

DIVERSECITY
community resources society

**ANNUAL REPORT
2017-2018**



Bundle Up
Winter Campaign

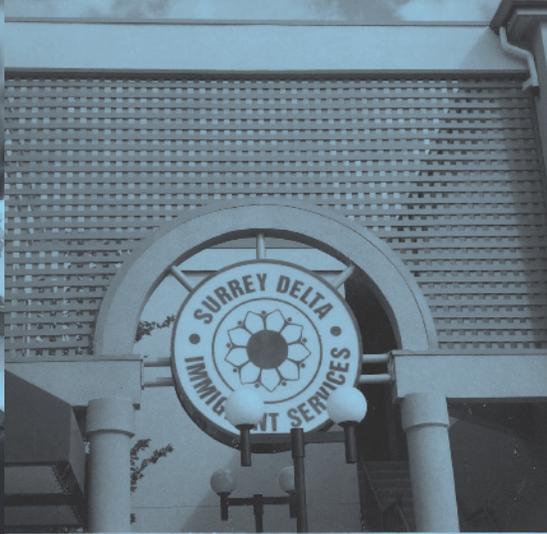


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MESSAGE FROM THE PRESIDENT



Welcome to DIVERSEcity. By attending this AGM you have shown your support for the work that we do and we are deeply grateful for your presence here.

As we see the conflicts over the world and the needs, which seems so great, it is easy to become overwhelmed but we need to step back and see the progress that has been made and we are all part of that voice and part of that progress.

Canada stands now as the world leader in immigration policy. While imperfect, we continue to prove the benefits of opening our doors to future Canadians and the richness of cultures that come with that. We welcome their skills, their dialogue and their contribution to our society. This is not to say that there are not problems or concerns but we are capable of addressing those concerns and we will continue to do so.

The challenge to us personally is how are we embracing cultural diversity in our own personal lives. Real progress is always made by real connections between people and that takes concentrated effort.

Real world peace doesn't come from an identically shared ideology. Real peace comes from deep interpersonal, positive relationships between people who build strong connections.

We don't have to agree on every point to be strong advocates for one another.

So I challenge you to make this year one where multiculturalism plays a part in your personal life. Make a new friend, build a bridge, learn something, volunteer, become more than just a voice for multiculturalism, let it become something, which enhances your personal life too.

We are DIVERSEcity. Welcome.

Shara Nixon

Board President

THE MAKING OF SURREY DELTA IMMIGRANT SERVICES SOCIETY

- 1972** Immigrant Services Society of British Columbia (ISSofBC) was registered as a multi-ethnic organization that served all major immigrant groups arriving in BC.
- 1974** ISSofBC Expansion Program funded by the Department of Manpower and Immigration (Pacific Region), and the Provincial Secretary's Department in Victoria, ISSofBC embarked on an expansion program throughout BC. Advisory committees were established in nine centres outside Vancouver: Victoria, Nanaimo, Chilliwack, Kelowna, Kamloops, Quesnel, Williams Lake, Prince George and Prince Rupert.
- 1975/76** Considerable publicity had been given to racial disturbances in the Surrey municipality. The Human Resources Branch of the Provincial Government became concerned about the development of racial tensions in Surrey (and Prince George). ISSofBC was asked to undertake research and to develop a program of correctional action. Staff researcher, Christian Steckler was sent to Surrey to assist in the establishment of a Surrey branch.
- 1975** The Immigrant Services Society of BC began its services in Surrey in November of 1975 with the cooperation of the Surrey Coordinating Centre, located at 10531 140th Street, Surrey, BC, where the Surrey office was first located.
- Only three years after its establishment, ISSofBC had successfully supported the establishment of OASIS (a settlement agency that served the "Indo-Canadian" community), and had established programs and services in a Surrey branch, as well as a branch in Kamloops. ISSofBC assisted in the establishment of five settlement service organizations: OASIS, Surrey-Delta Immigrant Services Society (SDISS), Pacific Immigrant Resources Society (PIRS), Intercultural Association of Greater Victoria (ICA) and Prince George Immigrant Services Society.
- 1976** An "East Indian" cooking class was established. A talk was given by a policy man from India and one from Surrey, with comparison of police methods. Talks about the Sikh religion were also given in schools, and displays of various countries had been arranged for display in local libraries. An International Evening at the Festival of Arts was organized for May 23, 1976.
- 1977** The program began as an assignment to clarify previous research, and to begin programs that would ease the adjustment of newcomers to the community and vice versa. The programs always followed this two-directional approach: direct services provided for immigrants and educational and assistance programs offered for "locals" so that they may become familiar with incoming cultures. The Surrey-Delta operation relied almost completely on volunteer involvement. Volunteers come, not only from the resident community, but also from the immigrant community, providing an opportunity for understanding and cooperation to grow and for newcomers to become actively involved in Canadian and community life. (Program reports presented by Christian Steckler to the Board of Directors of ISSofBC, May 27, 1977 Annual Report & ENCEE Newsletter Oct-Dec 1977).
- October 1977** The Surrey-Delta operation moved to a larger space in Cedar Hills Community School, located at 12370 98th Avenue, Surrey, BC. (See the list of programs that were being offered on next page).
- March 16, 1978** ISSofBC Board of Directors informed that the "Surrey operation" was proposing to become a branch, funded by a separate grant.
- May 2, 1978** ISSofBC Board of Directors gives its approval for the "Surrey operation" to form a separate Society registered under the Societies Act of BC. (See approval letter.)
- October 10, 1978** Surrey Delta Immigrant Services Society (SDISS) was legally established.



THE IMMIGRANT SERVICES SOCIETY OF BRITISH COLUMBIA

IMMIGRANT RECEPTION CENTRE, 622 SEYMOUR STREET, VANCOUVER, B.C. V6B 3K4 TELEPHONE: 684-2561

May 2, 1978

TO: Members, Board of Directors

Referring to the Minutes of the meeting of the Board of Directors, March 16, 1978, the members were informed that the Surrey operation was proposing to become a separate branch, funded by a separate grant.

Preliminary planning is now complete but in order that the proposed branch can apply for funds it is necessary to proceed without delay to become registered under the Societies Act. The consent of this Board is sought. Would you therefore please indicate your vote at the bottom of this letter, and return promptly? A stamped, self-addressed envelope is enclosed.

Yours Sincerely,

Jessica Mendels
Jessica Mendels
Staff Secretary

I approve disapprove the formation of a separate Surrey branch of the Immigrant Services Society of British Columbia.

Katharine E. Michbody (Sign)
Member, Board of Directors

Letter of approval to form a separate Society registered under the Societies Act of BC (May 1978).

SURREY DELTA IMMIGRANT SERVICES

The Immigrant Services Society of B.C. began its service in Surrey in November 1975, with the cooperation of the Surrey Coordinating Centre, 10531 - 140th St., Surrey, where our office has been since.

The program began as an assignment to clarify previous research, and to begin programs that would ease the adjustment of newcomers to the community and vice versa.

Programs have always followed this two-directional approach. Direct services are provided for immigrants; and educational and assistance programs are available for "Locals", so that they may become familiar with incoming cultures.

A very important factor in the Surrey Delta operation is that it relies almost completely on volunteer involvement. Volunteers come, not only from the resident community, but also from the immigrant community, thus providing an opportunity for understanding and cooperation to grow, and for newcomers to become actively involved in the Canadian and community scenes.

Below is a list of the services provided in Surrey and Delta.

Because of the success and size of the program, office space at the Coordinating Centre is no longer sufficient. October marked a change in address for Surrey/Delta Immigrant Services. The new larger office is located at Cedar Hills Community School, 12370 - 98th Ave., Surrey. Anyone wishing assistance in the Surrey/Delta area should phone 684-2561, and ask for Christian.

IMMIGRANT SERVICES PROGRAMS IN SURREY/DELTA

1. ENGLISH LANGUAGE TRAINING
 - a) Night classes for conversational English - taught by volunteers. To be set up as demand dictates.
 - b) Mom's & Tot's classes (funded by Immigrant Services Society of British Columbia. Teachers and Child Care Workers are paid. Hiring is finalized by the Surrey School Board).
 - i & ii) 13905 - 108th Ave. Wedn. & Fri. 9:30 - 11:30 a.m. Fee: \$5.00 Oct. - Dec. \$2.50 Child Care Oct. - Dec. 12370 - 98th Ave. Tues. & Thurs. 7:00 - 9:00 p.m. Fee: \$3.00 Oct. - Dec. Free Child Care
 - iii) Immigrant Resources Program (funded by Surrey School Board, offers English and Orientation to Canada and Community services; includes head-start program for pre-schoolers).
 - i) 9612 - 152nd St. Tues. & Thurs. 9:30 - 11:30 a.m. Fee: \$3.00 Oct. - Dec. Free Child Care
 - ii) 12370 - 98th Ave. Tues. & Thurs. 9:30-11:30 a.m. Fee: \$3.00 Oct. - Dec. Free Child Care.
 2. COUNSELLING - family problems sponsorship, breakdown, intra-community feuds, etc.
 3. INFORMATION, REFERRAL, ORIENTATION
 4. TRANSLATION & INTERPRETATION
 5. ADVOCACY WORK - vandalism, harassment investigation and programming
 6. LIBRARY DISPLAY PROGRAM
 7. CULTURAL EVENINGS
 8. CLASSROOM PRESENTATIONS - for Kindergarten - 12
 9. PROFESSIONAL DAY PRESENTATIONS
 10. SPEAKERS AVAILABLE PRESENTING COUNTRIES & RELIGIONS
 11. OCCASIONAL MEDIA EXPOSURE
 12. COMMUNITY PRESENTATIONS
 13. ESL RESOURCE CENTRE - WHALLEY LIBRARY
 14. WELCOMING COMMITTEE
 15. CITIZENSHIP CLASSES - 13905 - 108th Ave., Surrey, Wed. 7:00 - 9:00 p.m.
 16. VIDEOTAPE PRODUCTIONS
- For information regarding the use of any of the above services please contact: Christian Steckler (684-2561)

Programs delivered in the Surrey-Delta branch (October 1977).

THE STORY BEHIND OUR LOGO

Surrey Delta Immigrant Services Society

Surrey Delta Immigrant Services Society was our original organizational name and brand logo. It was used since 1978 for 29 years before the organization went through a re-branding.

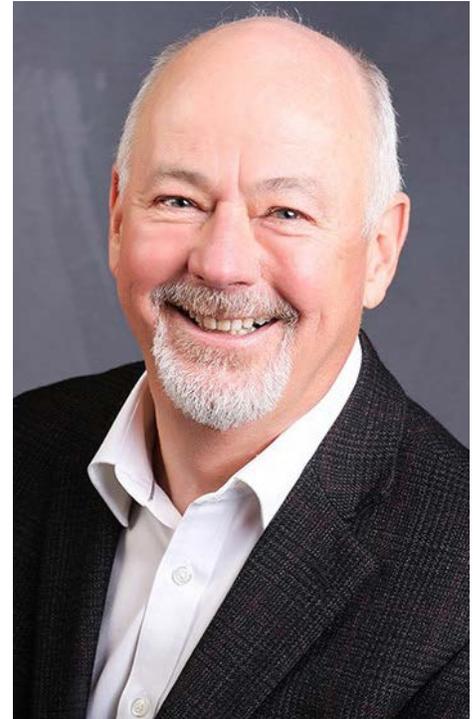


DIVERSEcity Community Resources Society

In 2007, with the help of Chris Thornley and Thornley Creative Communications, the organization went through a re-brand adopting a new logo and name: DIVERSEcity Community Resources Society.



To celebrate our milestones, commemorative logos such as for our 30th Anniversary and 40th Anniversary were adapted and used during that milestone year.



Meet Chris Thornley!

Mr. Thornley was creative director for Thornley Creative Communications for almost 30 years. Other projects created by his firm are the successful City of Surrey Brand, Bard on the Beach, The Cloverdale Rodeo and the Surrey Food Bank to name a few. Mr. Thornley is the recipient of the Surrey Civic Treasures award, Community Leader of the Year award and the Douglas College Alumni of Distinction award. For DIVERSEcity he created the "Get in the Know" brand and was active in supporting the Cultural DIVERSEcity awards including encouraging his friend Roy Henry Vickers to act as guest speaker for this exceptionally worthwhile event.

A Letter from Chris Thornley:

What an honour it is to be part of the 40th Anniversary Celebration of DIVERSE*city* Community Resources.

My name is Chris Thornley and I'm pleased to have the opportunity to talk about the origins of the DIVERSE*city* brand. This project was definitely a "high water" mark in my career and it forever changed the way we approached brand development.

I've always known that the secret to a successful brand is not only to bring some good creative to the table but more importantly to be a good listener. With DIVERSE*city* we really had the opportunity to speak to, (and listen to) those that make this organization what it is today — the front line staff, the program leaders, senior managers and of course clients. We were given the opportunity to hold a series of what they used to call "Focus groups". In actual fact, they were really just conversations about what the organization means. What do we stand for? What do we do? Open ended and friendly and although we originally planned to hold only 3 or 4 sessions, we talked to dozens of groups and departments.

It was these conversations that informed our creative development of the logo. We learned that the existing graphic, created many years ago, did not resonate with anyone. As a matter of fact, no one knew what it was supposed to represent! We learned that the name The Surrey North Delta Immigrant Services Society, besides being quite a mouthful, did not reflect the reach and services that this ever expanding organization was providing.

We also learned that the make-up of the staff and clients at DIVERSE*city*, in fact, touched on every corner of the world. We learned that the journey to Canada for some was long, arduous and difficult. And, we also learned that those who worked for the organization really liked to talk! Our conversations were incredibly interesting and rewarding. So in short we were able to define the organization as: global, multi ethnic, inclusive and open.

Ironically, because of the great deal of time spent on actually talking to the staff at DIVERSE*city*, the design process proceeded quite efficiently. We started with variations on a simple globe design, a map of the world...then one of the team realized those continent shapes could actually be people. Not just people, but people talking to each other. Then in the creative hands of Kyla Getty we added ever so slightly a hint of ethnicity to those faces. To have the graphic seen as a world globe we added in Longitude lines, this also helped separate the faces and added to the visual suggestion that at a casual glance the faces could be seen as continents and the blue areas as oceans and seas. So with our new look in hand the next step was creating a new name.

We already knew that the Surrey North Delta Immigrant Services Society was a little too long. So working with the leadership team we tried out at least a dozen ideas or so. Somehow we just couldn't find the right words. In frustration, one of the team leaders declared: "Why don't we just call ourselves diversity!" There was a bit of good natured comment on this statement, then it occurred to me: If it takes a village to raise a child, perhaps it takes an entire CITY to raise a community. Not just a city, but a diverse city.....a Diverse City.....I know, we'll call the organization "DIVERSE*city* Community Resources"

Well the rest as they say is history. All those sessions and the ability to listen to and reflect back to the organization came together. Here we are many years later and the brand still stands as a vital communication piece and is still a relevant reflection of the organization we call DIVERSE*city*.

I'm very proud of this work, our creative team and our connection to DIVERSE*city* Community Resources.

Sincerely,

Chris Thornley

40 YEARS OF MILESTONES

1976

Immigrant Services Society of British Columbia (ISSofBC) — “Surrey project”

c.1982

First Employment Program offered



1994

Stopping the Violence counselling program launched

Agency becomes unionized with BCGEU



Resident Care Attendant Program offered in partnership with Kwantlen Community College (now known as Kwantlen Polytechnic University)

1997

Nominated by our peers as one of ten Outstanding Non-Profit Organizations and was profiled in a book funded by the United Way of the Lower Mainland, the Vancouver Foundation and the Kahanoff Foundation



2000

The Society was one of 20 recipients of the Citation for Citizenship Award from Citizenship and Immigration Canada



2007

Surrey Delta Immigrant Services Society re-branded to its new name: DIVERSEcity Community Resources Society

Step Ahead: Settlement Enhancement Pilot Project for vulnerable refugees which evolved into the BC Moving Ahead Program and now is the RISE Program

1978

Incorporation as Surrey Delta Immigrant Services Society (SDISS)



1992

Interpretation and Translation services launched

Northwood United Church site opened

1995

The Cultural DIVERSEcity Awards (CDA) was launched with the purpose of recognizing businesses in the Surrey, Delta and White Rock communities that excelled in successfully implementing culturally diverse initiatives into their workplaces



1998

20th Anniversary

The Ministry of Children and Family Services appointed Surrey Delta Immigrant Services Society as the Regional Multicultural Service Provider for Children and Family Services, South Fraser Region



Learn and Play Preschool opened

2003

The Society was awarded by City of Surrey for its Social Planning Awards

The Society completed its Accreditation with the Council on Accreditation and was recognized as an organization that meets or exceeds international standards of practice in all of its operations



25th Anniversary



2009



DIVERSEcity's Hazelnut Meadows Community Garden was opened in partnership with the City of Surrey

Get In the Know website and resources was launched



2011

The Child & Youth Empowerment Camp won the Soma Ganesan Spirit of Hope Award

DIVERSEcity's Community Garden program was nominated for the Civic Beautification Award by the City of Surrey



2013

35th Anniversary

Recipient of Premier's Award for First Steps program for promoting innovation and excellence in the Category of Partnerships

Sports and Me Children's program was a recipient of the BC Recreating and Park Association Award for program excellence



2016

DIVERSEcity awarded the Provincial Government Refugee Response Team, Fraser Valley contract to support the coordinated response to Operation Syrian Refugee for seven communities in the Fraser Valley

Recipient of the Riasat Ali Khan for the 3rd time

DIVERSEcity was the recipient of the Wellness Fits Extra Mile Award by the BC Cancer Agency and Healthy Families BC for providing workplace wellness for employees

2018

40th Anniversary

2008

30th Anniversary

Fraser Health Authority opens the Surrey New Canadian Clinic in partnership with DIVERSEcity and locates the clinic on Society premises at 7337, 137th Street, Surrey

First Steps Early Years Refugee Program started in partnership

Skills Connect Program awarded to DIVERSEcity Community Resources Society

DIVERSEcity was awarded the Riasat Ali Khan Award by AMSSA for our innovative contributions to diversity and inclusion in BC.



2010

DIVERSEcity's South Asian Seniors Project win the Scotiabank and United Way of Lower Mainland's Community Spirit Awards in the Celebration of Community Category

2012

DIVERSEcity won the Riasat Ali Khan Award for the 2nd time.

2015

Grand opening of DIVERSEcity's Community Campus



2017

Our lead work on the Refugee Readiness Fund initiative won a Premier's Award for Innovation in the Partnership category

PAST BOARD MEMBERS

1978–1979

Alex Malcolm Le Figueiredo
Luis R De la Torre
Nigel Deacow
Sidney James Bentley
Jagjit Singh (Kular)
Jasminder Singh
Gureharanjit Khehra
Sharon R. Goldberg

1979–1980

Helen Hilbern
Alex de Figueiredo
Vivian Hillman
Preet Pandher
Christine Fawcett
Sharon Goldberg
Brian Figueiredo
Raymond deSouza
Bill Burnett
Gwen Burnett
Sukhvinder Dosanjh
Louise Sorensen

1980–1981

Sharon Goldberg
Ray deSouza
Vivian Hillman
Pilar de la Torre
Tom Whalley
Rosalie Acutt
Bill Burnett
Gwen Burnett
Rev. S. Carlson
Rev. K. Matsugu
Phyllis Morrison
Arthur Yap-chung

1981–1982

Sharon R. Goldberg
Rosalie Acutt
Ed May
Alex de Figueiredo
Tom Whalley
Charan Gill
Raymond deSouza
Isabel Grant
Phyllis Morrison
Ray Pardy
Rita Roling
Christian Steckler
Pauline Topp

1982–1983

Rosalie Acutt
David Chudnovasky
Raymond deSouza
Charan Gill
Sharon Goldberb
Isabel Grant
Gillies Malnarich
Inder Mehat
Phyllis Morrison
Carol St. Jean
Sid Shiad
Christian Steckler
Robert White
Joginder Ahluwalia
Jasbir Padda

1983–1984

Joginder Ahluwalia
Theresa Attieh
Audrey Axen
Lloyd G. Edwards
Sharon Goldberg
Isabel Grant
Judy Higginbotham
Phyllis Morrison
Jasbir Padda
Carol St. Jean
Sharon Shniad
Louise Sorensen
Christina Steckler
Delores Von Kruse
Robert White

1985–1986

Patrick Chan
Andrea Eaton
Sharon Goldberg
Vinay Kapoor
Susan Masi
Sharon Shniad
Louise Sorensen
Carol St. Jean
Tim Stanley

1986–1987

Andrea Eaton
Cristina Enrich
Gloria Grewal
Ene Haabniit
Susan Masi
Sadiqa Sahota
Carol St. Jean
Ellen Saklas
Sharon Shniad
Louise Sorensen

1987–1988

Andrea Eaton
Cristina Enrich
Gloria Grewal
Ene Haabniit
Susan Masi
Sadiqa Sahota
Carol St. Jean
Ellen Saklas
Sharon Shniad
Louise Sorensen

1988–1989

Louis Chan
Andrea Eaton
Sriani Fernando
Ene Haabniit
Pat Mannas
Susan Masi
Nora Moreno
James Prasad
Carol St. Jean
Sharon Shniad
Louise Sorensen
Seela Subasinghe

1989–1990

Louis Chan
Andra Eaton
Marianne Hall
Pat Manna
Susan Masi
Nora Moreno
James Prasad
Carol St. Jean
Reggie Newkirk
Louise Sorensen
Seela Subasinghe

1990–1991

Amzad Ali
Manoj Das
Marianne Hall
Susan Masi
Lilja Orkolainen
James Prasad
Mary Renaud
Arelly Rodriguez
Louise Sorensen
Seela Subasinghe
Etel Swedahl

1991–1992

Margaret Akulia
Amzad Ali
Shashi Assanand
Ravi Basi
Susan Masi
Mary Renaud
Louise Sorensen
Etel Swedahl
John Simpson

1992–1993

Margaret Akulia
Shashi Assanand
Ravi Basi
Carlos Carrillo
Sukhwant S. Hundal
Narinder Singh Kang
Susan Masi
Gerri Ormiston

1993–1994

Jacqie Thachuk
Jodh Dhaliwal
Gerri Ormiston
Joyce Sheepwash
Tin Kyi
Irene Policzer
Susan Kuo
Shashi Assanand
Lucy Baistrocchi
Tranajeet Bhullar
Peter Maarsman
Susan Masi
John Miraftab
Doug Schulz

1994–1995

Jacqie Thachuk
Jodh Dhaliwal
Gerri Ormiston
Lucy Baistrocchi
Tranajeet Bhullar
Charles Chi
James Lee
Peter Maarsman
Susan Masi
Doug Schulz
Raj Sohi

1995–1996

Jacqie Thachuk
Doug Schulz
Gerhard Schuster
Karen Ayres
Gerri Ormiston
Jose Maria Avila
Lucy Baistrocchi
Charles Chi
Linda Howard
Andy C.H. Law
Jerry Sarai
Raj Sohi
Brent Stickland
Jim Zalusky

1996–1997

Jacqie Thachuk
Doug Schulz
Gerhard Schuster
Karen Ayres
Gerri Ormiston
Jose Maria Avila
Lucy Baistrocchi
Charles Chi
Linda Howard
Andy C.H. Law
Jerry Sarai
Raj Sohi
Brent Stickland
Jim Zalusky

1997–1998

Karen Ayres
Jerry Sarai
Doug Schulz
Brent Stickland
Gerri Ormiston
Heidi Le Riche
Andy Law
Shin II Park
Jim Zalusky
Raj Sohi
Lucky Kang
Linda Howard
Baldev Sarahan
Skip Triplett

We would like to acknowledge all of our past board members. Thank you for all the support through the years and for making history with us.

1998-1999

Karen Ayres
Jerry Sarai
Brent Stickland
Sukhi Gandham
Heidi Le Riche
Linda Coyle
Shakila Faqih
David Heal
Linda Howard
Christine Mohr
Shin II Park
Baldev Sarahan
Skip Triplett

1999-2000

Karen Ayres
David Heal
Linda Howard
Linda Coyle
Christine Mohr
Baldev Sarahan
Brent Stickland
Sukhi Grandham
Nanette Caldwell
Sanjeev Nand

2000-2001

Karen Ayres
David Heal
Linda Howard
Linda Coyle
Christine Mohr
Baldev Sarahan
Melissa Gillespie
Novin Ihsan
Seline Kutan
Nanette Caldwell
Sanjeev Nand

2001-2002

Karen Ayres
David Heal
Linda Howard
Linda Coyle
Christine Mohr
Baldev Sarahan
Melissa Gillespie
Novin Ihsan
Seline Kutan
Jim Chisholm
Michael Kavanagh
Gurbir Gill
Nanette Caldwell
Sanjeev Nand

2002-2003

Linda Howard
David Heal
Baldev Sarahan
Melissa Gillespie
Michael Kavanagh
Gurbir Gill
Gurmit S. Kotalwi
Nanette Caldwell
Goldy Bhatia

2003-2004

Linda Howard
David Heal
Baldev Sarahan
Melissa Gillespie
Gurbir Gill
Gurmit S. Kotalwi
Anna Mannering
Bill Piker
Joseph Brown
Peter Sziklai
Shelley Adams Turner
Carolyn Rai
Goldy Bhatia

2004-2005

Gurbir Gill
Melissa Gillespie
Kiran Sandhu
Linda Howard
Baldev Sarahan
Gurmit S. Kotalwi
Shelley Adams Turner
Joseph Brown
Anna Mannering
Peter Sziklai
Sandi Klassen
Patti Pascal
Karen Ayres
Carolyn Rai
Aneeta Jandhu

2005-2006

Gurbir Gill
Melissa Gillespie
Kiran Sandhu
Linda Howard
Baldev Sarahan
Gurmit S. Kotalwi
Shelley Adams Turner
Joseph Brown
Peter Sziklai
Sandi Klassen
Patti Pascal
Karen Ayres
Diana Ng
Aneeta Jandhu
Gurdeep Diogan

2006-2007

Gurbir Gill
Melissa Gillespie
Kiran Sandhu
Linda Howard
Baldev Sarahan
Shelley Adams Turner
Joseph Brown
Peter Sziklai
Sandi Klassen
Patti Pascal
Serf Grewal
Moh Chelali
Diana Ng
Gurdeep Diogan
Salesh Prasad

2007-2008

Gurbir Gill
Joseph Brown
Kiran Sandhu
Sandi Klassen
Melissa Gillespie
Shelley Adams Turner
Patti Pascal
Diana Ng
Jaya Venkatesh
Conni Kilfoil
Rob Terris
Debbie Lawrance

2008-2009

Joseph Brown
Kiran Sandhu
Sandi Klassen
Gurbir Gill
Melissa Gillespie
Shelley Adams Turner
Diana Ng
Conni Kilfoil
Rob Terris
Debbie Lawrance
Sarab Basra

2009-2010

Joseph Brown
Diana Ng
Kiran Sandhu
Shelley Adams Turner
Rob Terris
Sarab Basra
Hardeep Bains
Jagmohan Singh
Shara Nixon
John Koetsier
Cheryl Larson

2010-2011

Hardeep Bains
John Koetsier
Joseph Brown
Rob Terris
Shara Nixon
Jagmohan Singh
Harmandeep Takhar

2011-2012

Hardeep Bains
John Koetsier
Shara Nixon
Jagmohan Singh
Harmandeep Takhar
Robert (Bob) Appleton

2012-2013

Hardeep Bains
Shara Nixon
Robert (Bob) Appleton
Jagmohan Singh
Harmandeep Takhar
David Siebenga
Alethea Linnitt
Chandra Mirchandani

2013-2014

Hardeep Bains
Shara Nixon
Robert (Bob) Appleton
Jagmohan Singh
Harmandeep Takhar
David Siebenga
Alethea Linnitt
Chandra Mirchandani

2014-2015

Shara Nixon
Robert (Bob) Appleton
David Siebenga
Alethea Linnitt
Chandra Mirchandani
Cindy Zheng

2015-2016

Shara Nixon
Robert (Bob) Appleton
David Siebenga
Alethea Linnitt
Chandra Mirchandani
Cindy Zheng

2016-2017

Shara Nixon
Robert (Bob) Appleton
David Siebenga
Alethea Linnitt
Chandra Mirchandani
Cindy Zheng
RaeAnne Rose

2017-2018

Shara Nixon
Robert (Bob) Appleton
Alethea Linnitt
Chandra Mirchandani
Cindy Zheng
RaeAnne Rose
Jane Shin
Khalid Hosenbocus

MESSAGE FROM THE C.E.O



As the first settlement services organization in the region, DIVERSEcity continues to provide flagship services that have been cultivated by knowing a community really, really well — from the ground up. With the backdrop of a bustling, but still fairly new city, newcomers arrive with a desire to start a new life but also with a yearning to belong.

From a psychological perspective, a sense of belonging is a basic human need, with many psychologists discussing this need as being at the level of importance of that as food, water, and shelter. A sense of belonging can be so powerful that it can create both value in life and the ability to learn healthy coping skills when experiencing intensive and painful emotions.

DIVERSEcity's continuum of responsive support services serve to provide that sense of belonging to newcomers in a community when everything around us is changing at a pace that seems unsettling at times.

This past year has continued to provide many opportunities, with the support of our funders and community partners, to showcase DIVERSEcity's well-honed leadership in the area of newcomer and refugee settlement. Our amazing staff were key resources in delivering forums, virtual exchanges, webinars, round tables, small business and networking fairs, job fairs with local employers and trainings to public and health institutions, the school district and industry conferences. Community engagement and capacity building to create strong and inclusive community is what drives us at DIVERSEcity.

As we reflect on the past 40 years of challenges and successes in this AGM report, I am inspired at the amount of heart and soul that is in this organization and to be part of something truly amazing. My heartfelt thank you goes out to our incredibly talented staff, management, volunteers, clients and Board of Directors — all past and present — that have shaped this organization to what it is today. While we have changed in name, leadership and programs — our mandate has remained a constant. We are committed to our community and in turn, as we mark this milestone of 40 years, it's heartening to know that the community is committed to DIVERSEcity. Thank you for inspiring a sense of belonging in all of us.

We are DIVERSEcity.

With gratitude,

Neelam Sahota
Chief Executive Office



WE ARE
DIVERSE*city*
1978-2018

Mission

“To inspire belonging in a strong integrated community
by empowering newcomers to Canada.”

Values

Growth

Integrity

Compassion

Respect

HIGHLIGHTS: APRIL 1, 2017–MARCH 31, 2018

Summary of the Year

This year kicked off the planning for the agency’s 40th birthday (October 10, 2018), with a review and revision to the vision, mission and values of the organization. A new management structure was introduced and new managers were successful in either re-engaging current funders/partners or in engaging new partners and funders in our work. We expanded our role in the delivery of Substance Use treatment for South Asian men through a partnership with Fraser Health Authority’s Roshni Clinic. A renewed focus on enhancing DIVERSEcity’s Skills Training Centre was also a key marker of this year. The enhanced Future Leaders Program contract was another key highlight this year, expanding the reach of the program. In addition to investments into

structure and internal systems, plans to invest in agency communications and profile building were made and continue to be implemented. A re-branded and updated Get in the Know website with social media channels, and Guidebook resource were also developed and launched at DIVERSEcity’s 2018 Employer Engagement event in June. DIVERSEcity continued to participate actively and contribute to the Children’s Partnership, Surrey Local Immigration Partnership (SurreyLIP), Surrey Poverty Reduction Coalition and the Children Matter CAPC Coalition. As we approach 40 years of service to community, thank you to our funders, partners, staff, volunteers and clients.

Skills Training Centre

Serving over 400 customers this past year, DIVERSEcity’s Skills Training Centre (STC) offered a total of 40 courses both on our Community Campus site and at offsite customer locations. STC offered a total of seven courses this year, including two new ones:

1. Customer Service and Cashier training
2. Computer Skills for Office Administration
3. Basic Computer
4. Bank Teller
5. Supervisory Skills
6. **NEW COURSE** — Sage 50 (Level 1 and 2)
7. **NEW COURSE** — Call Centre training

STC is building partnerships with WorkBC Centres both in and outside of Surrey, as well as with Vancouver Community College, and others, to understand the skills training needs of different populations and communities. The growth in STC has required the recruitment of more trainers and an Assistant Manager will be hired in 2018–19.

Interpretation and Translation Services

This year was recorded great successes, with an increase in topline revenue by 16% and in securing the Provincial Language Store (PLS) interpretation and translation contract. Engaging a total of 380 interpreters (54 new interpreter hires), we fulfilled 10,605 client appointments/requests successfully. Clients included PLS, Ministry of Children and Family Development, and WorksafeBC.

Counselling Services

The Counselling Services programs continued to directly address the needs of immigrants and refugees in their adjustment to changes, challenges, and losses that accompany immigration to a new country.

Here is an overview of programs offered:

Program	No. of Clients Served
Family Counselling	138 clients
Stopping the Violence	211 clients
Alcohol & Drug Counselling	235 clients
Child & Youth Mental Health — Surrey and Delta	177 clients
Children Who Witness Abuse — Surrey and Delta	Surrey: 102 clients
	Delta: 62 clients
Impact Parenting (CAPC) program	96 clients
Invitation to Know Each Other (IKEO)	198 clients
Child and Youth Empowerment Camp — I am STRONG!	3 camps in the year; 60 children total

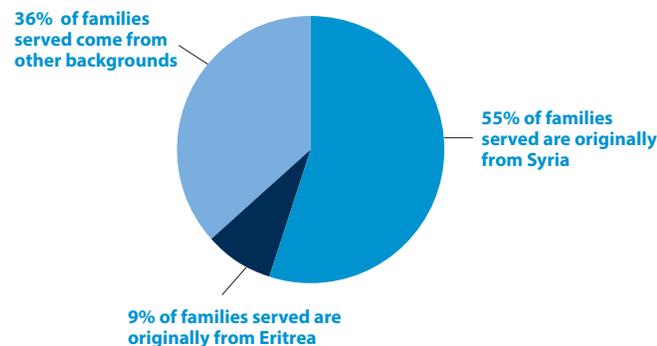
This year clients present with noticeably more complex issues and challenging mental health disorders and an increase in dual diagnosis. Among Child and Youth Mental Health client referrals, there is earlier and more complex onset of trauma issues. Waitlists for Family Counselling and/or Child and Youth Mental Health Counselling to South Asian, Arabic and Chinese clients have dramatically increased to 5–8 months. Issues faced by women are complex and require integrated service response. Refugee clients are experiencing culture shock/conflict making adjustment difficult. The number of South Asian men impacted by substance use seems to be growing and physical health and mental health concerns for this population requires more immediate and complex intervention. DIVERSEcity started working more closely with the Fraser Health Authority this year to support this work at the Roshni Clinic.

Children’s Program

More than 300 families were served through the Children’s Programs this year.

First Steps Early Years Refugee Settlement Program

The First Steps Early Years Refugee Settlement Program continued to thrive this year. 186 families were served through the program between April 2017 and March 2018. Arabic has remained the most common language with 55% of families originally from Syria. There was also an increase over the last two years in the number of families from Eritrea with 16 families in 2017-2018 as compared with only 2 families in 2015-2016.



In response to this change, the program hired a part-time Tigrinya speaking Multicultural Early Childhood Development Outreach Worker for the first time. Much time was spent this year in training and professional development around early childhood development, trauma informed practice, documentation, and more. The support for 6-12 year old children was also a focus this year with the introduction of a Spring Break camps as well as staffing for the Middle Years Coordinator to support each of the evening drop in programs.

Multicultural Outreach Program

The Multicultural Outreach Program provides services to support and connect families who are living in isolation due to barriers

such as language, transportation, and poverty. The objective is to share knowledge of resources available within their community and support increased access to programs and services with focus on Early Childhood Development. The majority of families served through this program are from Syria, Iraq, Somalia, and Eritrea. This program became vital in supporting families who had been exited from the First Steps Early Years Refugee Settlement Program because they were unable to attend First Steps programming, especially after being accepted into English classes where the schedule conflicted with the First Steps schedule. This contract period, Multicultural Early Childhood Development Outreach Workers were trained in First Aid, Nobody’s Perfect Parenting, and Trauma Informed Practice to increase their capacity to support families with young children.

Employment Services

The Employment Services department continued to serve the employment needs of immigrant and refugee newcomer clients and youth this year.

Program	No. of clients
Future Leaders Program	38
Future Troopers Program	77
WorkBC itinerant services	76
Total	191

Future Leaders Program was re-funded and secured a \$2.4 million contract award, increasing the program’s reach. Under this new contract, an additional component — Individual Skills Enhancement (ISE) — where youth have the opportunity of advancing their education by taking courses at local colleges and training institutions while receiving a living allowance and placement support. In the first six months of this contract, (October 2017–March 2018), we served 28 newcomer clients in the Group Based Employment Support (GBES) stream and ten youth clients in the ISE stream.

This year was a big one for Get in the Know. In addition to the re-branding and updating of the Get in the Know website (www.getintheknow.ca) and Guidebook and addition of social media channels, DIVERSEcity hosted Get in the Know workshops for employers and soft skills training for newcomers in partnership with Alden Habacon.

Annual events including Employer Appreciation Awards in April, 2017, the Newcomer Youth Employment Fair in June, and the Immigrant Entrepreneur and Small Business Fair in October, were all well attended and successful .

Language Training and Literacy Programs

DIVERSEcity's LINC program continued to respond to the needs of newcomers to Canada through providing morning and evening classes from CLB Pre-Literacy to Level 6 at two locations both with childminding services. In addition to offering 31 language instruction classes, DIVERSEcity offered childminding services to LINC clients with young children, and due to long wait times for these spaces, DIVERSEcity doubled its childminding capacity through acquiring licensing for a second childminding facility. These additional childminding spaces reduced wait times for parents with children, allowing more parents to attend LINC classes.

- 738 clients served (including 41 LARC — LINC Assistance and Readiness Class — multi-barriered clients, 67 clients using child minding services for 83 children, and 218 clients accessing additional speaking practice in Conversation Circles)

The LINC Program was fully engaged in providing Portfolio Based Language Assessment (PBLA) in all classes, with conferences and mini-conferences providing time for Instructors and students to have one on one meetings to evaluate and discuss student progress. LINC clients were committed to this process and see the value in being able to track their own progress each week through an assessment and then every few months in a conference with their Instructor.

In order to determine emerging issues, settlement needs, and gaps in service for LINC clients, DIVERSEcity conducted Focus Groups that involved surveys and face to face group meetings. LINC clients were enthusiastic in their participation in the Focus Groups and were appreciative of the opportunity to speak and have input into the program. Through these Focus Groups, clients were able to provide valuable feedback on their experience in the LINC program, to talk about their goals and how they might enhance their participation in their communities and find meaningful work, and to give suggestions about other services that would be useful to them.

Volunteer and Community Programs

This year saw many enhancements to the programs offered to seniors, youth and volunteers. Highlights include:

- An impact evaluation on the Community Kitchen and Garden programming which evidenced eight key findings [see [report here](#)] including the impact on reducing clients' food insecurity and the impact on clients' social integration to Canada and in developing community leadership to share new skills and knowledge with others.
- Enhanced service delivery under BC Settlement and Integration Services to non-IRCC eligible clients (international students, temporary foreign workers and citizens).

- Better at Home Newton contract was renewed and enhanced for 2018–19.
- Delivery of a new ten-week Citizenship Preparation Course with an emphasis on volunteerism and civic engagement.

Here's a quick overview of the programs and number of clients served this year:

Programs	No. of Clients Served
Community Garden & Kitchen Program	662 clients
	776 individuals fed
Volunteer Program	111 volunteers contributed 2,049 hours
2018 Annual Income Tax Clinic	Income Tax Clinic — 21 clinics, 33 volunteers with 19 languages, 1074 returns filed.
Better at Home	229 clients received 3299 services, with over 84 new seniors enrolled
BC Settlement and Integration Services	429 clients
Youth Integration Program	42 clients
Citizenship Preparation Course	45 clients served over 3 intakes

Settlement and RISE Programs

Refugee & Immigrant Specialized Experience (RISE) Program

This year marked the first year of the establishment of the RISE Program, transitioning from the Moving Ahead Program. It was a year of exploration and success. RISE introduced case management services and other holistic programming for vulnerable newcomer youth (Arabic, Karen and Burmese speaking). In total the RISE program served 205 clients: 162 adults and 43 youth.

Refugee Support Fund

In response to the Syrian Refugee Crisis, the Canadian Government resettled over 40,000 Syrian refugees in Canada. At the request of the public who wanted to directly assist and support these new arrivals, DIVERSEcity established the Refugee Support Fund. This Fund assists newly arrived refugees with emergency financial support for basic necessities and other needs that government funding does not cover. This year, the Refugee Support Fund was able to assist over 30 refugee families in need, providing financial support for medication and treatment not covered by Interim Federal Health (IFH), emergency housing, food and family reunification.

Bundle Up Campaign

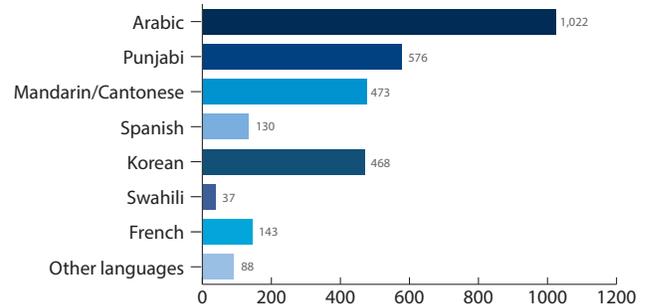
DIVERSEcity's Annual Bundle Up Campaign is a community donation drive that provides newly arrived refugees and immigrants with gently used winter clothing to prepare for Canada's winter season. In recent years, the Campaign has also included the collection of non-perishable food and household supplies. The Annual Bundle-Up Campaign provided needed winter clothing and food for over 75 refugee families this year. Donations were received from:

- Surrey Libraries
- Lush Cosmetics North America
- SFU Surrey
- TD Surrey Central Branch
- École Woodward Hill
- Fraser Wood Elementary School
- Staff from DIVERSEcity
- Al Baraka Convenience Store & Halal
- Various members of the public

Settlement Program

The Settlement Program continued to serve newcomers to Canada by providing one-on-one services, group orientation sessions and in depth guided pathway coaching services. Services cover a wide scope of assessment of basic needs, information and resourceful referrals to help newcomers integrate within their new communities. In addition, this year, the Settlement Program implemented a successful Workplace Communication Series to enhance the employment readiness of newcomers helping them to acquire the Canadian workplace cultural norms. Series included language, general standards, regulations, communication, work ethics and interpersonal skills. A youth initiative that focused on empowerment through performing art was also offered this year enabling newcomer youth to connect, focus on self-expression, increased self-consciousness on verbal and non-verbal communication skills, vocal exercises as well as a language practice and conversation.

The following graph is a breakdown of the services offered by language to clients:



Pre-arrival Settlement Services

Pre-arrival Settlement Services were offered through the Planning for Canada and India 2 Canada Programs. Clients of Planning for Canada were supported with foreign credentials recognition, as well as online advising, onward referrals to community services or local resources. The India 2 Canada Program helped to deliver various levels of career development guidance, all clients were matched with group or individual mentors. A total of 922 clients were served this year.

WE ARE DIVERSECITY!



"DIVERSEcity means a lot to me. It is the past of my life. It helped kick started my career in Canada and now I am an employee of DIVERSEcity. So, DIVERSEcity to me is hope, acceptance, respect, inclusion and growth. Thanks a lot DIVERSEcity!"



"It means a big milestone in my life, new life, new friend, and bright future."

"A multicultural community always there to lend a hand."



“Belonging. A sense of Community.”



“A place to help all newcomers and citizens to settle and find a more meaningful life in Canada.”

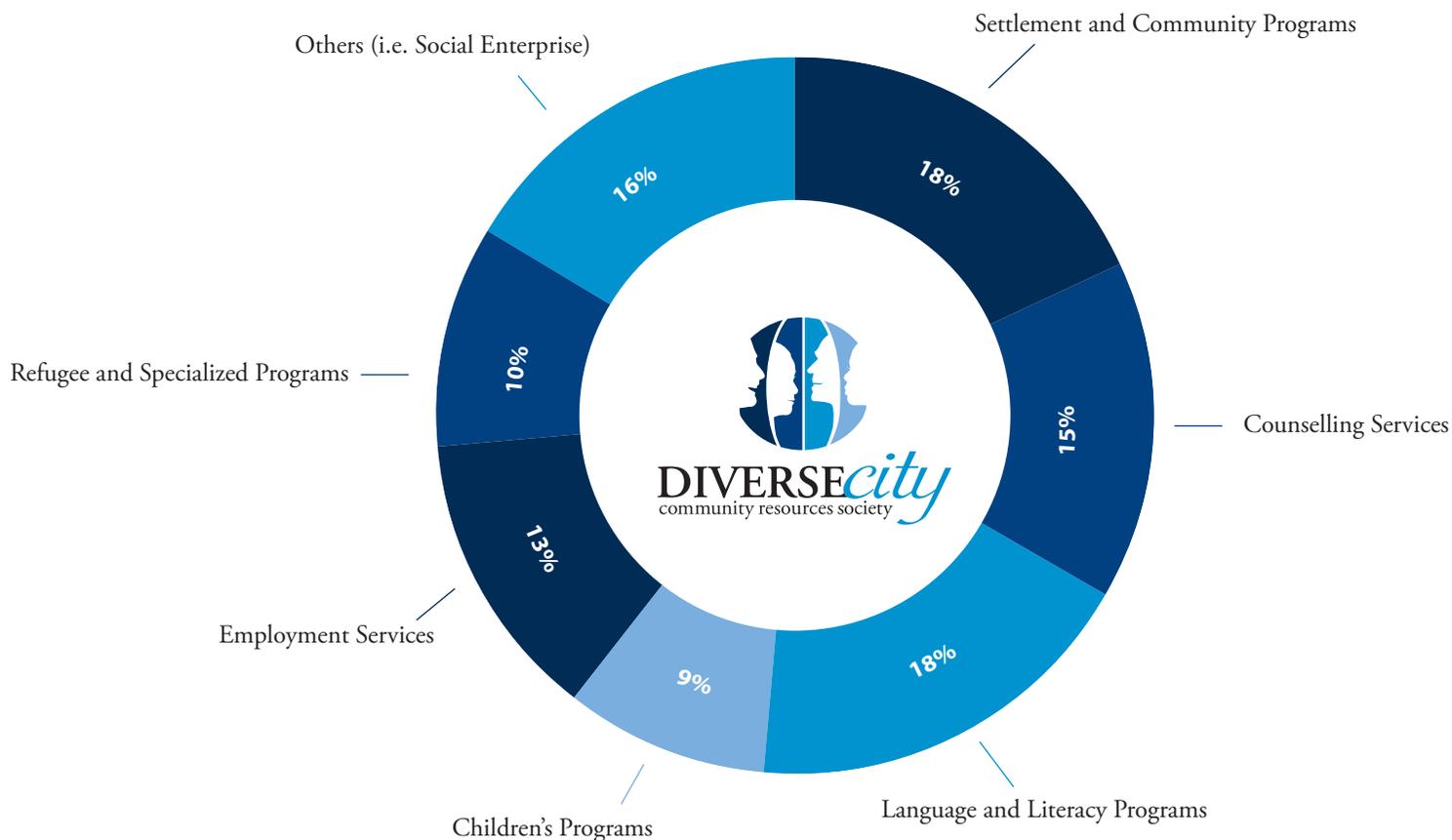


“When we presented the final approved branding to the entire staff, we received an incredibly warm response, and I noticed from where I was standing at the podium someone in the back of the room very clearly indicating to his companion that the new logo was his idea. At the very same time there was someone else on the other side of the room indicating that the new logo was in fact his idea. I must tell you that this made me smile, the buy in was so complete that it was clear that this wasn’t just my work but the work of all of us. All of us who make up this organization we called DIVERSEcity.”

“Committed and passionate staff who work to support clients and client outcomes.”

I am DIVERSEcity! 

2017-2018 FUNDING OVERVIEW



Funders:

- | | |
|--|---|
| <ul style="list-style-type: none"> Abbotford Community Services BC Province Canadian Council for Refugees Colleges and Institutes Canada Employment and Social Development Canada Fraser Health Authority Immigration, Refugees and Citizenship Canada Ministry of Children and Family Development Ministry of Community, Sport and Cultural Development (Community Gaming Grants Branch) Ministry of Jobs, Tourism and Skills Training Ministry of Justice (Victim Services and Crime Prevention Division) | <ul style="list-style-type: none"> Ministry of Public Safety and Solicitor General New Horizons Options Community Services Society Pacific Community Resources Society Paragon Public Health Agency of Canada Shaw Communications Surrey Libraries TD Bank United Way of Lower Mainland Vancity WorkSafe BC |
|--|---|



Funded by:
Immigration, Refugees and Citizenship Canada

Financé par :
Immigration, Réfugiés et Citoyenneté Canada



A photograph of two people from behind, embracing each other in a park-like setting. They are wearing bright blue t-shirts and jeans. The person on the right has a tattoo on their left arm. The background shows a grassy area and some buildings in the distance.

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Surrey, BC V3W 2W3

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#202-7380 King George Blvd.
Surrey, BC V3W 5A5

Language Training and Literacy Programs
#1107-7330 137th St.
Surrey, BC V3W 2W3

First Steps Centre
#201-7380 King George Blvd.
Surrey, BC V3W 5A5

Lionel Courchene Growing Roots Community Garden
9839 155 St.
Surrey, BC V3R 0R6

Hazelnut Meadows Community Garden
14069 68 Ave.
Surrey, BC V3W 2H3

www.dcrs.ca

www.getintheknow.ca

www.fraservalleyrrt.ca



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