs of the ISS Program. Nicole Li was hired and she proven herself to be a great asset to the team, bringing not only her interpreter skills, but her joyful personality and hard work ethic.

The main objective of the ISS Program remains the same: To help immigrant students successfully integrate into the PEI school system through our work with Education staff, the students themselves, parents, and the community. The following are some of the services the ISS Program offered clients in order to achieve this goal:

### Intake Process

The Intake worker meets with the newcomer family to go over school information of the children. Upon intake, each of these clients is referred to the Department of Education's EAL/FAL Reception Center for language assessments. The intake worker then provides clients with the PEI Schools System Orientation presentation, and after this, students are registered at their respective schools.

### School Interventions

ISS workers are in frequent contact with school personnel and parents. They deal with issues that arise in school and that pertain to the academic, cultural, physical, social, and emotional well-being of the newcomer students.

Another big component of ISS work in schools is providing parents support with interpreting services for Parent-Teacher Interviews. Every year this represents a significant undertaking with many logistics, including contacting schools and families, scheduling interpreters, and participating at some of the interviews.

### Professional Development (PD) Days

Since January 2011, International Friendship Groups (IFGs) at ISS have been replaced by PD Days. Each school year, there are approximately 7 days that teachers attend professional development (PD) sessions resulting in school closures. This new service at PEI ANC was implemented to deal with the lack-of-space problems most schools are experiencing, which prevented them from hosting us in their schools on these days. On PD Days the ISS Program offers a full day of activities for students from grades K-6. This is quite popular amongst students and parents.



Kids enjoying themselves during the summer program

### YMCA Youth Exchange

Another successful YMCA Youth Exchange was carried out this year with the participation of twelve (12) immigrant children and two (2) ISS staff members. Thanks to the many fundraising events and the assistance of the YMCA, the PEI ANC group was able to travel to Toronto to visit their twin group, Tropicana Community Services based in Scarborough, Ontario. In turn PEI ANC hosted 12 Tropicana students and their 2 chaperones here in Charlottetown. Once again, this exchange proved to be an amazing experience for the ISS students, and we watched as they developed independence, interpersonal, communication, organizational, and leadership skills.

### Sports

The ISS program continues to promote 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, the Canadian Tire JumpStart Fund, and PEI ANC's TrueSport grant.

The ISS Program was a successful recipient of a \$5,000 grant from the General Mills Champions for Healthy Kids Program. This money will be used to improve the eating and physical activity patterns of youth and children throughout the remainder of the year. The ISS team also received a donation of brand new sport equipment from Sport Check's Power of Sport 4 Kids Program valued at more than \$50,000. This equipment is part of the ISS inventory for the equipment-sharing program.

The ISS team and our students sincerely appreciate the support that local organizations such as Mike Redmond at UPEI, Hockey PEI, PEI Soccer, Sport Check, etc. have given to help newcomer youth participate in sports by accommodating student's needs via schedules, facilities, fees and equipment donations.

## Summer Program

The ISS team held another successful and important Summer Program. For the first time in 8 years, the ages of the participants' groups was modified to better support families that need summer care. The two groups were Kindergarten to Grade 3 and Grade 4 to Grade 6. This change proved to be more challenging as young children require extra supports and attention. On the other hand, participants were very keen about learning from the educational components, attendance was higher than other years, and parents were very appreciative for the summer care.

The program took place in the large meeting space on the third floor of ANC where we have been for the past four years. Unfortunately, this is space continues to be a challenge for the program because reductions in the size of the room make it difficult to accommodate the same number of students as past years. We can only accept 50 kids in each school level group, and are pressed for space with that number.

Clients in grades 7 to 12 were offered a three-day overnight camping trip where they learned important Canadian wilderness survivor skills and about the environment.

## Girls' Group

The Girls Inc. Program was facilitated for the first time this year to a group of 19 immigrant and refugee girls aged 13-19 years old. It was a successful program developed and implemented to create a support network among female immigrant students and to address their diverse and complex needs. The themes included: Self-Esteem, Healthy Bodies, Nutrition, Bullying, Friendship Making, Dating, Sexuality, Family Dynamics, Careers and University, and Drugs and Alcohol. Cultural differences and experiences were respected and discussed alongside each of the topics. There was an overnight-trip to Moncton to reward their enthusiastic participation, and it was a valuable part of the overall experience.

The ISS Team appreciates the support of funders, community organization partners, and the public who allow us to provide these important services to our newcomer clientele. Other services we offer include: March Break Camp, youth engagement in community sponsored events, social events for Junior High and High School students, referrals to community support organizations, and others.



ISS Girl's Group



## Employment Assistance Service

*Jennifer Jeffrey (Coordinator), Lisa Hill, Adam Doucette, Amy MacLean, Dandan Wang*

There have been some changes to the PEI ANC Employment Assistance Service (EAS) Team this year. Due to the increasing number of clients looking for information on starting their own business here in PEI, we have received funding from the Population Secretariat for a new Self-Employment Counsellor position. This is a one-year pilot project and Adam Doucette began the position on August 8, 2011. This new program will offer assistance to people who want to open a business, invest in a business, or purchase a business on PEI.

We are also very excited to have a Mandarin-speaking Employment Counsellor on our team. Dandan Wang joined the PEI ANC on August 8th, 2011 and has proven to be a great asset to the Employment Team.

The Employment Assistance Service offered our standard Newcomer Employability Workshop Series (NEWS) in November 2010 and in April 2011. These workshops focus on job search and working in Canada. We developed a great relationship with Study Abroad Canada's Business Career class. We facilitated numerous workshops for this class including one on communication and networking. We also expanded our workshops to students and youth. We worked with the Immigrant Student Services program at the PEI ANC to deliver Youth Job Search Workshops to groups from area schools

and also delivered a career assessment workshop to the ISS Girls Group. In the coming year, we are planning to expand workshop delivery to youth as we feel this is the most efficient and effective way of meeting their needs.

### Client Contacts

There was an increase in our numbers this year compared to the period of September 1, 2009 to August 31, 2010. During this period of reporting for 2010/2011, there were 483 needs assessments (new clients), and 480 of these clients were case-managed. There were 227 clients employed in either full-time or part-time employment and 11 clients became self-employed.

There were 161 clients whom we assisted to enter into an education or training program last year, and 51 clients who obtained volunteer placements. We find the number of clients who are interested in volunteering has increased. It is a good way for people to stay in English school full-time while still participating in the community, gaining Canadian experience, practicing their English, and meeting new people. There were four clients who completed unpaid work placements.

We facilitated workshops for 160 clients this year. We covered the topics of job search, resumes, interview skills, and Canadian workplace culture. These workshops were conducted in-office and also in the LINC schools.



PEI ANC Staff - Employment Team (clockwise):  
 Amy MacLean (Employment Counsellor) (top left)  
 Carrie MacLean (IEHP Counsellor)  
 Lisa Hill (Employment Counsellor)  
 Belinda Woods (IEHP Counsellor - Summerside office)  
 Adam Doucette (Self-employment Counsellor)  
 Jennifer Jeffrey (Employment Coordinator)  
 Melanie Bailey (IEHP Program Coordinator)  
 Dandan Wang (Employment Counsellor)



## Highlights and Activities

The EAS staff attended numerous conferences over the year, including the ARAISA Settlement Conference, Canadian Association for Prior Learning Association (CAPLA) conference, Canadian Council for Refugees (CCR) annual conference, CANNEXUS Career Development conference, National Consultation on Career Development and Workforce Learning (NATCON) conference, Chinese Business Summit, PEI Career Development Association annual conference, and the Island Cultural Forum.

The staff also participated in a number of professional development opportunities to increase skills in employment counselling, writing, leadership and client service. We also took part in a number of local networking events and meetings, such as monthly Charlottetown Chamber of Commerce Business Networking Mixers, the Biz-2-Biz Expo, Immigration Task Force, Culture Connecting Cultures job fair, and EAS Queen's Quarterly meetings.

The whole EAS team looks forward to the year ahead, helping our clients find employment, and helping to improve retention and the economy of PEI.

## Internationally Educated Health Professionals Project

*Melanie Bailey, Carrie MacLean, Belinda Woods*

The PEI ANC Internationally Educated Health Professionals (IEHP) project moved from a year of transition and pilot projects into firmer footing through five-year funding from Health Canada. Our primary focus is on the development of integration and retention services to support IEHPs and their families in communities across PEI. Our intake forms and process have been adapted to include—in addition to discussions on licensing, education, and employment goals—all needs of our IEHPs.

We can all agree that the greatest recruitment efforts for IEHPs are not complete without retention services. The significance of supporting IEHPs and their families is seen most poignantly when a small community loses their Physician. Retention of health professionals, newcomers, and newcomer businesses are strategic priorities for the provincial government, and by working in close collaboration our efforts yield

greater results.

We are pleased to enter this new funding year in direct collaboration with the Department of Health and Wellness and the PEI Health Sector Council as we work to build PEI ANC services in the community, in the education system, and in places of employment through collaborative working groups and community engagement.

In addition to new integration and retention initiatives, we have been working with an average client base of 110 in Charlottetown and 25 in Summerside. We will be continuing the retention and integration work in Summerside and are initiating a similar program in Montague and Souris.

## Standard Services

### Individual Client Support

During this reporting period we've supported 948 client meetings and interventions and 110 meetings and presentations. We have continued to prepare clients for employment, to educate them on paths to licensure, to assist in applications for new educational programs, and to support what needs we can as IEHPs prepare for the PEI health field.

### Medical Exam Assistance

We have supported IEHP's preparing for Canadian medical exams through lending books and distributing practice exams. We have seen an increase in RN's, Physicians, and Specialists coming to the province and have been supported significantly by those newcomers already working in the field who provide invaluable advice to their fellow IEHPs. We continue to seek opportunities for new IEHPs to network, and have seen a few successful professional mentorships develop. We continue to work closely with ANC's Community Connections Program and hope to continue connecting experts with new IEHPs in the future.

## Class-Based Learning

### Orientation to the PEI and Canadian Healthcare System

For the third year our Orientation class was well attended. We involved new guest speakers from the healthcare system,



## Summerside Toolkit Project



Belinda Woods, IEHP Counsellor in Summerside, works out of PEI ANC's first satellite office

The significance of the retention and integration work in Summerside was clearly seen over the last year when all levels of government, community, employment, and education leaders worked together to organize and increase support for newcomers. The process and key outcomes of the Toolkit Project are outlined below:

### Planning (May - June, 2010)

- Consultation with Newcomers and Community Leaders
- Focus Group
- Planning Session

### Development (July - August, 2010)

- Created a welcome Corner for Newcomers at the Summerside Rotary Library
- Formed a Committee (Retention and Integration Committee for Health (RICH))
- Navigator position established to support IEHPs in Summerside
- Organized a project launch reception

### Implementation (September - February, 2010)

- Met newcomer health professionals and their families
- Developed community and workplace mentorship guides
- Organized and supported community and diversity events
- Recruited and matched EAL tutors and friendship matches

### Wrap-up (February - March, 2010)

- Documented all work, drafted a Summerside specific toolkit
- Organized an Islander Day Celebration in recognition of Island culture

### Sustained Services (April 2010 – ongoing)

- Continue meeting with IEHPs and making referrals for all other newcomers
- Summerside toolkit completed; Summerside contact brochure distributed
- Part-time retention and integration officer employed to meet face-to-face with IEHPs and families
- New office space provided by the City of Summerside

### Final Tally for Summerside

- 25 employed IEHP Physicians
- 13 employed Allied Health Professionals
- 32 general newcomers
- 39 stakeholders
- 20 volunteers
- Diversity training at schools and workplaces
- 2 major events organized for IEHPs and the community, with a total of 189 in attendance
- 2 well received Global Jam diversity celebrations, with over 300 in attendance
- 1 focus group, 1 planning session, and several advocacy meetings
- Numerous consultations and 9 committee meetings

further updated the course material, allowed additional time for discussion, and left the fall 2010 class feeling confident that each participant had a stronger grasp of the local health system.

There were 11 in attendance for 4 weeks, with 5 hours of instruction each week. This class continues to be a benefit to IEHPs by introducing them to the basics of the PEI and Canadian health care system.



## Montague, Souris Toolkit Project

The retention and integration work for IEHPs began in Montague and Souris in July-August 2011. Information was gathered by ANC IEHP staff through consultation and focus groups in each community. These discussions included: community leaders, newcomers, government agencies, employers, and leaders in health and education. Project direction will be based on the priorities and recommendations determined through these consultations and the best practices learned in Summerside. A project launch will take place in November in Souris to inform interested parties about the program's scope and objectives

The Retention project in Kings County will address:

- Workplace integration of IEHPs
- IEHP spousal and family support
- Employment assistance
- School-based integration of Newcomer children
- Multicultural education for schools and work sites
- Welcoming communities, services, and support needed for all newcomers

We are looking forward to seeing the growth of this project in the Kings County region, and all IEHP objectives throughout the next year.

## Community Connections Program

*Marilenne Ureña, Joe Byrne*

The Community Connections Program (CCP) fosters active and meaningful connections between newcomers and the community by offering a wide variety of volunteer-based services to our clients, as well as volunteer opportunities for members of the local community. CCP also works with several other PEI ANC programs including Internationally Educated Health Professionals (IEHP), Multicultural Education Program (MEP) and Immigrant Student Services (ISS). CCP is part of the Community Outreach Team (COT). This past year CCP played a key role in DiverseCity multicultural street festival, and participated on the steering committee for the pilot project on retention of IEHPs in Summerside.

Over the year CCP had consistent levels of involvement in both volunteers registered and clients served. Every newcomer client has the opportunity to register for a CCP match and social events. Program delivery continues to be very consistent. Marilenne Ureña is the Community Connections supervisor with responsibility for the Community Inclusion Program and the Holiday Host Program, in addition to administration and supervision. Joe Byrne coordinates the EAL Tutor Program. (Special thanks are extended to Valerie Fitzpatrick who coordinated the EAL Program while Joe Byrne was on leave.)



PEI ANC Staff - Community Outreach Team (L to R):  
Greg Anderson (MEP)  
Yvette Doucette (Information Officer)  
Marilenne Ureña (CCP)  
Nancy Clement (FSP)  
Lisa Dollar (MEP)  
Joe Byrne (CCP)



## Statistical Review of Volunteers and Matches

From September 1, 2010 to August 31, 2011 a total of (126) volunteers were active in the Community Connections Program. The breakdown is as follows:

- 40 Community Inclusion Program (CIP) Volunteers
- 78 English-as-an-Additional-Language (EAL) Volunteer Tutors
- 8 Holiday Host Volunteers

### Clients

- 231 newcomers were added to those waiting to be matched
  - 54 in Community Inclusion
  - 177 in EAL Tutoring
- 144 clients currently on the waiting list
  - 31 in Community Inclusion
  - 113 in EAL Tutoring
- 187 clients were matched
  - 51 in Community Inclusion
  - 138 in EAL Tutoring

### Volunteers

- 116 volunteers are currently providing program support
  - 44 for Community Inclusion
  - 72 for EAL Tutoring

Two hundred and thirty-one (231) newcomers were added to the list to receive volunteer services during this period and the waiting list continues to grow. Demand continues to be high for EAL tutor volunteers while the waiting list for Community Inclusion volunteers remained stable through the year. The EAL tutoring program continues to be a popular volunteer opportunity, running two full in-class training sessions through the year. The new option for on-line training is getting used well and has allowed a number of volunteers to engage in the EAL program in less than two-weeks. A yearly EAL Tutor Forum is offered to strengthen volunteers' teaching skills.

With the help of two office volunteers, we contacted every EAL volunteer who has been with the program since the beginning in 2006. This led to a number of former volunteers re-integrating into the program.

## CCP Promotions

The CCP Program was promoted at various times during the year through media support from CBC TV/Radio, K-Rock and Ocean Radio, the Buzz entertainment guide, and The Guardian newspaper. For the next year we will be requesting specific promotional budget for our various activities. The quarterly newsletter, The Connector, is published and sent out to all clients.

Presentations were delivered at various Island organizations such as PEI Seniors' Federation, Seniors' Active Living Centre, PEI Retired Teachers' Federation, Baptist Church in Cornwall, and the Rotary Clubs of Stratford and Charlottetown.

CCP Information booths and displays were set up at the Stratford Community Expo, UPEI Community Connector Fair, PEI Teachers' Federation-Convention, Holland College Fall Volunteer Expo, Senior Citizen's General Meeting, Islander Day Event, Summerside RICH Committee, and Summerside Family Expo.

## CCP Events

Eight CCP Events were held over this twelve month period. These events involve 50-100+ newcomers and volunteers and are coordinated with community partners. These are the primary way to bring larger groups of newcomers and volunteers together. This year's events included:

- "Experience Charlottetown's POW WOW 2010" in September
- UPEI Culture Sharing Day in November
- Skiing and Tubing at Brookvale Nordic Centre in January
- Mah-Jong Tournament in January
- UPEI Hockey Game Night in January
- Volunteer Appreciation 2011: Caribbean Breeze Night in May
- Family Tennis Day in Charlottetown in May in collaboration with Tennis PEI



- Family Tennis Day in Summerside in June in collaboration with Tennis PEI
- Exploring PEI's National Parks: Greenwich in July



Winter fun in Brookvale

## CCP 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 on-line training was available. Together forty-seven (47) volunteers received this training and over one hundred clients have benefited from the commitment and dedication of EAL volunteers.

Regular Conversation Circles continue to be offered to newcomers with a wide range of English speaking ability. Twenty-seven (27) 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 teaching space for volunteers. Traffic continues to increase, print resources are constantly expanding and Rosetta Stone is being consistently used on the available computers.

UPEI donated season tickets for varsity sporting events to all newcomer clients and CCP volunteers. Two events were organized: one was a basketball game in November and the other was a hockey game in January both of which included trans-

portation and tickets to a UPEI Panther's game.

The Holiday Host Program was a popular activity for clients and new volunteers once again. Eight (8) Host and immigrant families enjoyed dinner together over the holidays. This is a great opportunity for first-time volunteers to become involved with PEI ANC.

The connection developed with Timothy's World Coffee contributed significantly to increasing the profile of the Community Inclusion Program and recruiting new CIP volunteers. Timothy's provides free coffee/tea to new CIP matches for six months. Coffee Connecting Cultures was a promotional event organized in October 2010 and it generated almost 25 matches, more than any other single event.

Several of our partners from past years continue to provide programming support; these include Parks Canada, UPEI Athletics, and the Confederation Centre Public Library. CCP also continues to receive support from some of the local business community including Trius Tours, Confederation Court Mall, Brookfield Ski Park, Tennis PEI, Timothy's World Coffee, the PEI Retired Teachers Association, the PEI Senior's Federation, and the Murphy's Community Centre. New connections were made with WUSC-UPEI, the Atlantic Council for International Cooperation, and Islanders-By-Choice Alliance. The reach and scope of the CCP Program would not be possible without these partners. We look forward to another full year providing these services to newcomers to PEI.

## Multicultural Education Program

*Lisa Dollar, Greg Anderson*

### Program Presentations

The Multicultural Education Program (MEP) aims to create a more welcoming environment for newcomers. The program continues to make significant progress in the delivery of presentations. Throughout the period of September 2010 to August 2011, the two MEP workers delivered over 300 presentations to audiences totaling more than 6,000 people.

MEP maintains its strong presence in the school system across the province, and continues to be invited into schools from the very eastern part of the province to West Prince. We have also broadened our program to reach more busi-



nesses, government departments, and community groups. A major accomplishment for MEP over the past year was its work with health organizations across PEI. We facilitated five full-day workshops to healthcare workers, and many more presentations to other health organizations, such as nursing homes, hospital units, and dental hygienists. This is a significant achievement, as it is extremely important for healthcare workers, all of whom are likely to work with newcomer clients, to have an understanding of cultural diversity to improve communication and to create inclusive environments.

The Multicultural Education Program's training has also proven to be valuable for organizations that are integrating newcomers within their workforce. We have delivered several training sessions to help the staff better integrate newcomers as part of their team.

MEP was also able to reach a large portion of the business community through the Chambers of Commerce. We presented to the Greater Summerside Chamber and the Greater Charlottetown Area Chamber. It is encouraging to gain the interest of the business community to learn more about newcomers, so that they can see the value in integrating them into their workforce, as well as to serve them better as clients.

## Program Development

The past year has been extremely productive for presentation development to educate newcomers on life in Canada, and to educate Islanders on newcomers' cultures.

The Multicultural Education Program developed a presentation on Canadian culture for newcomers. This presentation is proving to be quite valuable to clients, as they experience a huge learning curve coming into a different way of life on Prince Edward Island. MEP offered this presentation to the schools that provide Language Instruction for Newcomers to Canada (LINC), Holland College, and Study Abroad. The presentation was developed primarily using visual images, so that even students in the beginner levels of English language classes can understand the messages within the presentation.

MEP has also partnered with PEI ANC's IEHP program to offer the presentation on Canadian culture within its physician orientation.

Throughout the past year, the newcomer culture presenta-

tions have expanded quite significantly. As of August 2011, we had five newcomers signed up to speak to groups and present information about their culture. This is a great way for newcomers to be involved in the community and meet new people. It is beneficial for both parties. Talking about one's culture promotes a sense of belonging within the community, and organizations and the broader Island community learn more about multiculturalism. These presentations also give newcomers the opportunity to develop their presentation skills, confidence, and experience in front of a Canadian audience.

MEP continues to play an active role in PEI ANC's Community Outreach Team (COT). Some of the main activities we are involved in are DiverseCity, Refugee Rights Day, and Volunteer Appreciation Night, as well as other events that COT hosts throughout the year. MEP also assists the Immigrant Student Services team two-days per week during the summer months while the youth summer program is taking place, and on PD days throughout the school year.

## Looking Ahead

The Multicultural Education Program will continue to focus on providing presentations to businesses and community organizations. It is becoming evident to businesses that they need to understand the new client base of newcomers in order to serve them better and be competitive. Island businesses are also beginning to understand that their programs and service delivery need to be representative of the changing



Multicultural activities at the Confederation Centre Library plaza at DiverseCity 2011



demographics. The Multicultural Education Program aims to provide these organizations with resources and training to help them better integrate newcomers.

We also see the value in working directly with newcomers, via presentations to educate them and also to provide them with the opportunity to educate our communities. So, while we will continue our work in schools and offering our training to organizations, we will also promote the opportunities to work with our clients and to develop and maintain other partnerships within the community.

We are excited about the growth we have experienced in the Multicultural Education Program across Prince Edward Island, and we will strive to create more bridges between our clients and our Island communities in the year ahead.

## Communications

*Yvette Doucette*

I joined PEI ANC staff on May 3rd, 2011 as Information Officer. Following the success and wonderful personality of Rosalie Murphy was indeed a challenge. She was well-loved and much missed. However, I am incredibly lucky to work with a dedicated, caring, dynamic team of professionals, who welcomed me and supported my learning curve. Nancy Clement was especially helpful showing me the ropes and covering my back with all things DiverseCity. The major project during my first two months at PEI ANC was assisting with DiverseCity festival. And what an amazing event! The whole affair was a great trial-by-fire. At festival's end I put together a comprehensive binder of everything for Diversity for next year.

Another person I work closely with is Beti Andric of GoldNet Smart Technologies. With her assistance and training I have taken over most website posting work. I also assist with ongoing website updates in the news and events section and provide content for permanent content pages, as well as helping to add information to the online Guide for Newcomers to PEI, Canada. I was helpful in illustrating the need for a sixth language (Persian) on the PEI ANC website, and this is just getting underway with Guide translation happening first.

On the day-to-day I assist staff and our Executive Director with writing, editing, 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 and posters announcing PEI ANC events and activities. I also assist with art-directing and updating program brochures.

I answer 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.

I wrote the RFP for the recent space consultation and participated as a member of the steering committee due to my past experience as a consultant and partner in The IRIS Group. I am a member of the PEI ANC committee to create a welcoming area for newcomers in our reception space (WORC committee), the Immigrant Student Video Project steering committee, the Immigrant Women's Support Group, and the



Yvette Doucette with Aritho Amfoubalela MC-ing at DiverseCity 2011



IEHP committee working in Souris and Montague to support newcomer IEHPs.

As part of the Community Outreach Team (COT) I have assisted in organizing and promoting a number of events including Community Connection's Beach Day at Greenwich,

Fun Day at Orwell Corner Historic Village, Coffee Connecting Cultures, Cultures Connecting Through Culture, and events in Summerside at Arlington Orchards, and more.

I enjoy my work at the PEI Association for Newcomers to Canada immensely and look forward to the year ahead.



Asian dancers at DiverseCity 2011



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Halloween 2011 at PEI ANC