

DIVERSEcity Community Resources Society

# Annual Report

2013-2014

36th Annual General Meeting

Building Tomorrow



**DIVERSE***city*  
community resources society



November 25, 2014

## Message from the President



DIVERSEcity Community Resources Society – “we’re not a single story” - underscores the theme that has emerged from the very beginnings of this Society and one which has not resonated so loudly as it has during the past year.

As we continue to change our mindsets to reflect that we are living in a global village with almost virtually instantaneous cause and effect relationships, we open our doors knowing that every person has a story to tell. Those stories are what makes DIVERSEcity flourish. This past year was the affirmation year that DIVERSEcity is here to hear those stories and create an inclusive, well-connected community that represents the fabric of what this nation is built on. Educating the greater community on the values of diversity and the advantages of different perspectives continues to be a goal of the Society. Drawing on our years of service to the community and our niche programs is the moving force behind the construction of our new community campus.

I would like to take this opportunity to thank all of our stakeholders – funders, community partners, members of the Society, staff, management and volunteers – for their continued commitment to the agency.

I would also like to recognize our Board of Directors, who volunteer their time to ensure the agency accomplishes its mission and moves forward with a renewed purpose to create a landscape where we are a part of a connected community that wants to hear your story.

*Shara Nixon*  
*President, Board of Directors*

## Message from Chief Executive Officer

Welcome to the 36th Annual General Meeting of DIVERSEcity Community Resources Society. It has been a year of growth and transition for the Society, set against an ever-changing funding landscape.

2013-14 marked the strongest year in the Society's history with respect to grants and contribution revenues. This also marked the end of an era of namely provincially funded settlement programs. The transitions didn't end just with funding changes but rather were the start of many other changes within the Society. The Society successfully secured the purchase of land in its longstanding footprint in the heart of Newton, Surrey. This purchase was significant on many levels as it provided a beacon of stability for the Society as it begins its endeavor of finally realizing the dream of securing a home base within the community it serves. Construction is now well under way and we hope to open the doors to the community in the Spring of 2015.

The submission of the Call for Proposals to Citizenship and Immigration Canada marked a significant milestone during this past fiscal year. Funding under this proposal represented approximately 75% of the Society's revenues and the entire management team of the Society worked tremendously hard alongside our community partners to put forth high quality bids which would subsequently result in maintaining the vast majority of our funding that the Society had continued to operate with under the Province of BC but with much more stringent accountability and reporting requirements. The changes associated with operating with federal funding were just only being realized towards the tail end of the fiscal year during negotiations and served to set the new era not for profits and other federally funded areas of the community social services sector are going to face.

I would like to acknowledge my incredibly dedicated and talented executive team, management team, staff and volunteers. You truly made this transformative year dynamic and vigorously sought out the opportunities in the face of daunting challenges.

To the Board of Directors at DIVERSEcity, I thank you for standing by the Society during its' most challenging and difficult times. It speaks volumes to have committed and dedicated Directors who are willing to make the necessary decisions in order to guide the Society forward to a new era where resiliency and perseverance meet with new opportunities and new horizons.

*Neelam Sahota  
Chief Executive Officer*



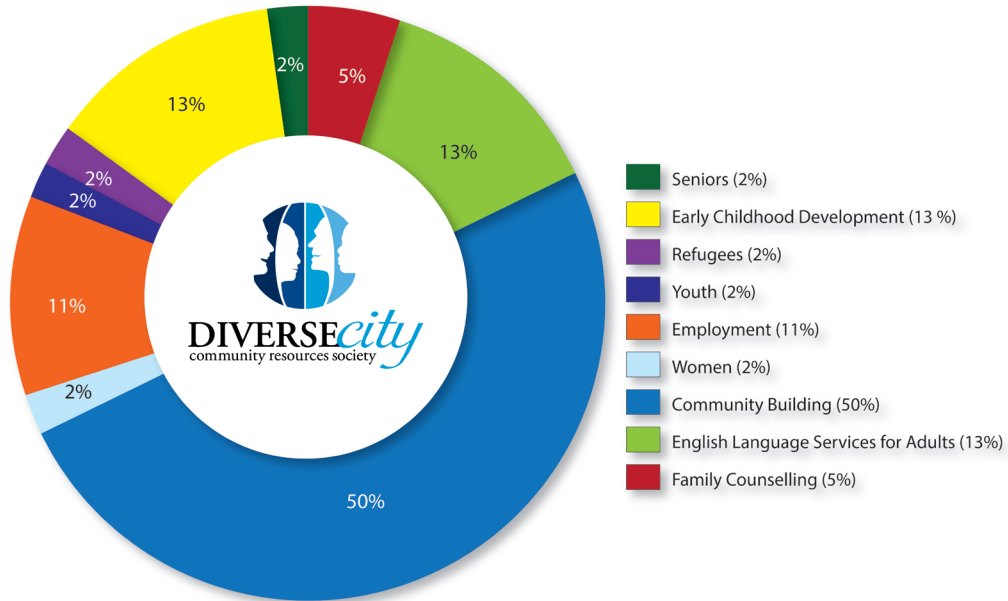


## Community Development Department' Computer Class Clients





## Spectrum of Services 2013-2014



# Vancity



**Myrick Caramoto**  
*Microloan Program Client  
 Working at Vancity*

## Summary of Year April 1, 2013 – March 31, 2014

This past year can be characterized by uncertainty and change for the Career Services department. The uncertainty of the BC-Canada Job Fund and its late signing in the spring of 2014 impacted the continuity of services and resulted in the late start of one DIVERSEcity program (Future Leaders) and the winding down of another (Job Options). Despite unexpected absences of department managers, multiple interim program managers, and a site move, the Career Services team continued to assist immigrant job seekers learn about the Canadian labour market, explore educational and training opportunities and prepare them to enter/re-enter the Canadian workforce. The department also launched a new name as of April 1, 2014 – Employment Services.

The unexpected death of one of the team's long-term staff – Maria Celaje – was a sad and sobering incident that those who worked with her will never forget.

Our partnership with the WorkBC program (or Employment Program of BC, EPBC) continued with the Fleetwood/Guildford and Whalley WorkBC Centres, but our partnership with the South Surrey Centre ended December 2013. As part of our partnership, DIVERSEcity continued to deliver services at its Newton offices, serving 90 Fleetwood/Guildford clients this year. The Immigrant Trades Training Initiative (ITTI), Microloans and Future Leaders programs were all successful in meeting targets for the year. The programs collectively served 296 clients this year.

All DIVERSEcity's Career Services programs are specially designed for immigrants facing multiple barriers to employment such as English language, foreign credentials, lack of Canadian work experience and cultural differences and settlement issues. A one-day 4th Immigrant Professionals Conference was held in partnership with Immigrant Services Society and MOSAIC in February 2014 to support internationally trained professionals' path to employment success.

### Impact of Career Services Programs

The ITTI program supported clients to challenge the Red Seal exam with high pass rates, empowering immigrants in skilled trades to upgrade & become eligible to higher positions with higher compensation. With the shortage of skilled workers in trades, the ITTI program has developed strong relationships with the employers in the sector & supported them in their recruitment challenges. DIVERSEcity has strengthened its expertise in helping immigrant clients with trades background with apprenticeship placement.

The Microloans Program provided 17 immigrants with funds between d \$500 to \$6000 to buy tools, start a home based business or fulfill their educational goals. It provided newcomers to Canada, who do not have any credit history, the ability to increase their likelihood of getting into an income-generating activity.

The Future Leaders program provided multi-barriered youth (ages 15 - 30) the support and guidance needed to obtain a job in Canada which opens doors for these youth, including: starting or continuing their education, facilitating their integration into the Canadian way of life, and helping to improve English language skills. The program also provided local businesses that have recruitment needs, with young employees who are highly motivated and who are prime candidates for becoming loyal, long-term employees.

The Job Options Program was successful in providing services to 29 participants - 45% above our target. Among the 29 participants enrolled, 20 of them acquired short-term skills training referrals and support, 22 found regular paid employment shortly after completing the program, 3 engaged in volunteer work placement, and 1 returned to school to pursue further education.

### Summary of Highlights

- EPBC at Newton itinerant site: 90 clients served
- ITTI: 125 clients served (100% of the contract target)

*"Our future growth relies on competitiveness and innovation, skills and productivity... and these in turn rely on the skills training of our people."*

**-Julia Gillard**





**Grace Wu**

*Trainee Chef*

*ITTI's Client*

*Working at Pan Pacific Hotel*

- Future Leaders: 44 youth graduates (100% target of the contract target) and 43 students were employed
- Microloans: 17 clients assisted in making loan applications to Vancity with a success rate of 90% of these applications being approved totaling \$ 55,820
- Job Options: Program ended serving 29 clients through two sessions this year.
- The 4th Immigrant Professionals Conference was successfully held in February 2014 with the participation of 456 delegates.

### **Acknowledgments**

Thank you to our funders: Industry Training Authority, Service Canada, VanCity Credit Union, Pacific Community Resources Society and Options Community Services Society and the over 50 employers that we worked with this year.

Thank you to the DIVERSEcity managers who stepped up this year to manage Career Services programs on an interim basis. Thank you to DIVERSEcity's program staff for their support in making effective referrals and ultimately supporting successful client outcomes. And finally a BIG thank you to the Career Services staff for their commitment to service excellence!

## Career Services Department's Future Leader Program Clients



DIVERSEcity  
Francophone  
Settlement maintained  
strong partnerships  
with francophone  
agencies.  
There has been  
increased positive  
cohesiveness within  
the Francophone  
community service  
providers.

### Summary of Year April 1, 2013 – March 31, 2014

This year brought many changes to the Community Development Department including a name-change to Settlement and Community Programs. The department's main service contract, Settlement & Integration Program (SIP) ended March 31, 2014 as settlement services were to be repatriated to the control of Citizenship and Immigration Canada (CIC) on April 1, 2014. The SIP contract, in its final year under the provincial contract, continued its successful implementation and enhanced partnerships in the community with other settlement and community agencies, schools, colleges, the City of Surrey, and Surrey Libraries. Similarly, DIVERSEcity continued to provide settlement to Francophone clients from Congo, Cameroon, Belgium, Kenya and other countries. Unique client targets for Francophone service were exceeded under the provincial Ministry contract.

DIVERSEcity's VIPP Moving Ahead program completed the Ministry contract on March 31, 2014. The 2013-14 year was the final year of transition in the repatriation of settlement services back to CIC, and the continuation of funding for the VIPP Moving Ahead Program was uncertain initially. CIC did announce that funding for this service model would be continued for the next two years (2014-2016) in order to further evaluate the model to determine its future under CIC's National Settlement Program. DIVERSEcity has continued its successful partnership with the B.C. VIPP Alliance, a community table comprised of the various Moving Ahead contracts throughout the Province.

The Surrey New Canadian Clinic at DIVERSEcity, an initiative in partnership with the Fraser Health Authority to provide primary health care to refugees relocated from DIVERSEcity's Newton site to the Jim Pattison Outpatient Care and Surgery Centre in February 2014.

The new Better at Home program launched at DIVERSEcity in April 2013 and continued to provide support to seniors formerly part of the CASI program living in the Newton neighbourhood. The Food Security Kitchen Garden (FSKG) program was successful in securing annual funding from BC Gaming and is in the first year of a three year funding cycle with the United Way of the Lower Mainland. Community partners continue to grow along with the program. In December 2013, funding from the Real Estate Foundation B.C., matching funding from Vancity and Vancity Foundation, was secured to support the implementation of a new community garden program. The funding includes a research in practice component. The "Growing Roots" Community Garden is located



at Lionel Courchene Park in Surrey. We look forward to seeing both gardens along with the community kitchens continue to flourish and assist children, youth, families and seniors in learning, making connections and in addressing their unique food security needs.

### Impact of Community Development Programs

The Settlement and Integration Program continued to provide needed first language and integration services through an integrated model to specialized target groups and programs, namely: Host Mentorship Program, Youth Integration Program, Young Adults Towards Success Program, and Seniors Integration Program, Guided Pathways - a case management structure for clients whose settlement needs were more complex and required a more enhanced service model.

DIVERSEcity Francophone Settlement maintained strong partnerships with francophone agencies i.e. Association Francophone du Surrey, Canadian Haitian Cultural Society, BC Association of Cameroonians, and Collège Éducacentre, Afro-Canadian Pos Net BC, through sharing space at DIVERSEcity for workshops, activities, etc. and maintaining membership at community tables. There has been increased positive cohesiveness within the Francophone community of service providers.

The Moving Ahead partnership with Options Community Services Society, Pacific Community Resources Society and Langley Community Services Society was highly successful and demonstrated how a collaborative, consultative model is possible and ultimately supports clients in a holistic manner through shared resources.

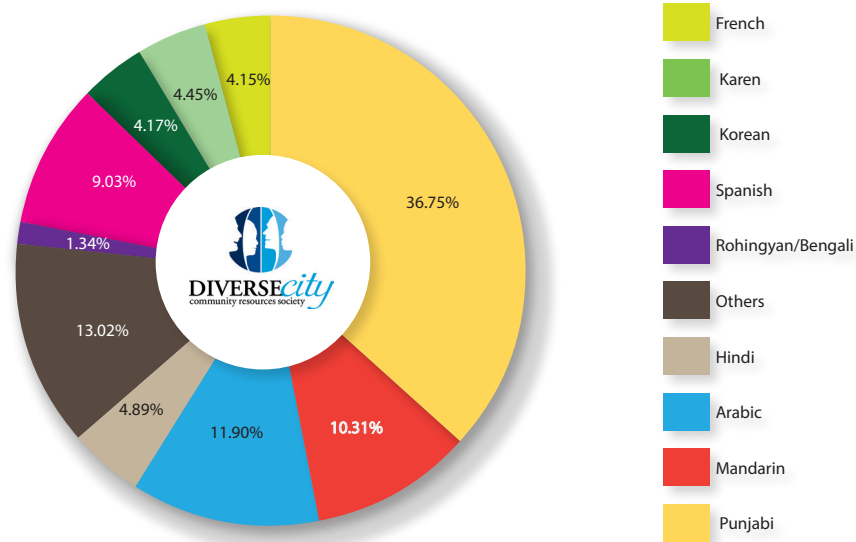
Fraser Health Authority's decision to relocate the Surrey New Canadian Clinic to the Jim Pattison Outpatient Centre was aimed at supporting the transition of these vulnerable patients with refugee experience to other health services available at the Outpatient Centre. The hope is that by co-locating services, the transition to other services will be more successfully made by these patients and at the same time will allow for these auxiliary services to build capacity to

*"We need to give each other the space to grow, to be ourselves, to exercise our diversity. We need to give each other space so that we may both give and receive such beautiful things as ideas, openness, dignity, joy, healing, and inclusion."*

*-Max de Pree*

*Settlement & Community Development*

**10 most frequent first languages spoken by clients 2013-2014**



serve these vulnerable patients.

The Newton Better at Home program implemented a strategy to better engage the large ethnic senior population in the neighbourhood. This year, the inclusion of contractors to support service provision has also boosted program capacity and reach. In addition, the program has collaborated with other Surrey Better at Home sites quarterly to build upon best practices.

Food Security secured 11 Memorandum of Understanding with community partners for kitchen sites. On a monthly basis, the Community Kitchen provides targeted programming to seniors, mothers with children aged 0 to 6 years and with children aged 6 to 12 delivers activities in partnership in various community settings and children's camps.

Hazelnut Meadows Community Garden has all 60 plots assigned and has delivered adult, children's and seniors workshops, along with additional work party activities. A Garden Opening and Harvest Celebration were held. Over 20 different language groups and cultures are represented in the FSKG program on a regular basis. Food and growing food are two great unifiers. Families, adults, youth, children aged 6 to 12 years and parents with children aged 0 to 6 years increased skills, food security, independence and community access.

### Summary of Highlights

- Settlement & Integration Program served 5244 clients in this year (97% of the annual target).
- The short-term courses offered by DIVERSEcity and our SIP partner, YMCA of Greater Vancouver, were all successful, especially the Senior's Computer Courses, Youth Integration Courses, Citizenship and Civic Engagement Course, and Women's Empowerment Course.
- Collaborated with Surrey Settlement Workers in Schools (SWIS) for two staff training sessions.
- DIVERSEcity co-hosted the City's annual World Refugee Day event in partnership with the City of Surrey, Options Community Services Society, PICS and SUCCESS.
- DIVERSEcity assisted in the planning and participation with Francophone Welcome Day and is featured on the Fédération des francophone de la Colombie-Britannique website.

The VIPP Moving Ahead Program provided 599 clients with case managed wrap around planning and support over 43,719 contract hours.





- The VIPP Moving Ahead Program provided 599 clients with case managed wrap around planning and support over 43, 719 contract hours, achieving 98 % of the unique client target projection and 100% of the programming
- All VIPP Moving Ahead literacy classes were full, with a waitlist and clients are experiencing great success
- Provided successful 3 month practicum with Vancouver Community College 7th semester Nursing students who will go on to work in a refugee camp in Bangladesh.
- The Surrey New Canadian Clinic was successfully re-located with minimal disruption of service to mutual refugee clients.
- The new Better at Home program successfully recruited 100 new senior clients and provided over 800 services this year.
- At December 31, 2013, the Food Security Kitchen program had served 1139 clients with 3806 contacts or service points being made.
- Funding for a second Community Garden

### Acknowledgements

- City of Surrey Sustainability Department for supporting food security initiatives and partnering on the Real Estate Foundation of B.C. and Vancity proposal for the Growing Roots Garden.
- To our formal service delivery partners and our other numerous community partners.
- To staff who are the heart, face and energy of all our endeavours.

• The new Better at Home program successfully recruited 100 new senior clients and provided over 800 services this year.

• At December 31, 2013, the Food Security Kitchen program had served 1139 clients with 3806 contacts or service points being made.

Through language classes conducted in a settlement context, clients increased their English language ability and continued on their path to employment, the fulfillment of personal goals and citizenship.

### **Summary of Year April 1, 2013 – March 31, 2014**

Language training was to be repatriated to the control of the federal government on April 1, 2014. Many personnel changes in management prompted managers to take on additional responsibilities to facilitate the continued smooth delivery of services.

Delays of the federal language contract made it difficult to plan and added to the feeling of uncertainty for clients and employees. As the end of the provincial contract approached, new clients could not be registered and employees were offered lay-offs to meet labour law requirements in anticipation of further delays in the decision making process. In March, the details of the contract were confirmed and the real work began.

Throughout the year, DIVERSEcity conducted English language tests in partnership with Paragon Testing. The Canadian English Language Proficiency Index Program (CELPIP) test provided proof of language fluency for admission to post-secondary or in support of application for citizenship. Changes to citizenship requirements saw an increase in the demand for tests and in response, DIVERSEcity added additional test sessions.

### **Impact of Language Programs**

The English Language Services for Adults (ELSA) program drew large numbers of clients looking for English language training from DIVERSEcity. Through language classes conducted in a settlement context, clients increased their English language ability and continued on their path to employment, the fulfillment of personal goals and citizenship.

Clients wishing to meet English language requirements for Canadian citizenship added to our already long waitlist for classes and increased demand for testing and certification. DIVERSEcity partnered with Paragon Testing to offer a fee-for-service English language certification recognized by the federal government in support of citizenship applications. This increased the options for clients



### Summary of Highlights

- 302 clients in class each day on average
- 17 classes offered morning, afternoon and evening in 2 locations
- 29 volunteers facilitated 869 hours of classroom conversation
- 1,618 clients served in CELPIP

### Acknowledgements

The program name and the government body funding the program may change, but one constant is the dedication of those involved in working with immigrants at DIVERSEcity. Our volunteers exemplify this caring, commitment for others. They have assisted and supported new Canadians to learn the language and feel welcome in Canada. Thank you!

***"To exist is to change, to change is to mature, to mature is to go on creating oneself endlessly."***

***-Henri Bergson***

Family Services maintained a client centered approach by offering flexible hours of service, diverse service options including outreach, and intra-agency referrals. In total, over 1500 individuals benefitted from the various services.

### Summary of Year April 1, 2013 – March 31, 2014

Family Services continued to meet the needs of our community members; both clients and developing practitioners who choose DIVERSEcity as a practicum experience. We welcomed students from the Adler School of Psychology, City University, and Trinity Western University and mentored them in their pursuit of careers in the counselling field.

We continued to develop and maintain valuable and productive relationships with other service providers and both regional and provincial government agencies. Through these relationships and by working together we were able to strengthen our community.

2013-2014 brought some changes in staffing – a new Clinical Supervisor was hired to provide oversight on clinical practice and support the team in meeting the needs of clients. There were also some changes in management this year. Unfortunately, while we maintained the integrity of our core services, there were two services that came to an end at the end of March, 2014; the Refugee Trauma Support Project- Peer Support Program and the Grief and Trauma program as a result of the funding repatriation to Citizenship and Immigration Canada from the Province of B.C.

### Impact of Family Services

Family Services maintained a client centered approach by offering flexible hours of service, diverse service options including outreach, and intra-agency referrals. In total, over 1500 individuals benefitted from the various services: Substance Use Counselling and Life Skill & Addiction Group, HIV Program: Transmit Knowledge, Not HIV, Child and Youth Mental Health, Children Who Witness Abuse, Stopping the Violence, Relationship Violence Prevention, Family Counselling, Grief & Trauma Information & Support Services, Refugee Peer Support Project, School's Out- Power Hour, Child and Youth Empowerment Camp and Seniors Programs.

These programs, while they varied in focus, often worked in tandem to meet the needs of children, youth, and families. Intra-agency referrals resulted in strengthened support and acknowledgement of the complex needs of the clients. In addition, DIVERSEcity received funding and delivered the following Early Childhood Development (ECD) services this year. Much of the ECD funding available provincially and through local organizations is based on the Early Development Instrument (EDI) results, which are based on assessment of Kindergarten

## Family Services Department

aged children.

- **Outreach and Multicultural Programming (UWLM)** – an ECD program targeting the Punjabi, Hindi, Urdu, Vietnamese, and English speaking populations.
- **Make Children First (MCFD)** – a complementary ECD program, which targets Vietnamese, Somali, and Farsi speaking clients.
- **CAPC- Impact Program:** The goal of the Community Action Program for Children (CAPC) is to provide comprehensive, culturally appropriate prevention and early intervention programs to promote the health and social development of children (0-6 years) and their families facing conditions of risk.

### Summary of Highlights

- Representation on the House of Commons' Standing Committee on Citizenship and Immigration study entitled "Strengthening the Protection of Women in our Immigration System"
- Participation in various community based committees committed to enhancing services to children, youth and families
- Various multi-lingual radio show interviews
- Drinking & Driving Prevention workshops to over 120 students
- Educational & Wellness Workshops for seniors; Elder Abuse, Stress Management, Boundary Setting, Anger Management, End of Life Planning, etc.
- The HIV program significantly exceeded expectations with the number of individuals tested for HIV
- The School's Out program expanded from 4 schools to 6, adding a second school in the North Surrey region which was identified as a region in need of such services
- Several successful group programs have run throughout the year, including a Women's Self- Care & Empowerment Group and a drop-in Substance Use Group on Sundays

### Acknowledgements

The majority of Family Services staff, upon reflection on the past year, highlighted experiences when clients were supported beyond traditional means and when clients demonstrated an increase in their confidence and self-reliance. It is both the combination of staff dedication and client resilience that, when combined, allowed for growth and personal success!

*"Justice will not be served until those who are unaffected are as outraged as those who are."*

*-Benjamin Franklin-*



- Computer Training (32)
- Interpretation Training (31)
- Cashier/ Customer Service (164)
- Bank Teller (56)
- Simply Accounting (34)
- Accent Reduction (21)

Skills Training Centre-April, 1 2013 – March 31, 2014

The Skills Training Centre has been empowering immigrants by supporting them with training tailored to workforce needs.

The fiscal year of 2013/2014 has been highly successful year as we served over 330 clients through over 40 conducted training sessions. Enrollments grew by 10% through targeted marketing efforts and strong relationships with referring agencies.

Research is ongoing to implement further targeted training programs to meet the growing needs of our clients for employment focused training.

Training 2013-2014	# of Clients Served 2013-2014	# of Clients Served 2012-2013
Accent Reduction	21	16
Simply Accounting	34	30
Bank Teller	56	64
Cashier/ Customer Service	164	181
Interpretation Training	31	25
Computer Training	32	0

### Summary of Highlights - April 1, 2013 – March 31, 2014

This year saw continued growth and expansion in our Interpretation & Translation Store with revenues increasing by over 20% and language support services provided to over 5000 clients. This growth was driven by expansion in the use of our services by our major contract customers and by our distinctive capabilities in the provision of rare language interpretation in key areas within the health, social services and legal sectors.

With continued growth over the last several years, the Interpretation & Translation Store has established itself as one of the leading service providers of face to face interpretation services in the lower mainland market.

In the past year, the Interpretation & Translation Store has continued to enhance its capabilities and capacity including the hiring of 20 new interpreters, streamlining processes, providing on-going training and development for interpreters and developing the technical specifications for systems development to automate its assignment and financial processes.

The Interpretation & Translation Store has achieved significant progress over the last year in creating a strong foundation for continued growth and expansion in this rapidly growing marketplace.



**Maria Devers**  
*Interpreter*  
*Since 1999*



# First Steps Program

## clients served in 2013-2014

### Summary of Year April 1, 2013 – March 31, 2014

The First Steps Early Years Refugee Program successfully received funding through Citizenship & Immigration Canada for the next two years, in addition to continued funding from United Way and Ministry of Children and Family Development. Each of the 6 pilot projects across the Lower Mainland were successful in receiving continued funding through CIC.

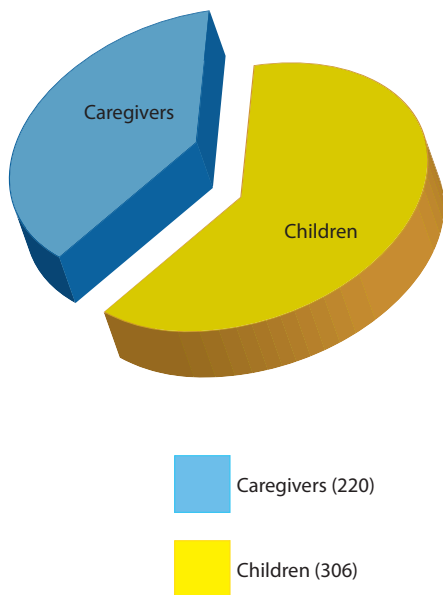
The Sports & Me program has continued to be an integral support to the First Steps program. As we continue to work with families with multiple children, Sports & Me provides an engaging and empowering space for the older children whose families attend First Steps. The Sports & Me program introduced bowling as a celebration at the end of the sessions which has been very popular and has included improved participation with the Dad's group. The regular activities of introductory lessons into basketball, soccer, swimming, and ice skating have continued and have received excellent feedback from children, parents, and staff.

We continue to see high numbers of families who face multiple barriers including lack of English language skills, lack of literacy skills and little understanding of Canadian systems. Advocacy on behalf of the families remains a high priority as well as connecting each family to mainstream services in their local communities. In addition to integration visits to grocery stores, food bank, Strong Starts, Family Resource Programs, etc., clients have been introduced successfully to the Healthiest Babies Possible Program (Options) and Parents as Literacy Supporters (PALS) Program (School District).

66 First Steps clients (42 children and 24 adults) participated in the second overnight camp held at Camp Alexandra. The participants really enjoyed the camp, learning about camping trips and beach activities. Camp Alexandra staff was supportive and accommodated the food restrictions of clients. This camp was made possible with support from the Ministry of Children and Family Development.

### Impact of First Steps programs

The development of partnerships to enhance the service delivery to First Steps families continued to be a theme this year: School District (PALS), Moving Ahead Program, Camp



Alexandra, and Immigrant Services Society's (ISS) Resettlement Assistance Program are all good examples. The coordination with VIPP Moving Ahead Program has resulted in a number of First Steps families being referred to Moving Ahead. And, the referral protocols with ISS's Resettlement Assistance Program have been improved as a result of the development of this working relationship.

With regular attendance at First Steps, more clients are willing to put their children in daycare and preschool so that they can attend ESL class. Clients have been happy with the donations they receive in the program, including furniture, clothes, and car seats.

### Summary of Highlights

- 526 clients served in this year (306 children, 220 caregivers)
- Approximately 68% of clients are Government Assisted Refugees, and about 27% are Privately Sponsored Refugees; 5% are other status (including Refugee Claimants)
- Top countries of origin of clients (with languages in parenthesis) were: Iraq (Arabic), Myanmar (Karen and Burmese), Somalia (Somali), Afghanistan (Pashto, Urdu), Ethiopia (Amharic), Sri Lanka (Tamil), and Syria (Arabic).
- Kindergarten readiness was offered in August 2013 and 18 children attended.
- 66 clients participated in the 2 night camp held at Camp Alexandra.  
15% are Privately Sponsored Refugees
- Top countries of origin of clients (with languages in parenthesis) were: Iraqi (Arabic), Myanmar (Karen and Burmese), Somali, Afghanistan (Pashto, Urdu), Ethiopia (Amharic), Sri Lanka (Tamil), Tunisia (French, Arabic), Palestine (Arabic), and Syria (Arabic).
- Kindergarten readiness was offered in August 2012 and 13 children attended.

### Acknowledgements

The success of this program in meeting the multiple and complex needs of the clients is its integrated model – from funders, to service delivery to staffing. Thank you to the Joint Management Committee, our service delivery partners and each and every staff member of First Steps.

***"Happiness is not the absence of problems, it's the ability to deal with them."***

**-Steve Maraboli**

The The Newton community is home to more of these immigrants than any other area of Surrey, with 15.5% of residents in the area without Canadian citizenship.

### Opportunity Starts Here

For years, Surrey has welcomed the lion's share of the Lower Mainland's new immigrants and refugees. According to the 2011 National Household Survey, 40.5% of Surrey's population are immigrants and our City's immigrant population has grown by an astonishing 25% since 2006. The Newton community is home to more of these immigrants than any other area of Surrey, with 15.5% of residents in the area without Canadian citizenship.

DIVERSEcity is building a new Community Campus in the heart of Surrey where new Canadians will launch their new life in Canada. The first of its kind, the campus will bring together urgently needed trades training, business entrepreneur, and work experience opportunities with social enterprise, language training, social support, counselling, health services, and education.

At the Community Campus for DIVERSEcity, newcomers will be empowered to become strong, contributing members of our community.





**Brundha Bhima Raja (Left)**  
*Volunteer Program's Client*



*It is only with the support of our Staff, Volunteers, Board Members,  
Clients, Community Partners and Funders that we have been able to achieve  
the milestone of celebrating 36 years of service to the Community!  
Our sincerest appreciation goes out to all our Stakeholders.  
Thank you!*