



DIVERSECITY
community resources society

Everyone Belongs Here



ANNUAL REPORT

2018–2019

A scenic view of a city, likely Surrey, British Columbia, with a dense urban area in the foreground and a range of snow-capped mountains in the background under a blue sky with light clouds. The city features a mix of residential and commercial buildings, green spaces, and a prominent pyramid-shaped structure on the left.

At DIVERSEcity, we empower newcomers and other diverse communities to build the life they want in Canada.

Our free, multilingual programs and services in **language, settlement, employment** and **counselling** provide them with a foundation of information, skills and connections to achieve their goals. Our social enterprises — **DIVERSEcity Interpretation and Translation Services, Skills Training Centre** and **Language Testing Centre** — support this work, too.

As a registered charity in Surrey and the Lower Mainland with a 40+ year history, we champion diversity and inclusion for all, and our message is clear — **everyone belongs here.**

*DIVERSEcity Community Resources Society is located on the shared traditional, unceded territories of the **Kwantlen, Katzie, Semiahmoo, Tsawwassen, Qayqayt** and **Musqueam** people. The knowledge and traditions of these communities are significant in providing context to the work we do, and DIVERSEcity recognizes the importance that reconciliation has in building truly inclusive and strong communities.*

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MESSAGE FROM THE PRESIDENT

In this time of reflection, my last year as DIVERSEcity's board president, my overwhelming emotion is gratitude.

When I joined the Board of Directors in 2010, I was new to the world of immigration and the challenges facing such a dynamic, ever-changing, ever-growing organization.

Over the years, I learned from our clients, funders, CEO, managers and staff how the organization works and needs to work in order to move forward.

At first, I had more questions than answers, but thanks to those who shared their experiences and tips on how the board could support them, we were able to respond.

After 10 years, I remain in awe of the fearless, creative and determined people here, who are dedicated to fighting for those who need support and acceptance.

I have been blessed with board directors who invest their time and talent to finding solutions to complicated issues with an eye on the future.

I have been propelled forward by the velocity of your vision, the breadth of your care and the demands of this ever-changing, international landscape of need and opportunity.

Working with you, I am challenged to try harder, work smarter, give more and find authentic ways to help others reach their goals.

Each of us played a role and together we created an orchestra, sometimes playing a solo, sometimes in harmony, occasionally in discord, but always striving to work together to create something life-giving.

Now I hand my baton to the next generation of board directors and to a new board president. Together they will



write a new song with a new sound. Know that I will be cheering you all on. I believe so strongly in DIVERSEcity's vision and I know that this is all in good hands and for that I am ever so grateful. Thank you for allowing me to be a small part of this amazing journey.

A handwritten signature in black ink that reads "Shara".

SHARA NIXON, PRESIDENT

2018–2019 Board of Directors



Robert (Bob) Appleton
Vice President



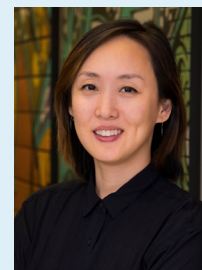
Alethea Linnitt
Treasurer



Khalid Hosenbocus
Director



Chandra Mirchandani
Director



Jane Shin
Director

MESSAGE FROM THE CEO

Given that we are embarking on our fifth decade as Surrey's first settlement organization, it comes as no surprise that we find ourselves filled with gratitude for all the factors that have helped us fulfill our mandate so far. We are now looking to meet the challenges of the future, knowing that we have a solid foundation to support our growth.

We were honoured to host several funding announcements for the federal and provincial governments, as well as an international delegation and community partner events. Our sold-out 40th anniversary gala in October 2018 was an opportunity to celebrate with our community partners and sponsors who have supported our mission throughout the years.

Creating an organization that fosters a culture of empowerment and resilience requires a

commitment to a values-based approach. This past year saw some key changes in our human resources by way of a new leadership team structure. I would like to thank our management team for positively weathering changes, knowing that we are all moving in the same direction. I would also like to thank our dedicated staff who ensure our services make a difference in people's lives. And thank you to the volunteers who generously share their time and skills.

Business development in our social enterprises was a key milestone this year, which created capacity for us by diversifying our funding sources. This past year also saw the opening of our office in downtown Surrey to leverage the fast-growing metropolitan centre of the city.

Our vision as an organization — that everyone belongs here — is supported by the inspirational



leadership exemplified by our Board of Directors. In particular, I am in gratitude to our outgoing board president, Shara Nixon, for her unwavering commitment to our mission. Thank you for the opportunity to lead, learn and grow with this amazing organization.

NEELAM SAHOTA, CEO

2018–2019 Leadership Team



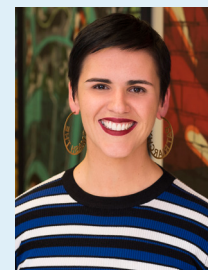
Garrison Duke
Director, Employment &
Language Programs



Lolly Gagnon
Director, HR &
Communications



Shawn Hopkins
Director, Finance &
Information Technology



Laura Mannix
Director, Community
Development

HIGHLIGHTS OF 2018–2019



(L to R) MLA Rachna Singh, DIVERSEcity CEO Neelam Sahota and radio pioneer Shushma Datt at DIVERSEcity's 40th anniversary gala.



(L to R) DIVERSEcity Board VP Bob Appleton, CEO Neelam Sahota, Board President Shara Nixon and BC Minister Bruce Ralston at a funding announcement for BC Settlement & Integration Services.



DIVERSEcity staff members celebrate Diwali.



Immigrant entrepreneurs showcased their businesses at the Entrepreneur & Small Business Fair in October 2018.



DIVERSEcity staffers cook for a cause! They raised funds for the United Way by hosting staff lunches in our Community Kitchen.



A Swedish delegation studying the Canadian model of immigrant integration toured DIVERSEcity in February 2019.



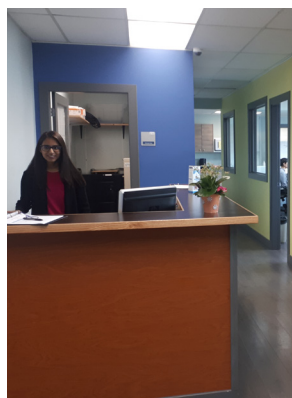
Funding was announced for substance use treatment at the Roshni Clinic.



Our Counselling Services team had a fun time treeplanting as a teambuilding exercise.



(L to R) MLA Jag Brar, MLA Garry Begg, MLA Rachna Singh, CEO Neelam Sahota and Minister Mike Farnsworth announce funding for families.



Our City Centre Campus opened in late 2018.

Our Mission

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

Our Values

Growth

Respect

Integrity

Compassion

Strategic Objectives

People and Culture

Create an organization that fosters a culture of empowerment and resilience.

Innovation

Find new ways to operate in order to increase efficiency and enhance service delivery.

Profile

Create awareness of our mission both internally and in the community.

Growth

Focus on meaningful and intentional growth that aligns with our values.



A group of settlement clients on a field trip to historic Fort Langley to learn about BC's history.

We Help Newcomers Build a Life in Canada



Settlement services are the foundation of DIVERSEcity's mission to "inspire belonging in a strong integrated community by empowering newcomers to Canada." Our newcomer information support workers provide new immigrants and refugees of all ages with free and multilingual information and support so they can build the life they want in Canada.

2,593

RECEIVED ONE-ON-ONE
ORIENTATION SESSIONS

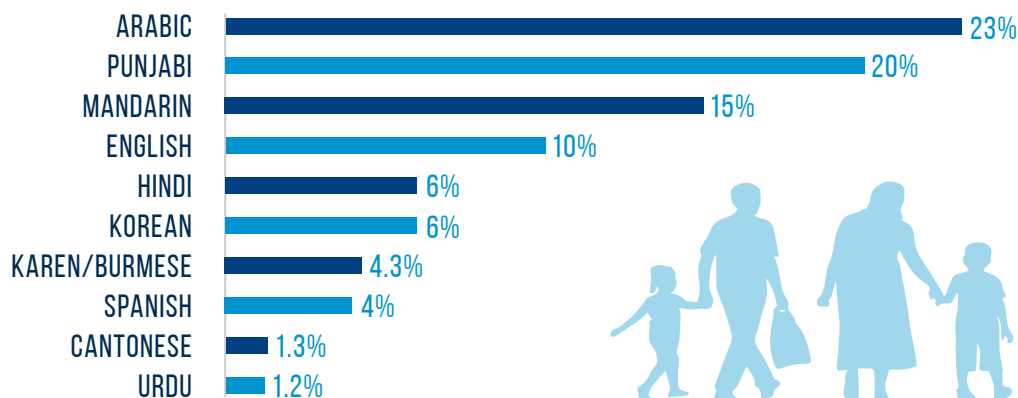


383

ATTENDED GROUP
ORIENTATIONS



First Languages of Participants



HOW WE HELP NEWCOMERS SETTLE INTO BC



1

Start the settlement process with a one-on-one meeting.

2

Create a customized settlement plan to help each newcomer achieve their unique integration, housing and employment goals.

3

Identify other needs and assist the newcomer to:



Learn how to apply for government support and services



Explore their new community through fun, informative field trips



Navigate local systems and institutions such as health care, schools and banks



Access programs and services within DIVERSEcity and in the community



Attend workshops on a variety of topics such as financial literacy, parenting and health



Connect with community members and initiatives

DIVERSEstory

Settlement Success

Two weeks after landing in Canada, Tiffany* dropped in to DIVERSEcity's Community Campus with her husband. Originally from Vietnam, she wanted help finding a job.

Settlement worker Maureen greeted the young couple and started DIVERSEcity's needs assessment process. Tiffany was very shy. When Maureen asked her a question, she turned to her husband, answered in Vietnamese, and he replied in English. Maureen encouraged Tiffany to speak to her

directly, using what English skills she had, which turned out to be pretty good, in fact. "I explained this was really in her best interest for job searching."

Maureen's encouragement saw Tiffany grow more confident during their follow-up meetings and phone calls. Maureen then identified DIVERSEcity's Future Leaders Program as a great option for her to bridge into the labour market. Maureen helped her get her English assessed in one week's

time and advocated for Tiffany's inclusion in the popular program. Luckily, her English level met the requirement for the program and she was given a spot.

Maureen and Tiffany's story is an example of the dedication DIVERSEcity's settlement workers have to empowering their clients.

"We provide support and advice to make their Canadian journey successful no matter what it takes!" says Maureen.

** Name changed for privacy.*



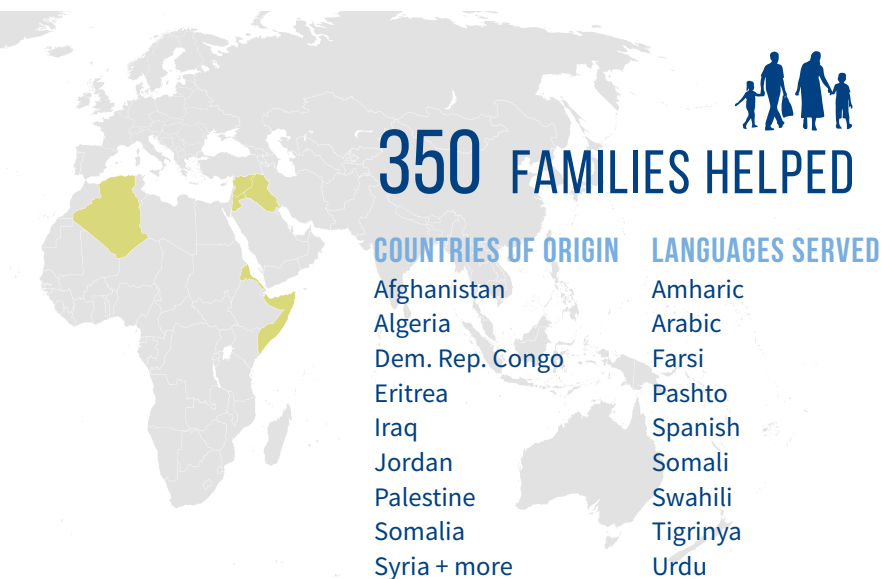
A First Steps Early Years Refugee Settlement Program picnic to celebrate graduates heading off to Kindergarten.

Supporting Children and Families to Thrive

Helping newcomers successfully settle into Canada is about ensuring every member of their family — especially children — thrive. This is the foundation of our **Children's Programs**, including our First Steps Early Years Refugee Settlement Program and Multicultural Outreach Programs. We support refugee and immigrant families with children under the age of 12 years old with child development, parenting education and building community with other families.



First Steps hosted our first professional family photo shoot for 10 families in collaboration with the Surrey Photography Club. Here's a lovely shot of First Steps kids Ali, Aseel and Zain.



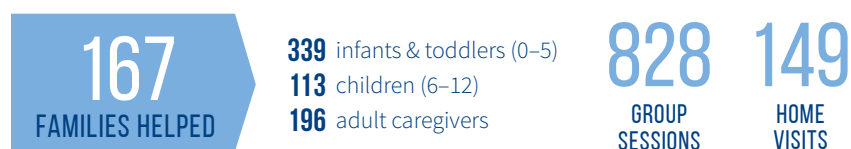
QUOTABLE

"First Steps is doing concentrated life-changing work with **families** that is transformative to creating strong **community connections** that leads to the health and wellness of our community. It models to other partners best practices in how to do this complex work — we all benefit from what they know and share."

— Stakeholder survey respondent

FIRST STEPS EARLY YEARS REFUGEE SETTLEMENT PROGRAM

First Steps, jointly managed by DIVERSEcity, Options Community Services and Umoja Operation Compassion Society, supports newly arrived refugee children (up to five years old) and their parents with a family drop-in program, play-based early childhood education, parenting workshops, activities for older siblings (six to 12), home visits and more to help kids and parents thrive.

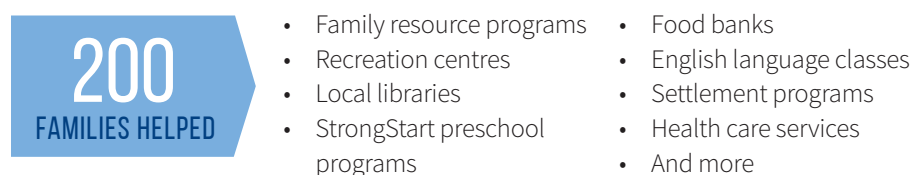


What our First Steps participants say about the program ...



MULTICULTURAL OUTREACH PROGRAM

Newcomer families may not be aware of all the child-focused resources and services available in their new community. Worse still, many face isolation and a lack of information and support when it comes to raising children in Canada. Our multicultural early childhood education outreach workers help immigrant and refugee families with children from birth to six years old connect to these community resources:



DIVERSEstory

Reaching Out

It's a wonderful thing to see the positive impact your efforts have on others. For Fatima*, an Arabic-speaking multicultural outreach worker at DIVERSEcity, this was truer than ever when she began working with a newcomer single mom, Amal*, who has four young kids. They were isolated, lonely and stuck close to home.

"She was stressed that her kids would be too loud, messy or fight with each other when they left the house," says Fatima, who began to build a relationship with the mom. She then picked up the whole clan for an outing to the local library for StoryTime and LegoTime. "The kids were so excited!"

Fatima then introduced the family to StrongStart, a drop-in, parent participation preschool program offered at elementary schools. "The mom felt very grateful to learn about another space where she could go with her children."

Two months later, Fatima ran into Amal and her kids at a local park; they were there with a group of moms and kids they had met at StrongStart. Thanks to Fatima's outreach efforts, this young family has built new relationships in their community and feels more confident about living in Canada.

**Names changed for privacy.*



RISE Youth clients went on a field trip to the Vancouver Aquarium and Stanley Park to explore their new community.

Empowering with Compassion and Care

There isn't a one-size-fits-all solution when it comes to helping refugees and immigrants who have faced significant barriers in their settlement journey. Our **Refugee and Specialized Programs** offer a range of personalized services that take into account their unique situations. Whether they have faced trauma, abuse or marginalization, our programs, including our emergency Refugee Support Fund, help these resilient newcomers rise above adversity.

REFUGEE AND IMMIGRANT SPECIALIZED EXPERIENCE PROGRAM (RISE)

Our Refugee and Immigrant Specialized Experience Program (RISE) supports adult and youth refugee and immigrant newcomers experiencing multiple and complex barriers. We provide one-to-one culturally competent case management in clients' first language for a year or more. That includes accompanying clients to appointments and helping them access housing, health care, education and more.


**LANGUAGES
SERVED**

Amharic	Karen	Nuer
Arabic	Kinyamulenge	Swahili
Burmese	Kinyarwanda	Tigrinya
French	Kirundi	

209 | FAMILIES



138 ADULTS

71 YOUTH

71 WORKSHOPS (ADULT) 38 WORKSHOPS (YOUTH)

11 FIELD TRIPS TO LOCAL ATTRACTIONS (YOUTH)



DIVERSECITY BUNDLE UP CAMPAIGN

With a climate colder than most newcomers are used to, our DIVERSEcity Bundle Up Campaign helped more than 100 newly arrived refugee families (180 adults and 190 children) stay warm last winter with free winter clothing, toiletries and food staples.

This annual donation drive is in partnership with Woodward Hill Elementary, Fraser Wood Elementary, Lush Cosmetics, Lower Mainland Christmas Bureau, Society for Homeless, Ill, Needy and Elderly (SHINE), SFU Surrey, Brighton College and Surrey Libraries, where the one-day event is held.

TOGETHER NOW LGBTQ+ NEWCOMER PEER SUPPORT GROUP

15 SESSIONS

Together Now launched in 2018 as a pilot project to offer a safe and welcoming space for LGBTQ+ immigrants and refugees (regardless of immigration status). It's a free support group where participants can meet new people, learn about local resources, access counselling services and be part of an inclusive community.



QUOTABLE

*"When you are a newcomer, you long to feel a **sense of belonging** to something. You want to know that you are connected with other people and that you have a support system. That's what Together Now did for me."* — Kristi Pinderi, 2018 participant and now a facilitator



HEALTHY SELF, HEALTHY FAMILIES WORKSHOPS

28 SESSIONS (ADULT) 27 SESSIONS (YOUTH)

Our approach to services for multi-barriered refugee and immigrant clients is about the whole person, from initial settlement needs to helping them become their best self with healthy lifestyles and relationships. That's where the Healthy Self, Healthy Families Workshop series comes in. These workshops are facilitated by an enhanced family counsellor with language assistance from RISE case counsellors in specific cultural groups.

DIVERSEstory

Rising to the Challenge

Meryam, who was born in Eritrea, was raised knowing that she and her two siblings would eventually be forced to join the military. This scary reality was no doubt why her parents made the decision to leave everything they knew behind to find — hopefully — a better future for them all.

"My parents went to Ethiopia as refugees, thinking to eventually get to a better country," Meryam says. "But to

leave our country was really hard. We left family and friends, and I don't know ..." she breaks off.

She seems hesitant to share more of her memories. It can't be easy to talk about such loss — of being suddenly without a home, missing your loved ones and facing uncertainty about the future. She was just 18 when her family learned they were coming to Canada as government-sponsored refugees.

"Everything was new to us," says Meryam. "The weather, the people, the language!"

Then a friend told her about the RISE program. "My friend told me it could help me get out from all the stress I was in," she says. "It's hard to be in a new country. RISE helps us meet new people and learn new things."

Meryam says it's been a challenging journey to Canada, but "I'm happy here now."



Future Leaders Program participant Suhbir at her work experience placement at Ingram Micro. "DIVERSEcity was very helpful. In the Future Leaders Program, I learned a lot. The trainers and the environment are very good."

Getting Newcomers and Youth Career Ready

Finding a job is one of the top concerns of most newcomers to Canada. It's an important part of settling into their new community and establishing a foundation for their lives in Canada. At DIVERSEcity, we have expertise in providing **employment support services** tailored to the needs of newcomers, often working with local employers to create job placements. We offer specialized programming for youth and individual case management for immigrant and refugee clients with language barriers.

217

PEOPLE HELPED INTO
THE LABOUR MARKET

142

YOUTH HELPED

75

ADULTS HELPED

85%

EMPLOYMENT OUTCOMES



PROGRAM HIGHLIGHTS

- Our **Future Leaders** and **Future Troopers** programs provide individualized skills enhancement for youth via training opportunities through post-secondary courses at public and private colleges that resulted in 85 per cent employment outcomes.
- A new pilot program for skilled immigrant youth was awarded in February called **Sprint Start** and was successfully launched.
- We served 10 per cent more than the contracted number of participants last year.
- We held an Employer Engagement Event on June 13, 2018, to recognize our employer partners and to relaunch DIVERSEcity's **GetintheKnow.ca** information resource.

LANGUAGES SERVED

Arabic
English
Farsi
German
Hindi
Mandarin
Punjabi
Russian
Spanish

IMMIGRANT ENTREPRENEUR PROGRAM

Not every newcomer wants to find a typical job. Statistics show that immigrants are entrepreneurial, and our Immigrant Entrepreneur Program helps them navigate the nuances of the Canadian business system. Through one-on-one consultation to group information sessions to our annual DIVERSEcity Entrepreneur and Small Business Fair, we aim to help newcomers plan, launch and grow their own business in BC.



Emerging immigrant entrepreneurs had the opportunity to learn and ask questions at the Entrepreneur and Small Business Fair.



300+

EMERGING ENTREPRENEURS HELPED



5

BUSINESS PLANS DEVELOPED



283

WORKSHOP PARTICIPANTS



7

BUSINESSES LAUNCHED OR IMPROVED



15

BUSINESS PLAN WRITING CIRCLE SESSIONS



170

ENTREPRENEUR FAIR ATTENDEES



30+

INDIVIDUAL CONSULTATIONS AND COACHING SESSIONS



3

IMMIGRANT ENTREPRENEUR GRANTS AWARDED (\$1,000 EACH)

SKILLS TRAINING CENTRE

DIVERSEcity's **Skills Training Centre** offers training courses to help Canadian and immigrant jobseekers enter the workforce with the right skillset, information and confidence. The fee-based courses are one to five days in length and are taught by industry experts.

Our new base at DIVERSEcity's City Centre Campus by King George SkyTrain station is convenient for participants around Metro Vancouver, but we can also conduct workshops at offsite client facilities. As a social enterprise, Skills Training Centre helps fund DIVERSEcity's charitable work.

QUOTABLE

"The teacher's knowledge base is very impressive and her confidence reassured me in my learning. Very positive experience. It exceeded my expectations." — Skills Training Centre student

COURSES

- Customer Service & Cashier Training
- Computer Skills for Office Administration
- Financial Customer Service Training
- Sage 50 Accounting Modules
- Basic Computer Skills

SESSIONS

20
18
12
7
3

STUDENTS

168
140
74
32
17

431
STUDENTS

60
COURSE
SESSIONS

COMMUNITY & VOLUNTEER PROGRAMS



Our Youth Integration Program ran soccer and sports day camps with support from viaSport BC.

Building Connection to Community

After immigrating to a new country, newcomers are focused on priorities such as housing, language and employment. But, beyond these basics, an important part of living a happy and healthy life in Canada is finding community — a place where you belong. Our **Community and Volunteer Programs** help newcomers and other diverse communities — including low-income families, seniors, youth naturalized citizens, temporary residents and refugee claimants — learn about their local community, become engaged community members, develop life skills and make new connections. And our Youth Integration Program is focused on building confidence and connection among young immigrants and refugees in Surrey through workshops, sports and field trips.



ENGAGING NEW CITIZENS

Our Citizenship Preparation and Civic Engagement course helps immigrants take that final step in the settlement process — becoming a citizen. Plus, our BC Monthly Tours help newcomers explore local attractions.

46

CLIENTS

311

BC MONTHLY
TOUR ATTENDEES

3,360+ PARTICIPANTS & VOLUNTEERS



SENIORS' PROGRAMS

Through our Better At Home program, we provide specialized supports for seniors, a third of which are Punjabi speaking, in their home. The help our staff and volunteers provides includes companionship, transportation, light housekeeping and accompaniment on errands and appointments.

Our highly popular Staying Active Seniors Social Club program, funded through United Way's Active Aging mandate, is held twice a week at Bear Creek Pavilion in Surrey for 55 Punjabi-speaking senior women. There's yoga, a walking club, information sessions, field trips and workshops.

We also support the Surrey Seniors Planning Table, helping them with community initiatives like their annual Intercultural Showcase and the storytelling program, Elder Story.

294

SENIORS HELPED
THROUGH **BETTER AT
HOME & ACTIVE AGING**

170

SENIORS IMPACTED
BY **SURREY SENIORS
PLANNING TABLE**

FOOD SECURITY PROGRAMS

We have a long-running food security program that includes community gardens and community kitchen programs. At our two community gardens in Surrey, newcomer families can register for a garden plot to grow their own food. We also run a variety of community kitchen programs for seniors, young mothers and low-income families focused on healthy eating, meal planning, budgeting for food and cooking skills



310 COOKS IN COMMUNITY KITCHENS  **2** COMMUNITY GARDENS **492** PEOPLE FED

VOLUNTEER PROGRAM

People from all walks of life volunteer to give back to the community or a cause they believe in, to gain experience and to make new connections. Our Volunteer Program recruits, orients and trains volunteers — both newcomers and established Canadians — to work in a broad range of roles at DIVERSEcity, such as in our annual Income Tax Clinic.

126 VOLUNTEERS **2,050** VOLUNTEER HOURS

INCOME TAX CLINIC

A partnership with Surrey Libraries, our free, annual Income Tax Clinic helps newcomers and low-income families complete their income tax returns.

1,018 TAX RETURNS COMPLETED
20 LANGUAGES

BC SETTLEMENT PROGRAM

Thanks to our provincially funded BC Settlement Program, we are able to offer settlement, employment and immigration support to vulnerable, temporary residents and naturalized citizens who can't access federal government-funded services for permanent residents. Temporary residents we've helped include international students, temporary foreign workers and refugee claimants.

508 TOTAL CLIENTS

- 111** Temporary foreign workers
- 13** Provincial nominees
- 50** International students
- 81** Refugee claimants
- 253** Naturalized citizens

DIVERSEstory

A Volunteer Story

Diversity is a two-way street. It's not just up to immigrants and newcomers to integrate; the Canadian-born population has an important role in welcoming newcomers. Our volunteer Pamela Chestnut knows this well.

She's Canadian-born but reached out to DIVERSEcity to volunteer with newcomers. She not only wanted to help them

feel welcome, but she was also interested in learning about different cultures and connecting with people with different experiences.

She has been volunteering with DIVERSEcity for five years with our Better At Home seniors program, leading activities to help immigrant seniors socialize and connect.

Pamela is now retiring from her volunteerism, but her impact at DIVERSEcity will not be forgotten. Our senior clients tell us they have learned so much about Canada from Pamela.

In turn, Pamela says that she learned as much from them as they did from her. Her advice on volunteering with newcomers? "Be kind, nice and helpful."



Our IMPACT Parenting Group helps newcomers learn about parenting strategies in Canada and make new friends — parents and kids alike!

Strong Mental Health for All

Counselling Services are here to help newcomers and diverse communities with free, culturally informed, confidential support. Our highly trained, compassionate counsellors support our clients in their journey to emotional wellbeing in their first language.

We have counselling programs that focus on families, children and youth, substance use, domestic violence, parenting and gang prevention. We also run newcomer parent support groups and youth camps during spring and summer breaks, all with the goal of supporting strong mental health.

2,100 COUNSELLING CLIENTS

HOW OUR COUNSELLORS SUPPORT CLIENTS

- One-to-one counselling
- Closed group sessions
- Open drop-in groups
- Accompaniment to community services, such as court and legal appointments
- Group sessions offered at other sites like transition homes
- Outreach support to hospitals and affected groups such as family members
- Multi-agency integrated service delivery



LANGUAGES SERVED

Arabic
Cantonese
English
Farsi
Hindi
Korean
Mandarin
Punjabi
Spanish
Urdu



OUR COUNSELLING PROGRAMS

NUMBER OF CLIENTS

276

STOPPING THE VIOLENCE PROGRAM

We provide counselling, support, outreach and advocacy to immigrant women who have experienced or are at risk of family violence, sexual assault or sexual abuse.

131

FAMILY COUNSELLING

We support immigrants and refugees in their first language to overcome family conflict.

201

SUBSTANCE USE COUNSELLING

We offer individual, couple and family counselling related to alcohol and drug-related problems.

134

ROSHNI CLINIC

In partnership with Fraser Health, we support South Asian clients struggling with addiction, as well as their families.

158

CHILD AND YOUTH MENTAL HEALTH COUNSELLING

We offer specialized mental health treatment to children and youth from immigrant and refugee families.

279

PEACE PROGRAM

The Prevention, Advocacy, Counselling and Empowerment (PEACE) program supports children who have witnessed or suffered abuse at home.

94

CHILD AND YOUTH EMPOWERMENT CAMP

We offer empowering and supportive spring break and summer camps for at-risk youth, sponsored by Shaw Communications.

42

WOMEN IN CONFLICT WITH THE LAW

We offer counselling support for high-risk women who are in the legal system to better understand their behaviour.

41

DOMESTIC VIOLENCE SURVIVORS OUTREACH GROUP

We support immigrant, Indigenous and other women in transition houses and second-stage recovery houses in the Surrey area.

125

IMPACT PARENT GROUP

IMPACT is a support group for immigrants with young children up to six years old.

SAFE

Surrey Anti-Gang
Family Empowerment
Program

SAFE Community Clinical Counselling

Launched in January 2019, DIVERSEcity Community Resources Society and Simon Fraser University have partnered up to provide the SAFE Community Clinical Counselling program to children and youth, and their families, who are at risk of being recruited into gangs.

Part of the Surrey Anti-Gang Family Empowerment Program (SAFE), funded by the Government of Canada and in partnership with the City of Surrey, the program focuses on South Asian and Arabic immigrant and refugee families, providing services such as risk assessment, case management and consultation, in the respective languages and cultural context.



(L to R) Team members behind DIVERSEcity Interpretation and Translation Services: Brenda Sun, Kiriti Singh, MaryAnn Taruc, Kiran Sanghera, Angela Orellana and Harsh Thakkar.

Communicate Without Barriers

Language should never be an obstacle in a country as diverse as Canada. **DIVERSEcity Interpretation and Translation Services** is here to ensure no one is left out of the conversation. We understand that culturally savvy organizations want to be inclusive and overcome language barriers with newcomers and diverse communities. That's where our services come in.

We connect people and organizations, helping them communicate across cultures and languages. We are the biggest interpretation and translation service in the Lower Mainland and Fraser Valley, with a network of 300+ professionals who provide services in 88+ languages, including many rare ones.

WHAT WE DO

- Consecutive interpretation
- Simultaneous interpretation
- Dial-in interpretation
- Court interpretation
- Video conferencing
- Document translation
- Back translation
- Audio and video transcription services
- Proofreading and graphic design
- Voice-overs and dubbing



300+
PROFESSIONALS

12,000 CLIENT APPOINTMENTS

31,000 HOURS OF INTERPRETATION

88+ LANGUAGES FOR INTERPRETATION AND TRANSLATION SERVICES

Albanian	Croatian	Gujarati	Kirundi	Polish	Taiwanese
Amharic	Czech	Hindi	Korean	Portuguese	Tamil
Arabic	Dari	Hmong	Kurdish	Punjabi	Thai
Assyrian	Dinka	Hungarian	Laotian	Rohingya	Tigrinya
Bengali	Farsi	Ilocano	Malay	Romanian	Toishanese
Bosnian	Fijian Hindi	Indonesian	Mandarin	Russian	Turkish
Bulgarian	Finnish	Italian	Marathi	Slovak	Ukrainian
Burmese	First Nations	Japanese	Nepali	Somali	Urdu
Cambodian	languages	Karen	Norwegian	Spanish	Uzbek
Cantonese	French	Kashmiri	Nuer	Sudanese	Vietnamese
Chaldean	German	Khmer	Oromo	Swahili	+ More
Creole (Haiti)	Greek	Kinyarwanda	Pashto	Tagalog	

WHO WE WORK WITH

- Community agencies
- Public institutions
- Government
- Non-profits
- Individuals
- Businesses
- Private organizations

SOME OF OUR CUSTOMERS

- WorkSafe BC
- Ministry of Social Development and Poverty Reduction
- Ministry of Children and Family Development
- Provincial Health Services Authority
- Health Shared Services BC
- ICBC
- Courts, corrections and school districts

LANGUAGE TESTING CENTRE — CELPIP & CAEL

DIVERSECity's **Language Testing Centre** is one of the leading language testing centre sites in BC, offering two convenient test locations in Surrey, specifically for CELPIP (Canadian English Language Proficiency Index Program) and CAEL (Canadian Academic English Language) testing. Our second location opened in November 2018 at our City Centre Campus to meet the growing demand for the tests.

CELPIP is an ideal choice for newcomers applying for permanent residency or citizenship. Not only does it use the English commonly spoken in Canada, but the course is completely computer-delivered in just one sitting.

DIVERSECity has weekly testing times at both sites for:

- CELPIP-General — For permanent residency
- CELPIP-LS — For citizenship
- CAEL CE (Computer Edition) — For university
- CAEL Pretest — Free practice test

3,132 TOTAL TEST
TAKERS


CELPIP®


CAEL®

96 CELPIP-GENERAL TESTS

53 CELPIP-LS TESTS

3 CAEL TESTS



In our LINC classes, students improve their English, while learning about Canada and building connections.

The Importance of Learning English

Learning English is an important part of building a life in Canada as a newcomer. Whether they are looking for a job or just want to make new friends, English can help immigrants feel at home here in BC. Our **Language Training and Literacy Programs** offer a range of free English language classes to permanent residents and refugees, namely through our Language Instruction for Newcomers to Canada (LINC) program, from pre-literacy to Canadian Language Benchmark (CLB) 6.

Classes are offered at different times of the day and week and include community field trips to give students a chance to practise their language skills in real life. For those with children, we offer morning childminding with a strong early childhood education curriculum. Both parents and kids graduate from our program with improved English, greater confidence, knowledge about Canada and new connections.



720
STUDENTS

25
CLASSES

21 LINC (Literacy to CLB 6)
2 LARC (LINC Assistance & Readiness Class)
2 CALP (Community Adult Literacy Program)

1 **ENGLISH
CONVERSATION
CIRCLE**

DIVERSEstory

LINC to Success

When Jasmine entered a LINC Level 3 morning class, she said her language goal was to practise English related to her job search. Jasmine was unemployed at the time and wasn't confident that she could communicate in English in an interview.

"Jasmine worked hard in her classes and was motivated to improve her job interview skills

through classroom job interview role plays," says her instructor Ian Wemyss. "This allowed her to explore her transferrable skills and how to talk about them."

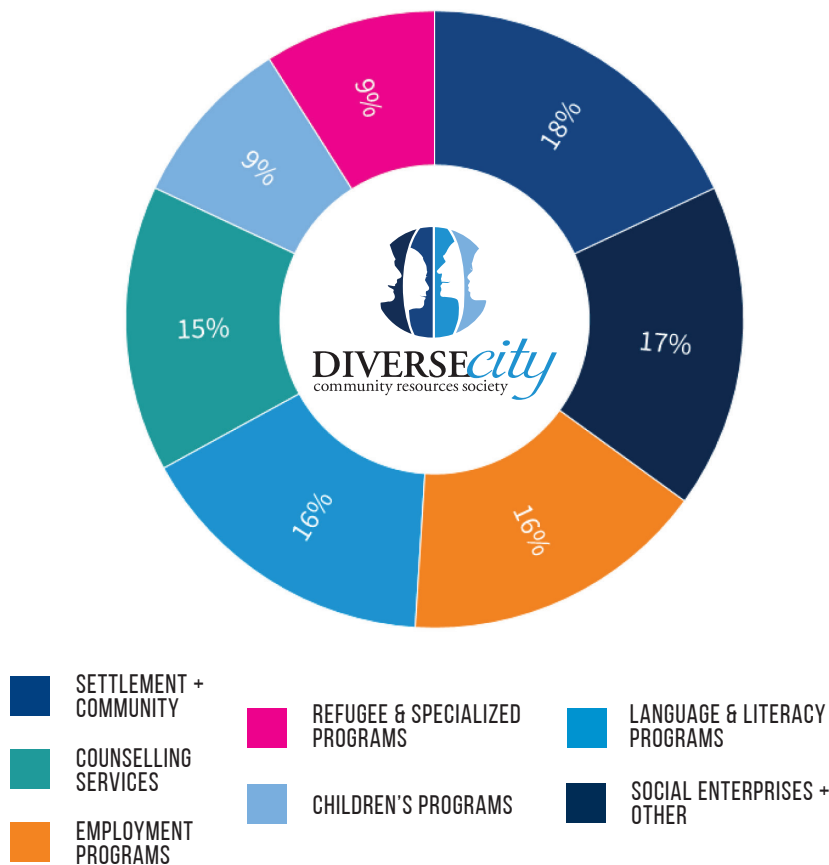
Three months after starting with LINC, Jasmine came to class after a job interview and said the questions she was asked in the interview were the same ones she had practised in class. She

said she felt confident about the way she answered the questions in the interview. She got the job! She now works at Vancouver International Airport.

Jasmine dropped by her old morning class with candy and a thank you card. She said she wants to continue to improve her English and will sign up for evening classes!

2018–2019 FUNDING OVERVIEW

Our Funders



FEDERAL

Employment and Social Development Canada
Immigration, Refugees and Citizenship Canada
Public Health Agency of Canada
Women and Gender Equality Canada

PROVINCIAL

Ministry of Advanced Education, Skills and Training
Ministry of Children and Family Development
Ministry of Community, Sport and Cultural Development
Ministry of Jobs, Trade and Technology
Ministry of Justice
Ministry of Public Safety and Solicitor General

CORPORATE

Coast Capital Savings
Paragon Testing Enterprises
Shaw Communications
TD Bank Group
Vancity

OTHER

BC Family Hearing Resources Centre
Canadian Council for Refugees
Canadian Medical Association Foundation
Centre for Child Development
City of Surrey
Colleges and Institutes Canada
Community Living BC
Fraser Health Authority
Humber Foundation
Kwantlen Polytechnic University
NutritionLink Services Society
Options Community Services
Pacific Community Resources Society
Provincial Language Services/BC Clinical and Support Services Society
Sources Community Resources Centres
Surrey Libraries
Surrey School District 36
Surrey Seniors Planning Table
viaSport BC
United Way of the Lower Mainland
Workers' Compensation Board

LOOKING AHEAD

With our five-year strategic plan as a guidepost to help us meet the challenges of the future, we will be exploring new partnerships with the business community and new stakeholders in 2020 and beyond. It's about building on the foundation we have built over the last 40 years to help newcomers and diverse communities thrive.

With our expertise in settlement and integration, we will be working to play a convening role in our community to share best practices and support the rapid growth in our city. We will further build on our capacity in counselling, language services and employment, supported by our three social enterprises — DIVERSEcity Interpretation and Translation Services, Skills Training Centre and Language Testing Centre.

We will continue to focus on meaningful and intentional growth in all these areas that aligns with our values. This measured approach ensures that resources are utilized to create outcomes and not merely outputs.

Further, we will continue to make investments into our people to ensure we have the very best qualified leaders at the helm, ready to make progress. Investments into infrastructure by way of technology and capital expansion will round out the initiatives that we are looking at to support the future of DIVERSEcity's strategic platform.

We invite you to be part of the next chapter.

DIVERSECITY COMMUNITY CAMPUS

13455 76 Avenue
Surrey, BC V3W 2W3

CITY CENTRE CAMPUS

#202 – 10070 King George Boulevard
Surrey, BC V3T 2W4

SKILLS TRAINING CENTRE

#214 – 10070 King George Boulevard
Surrey, BC V3T 2W4

LANGUAGE TESTING CENTRE

#210 – 10070 King George Boulevard
Surrey, BC V3T 2W4

LANGUAGE AND LITERACY PROGRAMS

#1107 – 7330 137 Street
Surrey, BC V3W 1A3

FIRST STEPS CENTRE

#201 – 7380 King George Boulevard
Surrey, BC V3W 5A5

