



DIVERSECITY
community resources society

Everyone Belongs Here



ANNUAL REPORT

2019–2020

LAND ACKNOWLEDGEMENT

DIVERSEcity Community Resources Society recognizes that our work takes place on the ancestral, traditional and unceded territories of the SEMYOME (Semiahmoo), qíćəy̓ (Katzie), kʷíkʷəłəm (Kwikwetlem), q̓ʷɑ:ńłən (Kwantlen), qíqéyt (Qayqayt), xʷməθkʷəy̓əm (Musqueam) and scəwaθən məsteyəxʷ (Tsawwassen) First Nations. 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. We pay our respects to their Elders past, present and emerging.





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MESSAGE FROM THE CEO & BOARD PRESIDENT

As a community-serving organization in Surrey, BC, one of the fastest-growing cities in Canada, emerging community needs guide our work at DIVERSEcity. Against this backdrop, our mandate as an organization committed to building truly inclusive and resilient communities was reaffirmed through a five-year strategic plan in 2019. We are proud of the work we've done so far to meet our strategic objectives, while upholding our values of growth, respect, integrity and compassion.

Our strategic objective of **growth** has meant leveraging opportunities that resulted in purposeful growth in 2019–2020. We added diversified and sustainable funding streams, while increasing our number of partnerships with community organizations, the business community, post-secondary institutions, public institutions and government. This has allowed us to increase our breadth of services to grow our reach within the community.

Our **people and culture** strategic objective means building a skilled and resilient workforce who share our values and are inspired by our mission. We are focused on recruiting and retaining high-calibre talent, ensuring our team is known for subject matter expertise and quality service delivery. Last year's reorganization of our internal structure was a key part of our work to ensure that our teams are empowered to meet the needs of our growing community.

We have also worked to increase our **profile** to our stakeholders. This strategic objective has resulted in increased partnerships, funding and opportunities for our team members to be recognized through roundtables, panels, awards and media engagement.

When it comes to our **innovation** objectives, we're seeing the start of several research projects with post-secondary institutions and grantors. We are also working on collecting streamlined real-time



Neelam Sahota
CEO

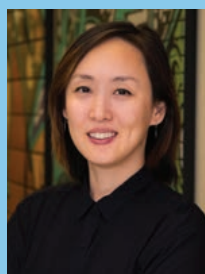


Bob Appleton
President

data to ensure we can quickly identify trends, effectively report on outcomes and monitor key performance indicators to drive future strategy.

We want to extend our gratitude to our funders, sponsors and corporate partners for recognizing the value of empowering diverse communities to build the life they want in Canada. Thank you also to our volunteers, donors, community partners and clients who entrust us with their support. Finally, we offer heartfelt thanks to our Board of Directors and staff for their ongoing dedication to building a diverse and inclusive community where **everyone belongs**.

2019–2020 Board of Directors



Jane Shin
Vice President



Alethea Linnitt
Treasurer



Shara Nixon
Secretary



Upkar Singh Tatlay
Director

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

MISSION

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

VALUES

Growth
Respect
Integrity
Compassion

STRATEGIC OBJECTIVES

People and Culture
Innovation
Profile
Growth

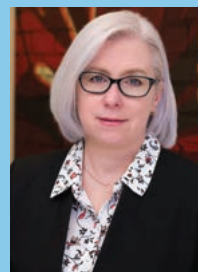
Leadership Team



Garrison Duke
Director, Employment &
Language Programs



Amanee Elchehimi
Director, Family
Services



Lolly Gagnon
Director, HR &
Communications



Laura Mannix
Director, Community
Development

HIGHLIGHTS OF 2019-2020



1



2



3



4

1. Immigration Minister Marco Mendicino (centre) visits DIVERSEcity.
2. Baltej Singh Dhillon, keynote speaker at DIVERSEcity's 2019 AGM.
3. Honouring Orange Shirt Day at DIVERSEcity.
4. Supporting Shakti Society on International Women's Day.



5



6



7

DIVERSEcity champions
diversity and inclusion
for all, and our
message is clear
— *Everyone Belongs Here.*



8

5. Winners of the DIVERSEcity-sponsored January Marie Lapuz Youth Leadership Awards.
6. Neelam Sahota with Minister Maryam Monsef during a funding announcement for women's programs.
7. DIVERSEcity at Surrey Fusion Festival.
8. Our Heart of DIVERSEcity Awards are central to our People and Culture strategic objective.

SETTLEMENT & INTEGRATION PROGRAM



Mary and Gurminder from our Settlement team sharing information at a 2019 community event.

Inspiring Belonging Among Newcomers



Settlement services are the path to a better life in Canada for newcomers. Our newcomer information support workers provide new immigrants and refugees with free and multilingual information and support so they can build the life they want in Canada. Newcomers trust our services to positively impact all aspects of their life from employment to housing to finances. We empower newcomers to feel connected and find belonging in their new home.

1,376

NEWCOMERS RECEIVED
ONE-TO-ONE SUPPORT,
TOTTALLING 1,992 SESSIONS

377

NEWCOMERS PARTICIPATED
IN 43 GROUP
WORKSHOPS

462

NEWCOMERS RECEIVED
SUPPORT AT THEIR LOCAL
RECREATION CENTRES



LANGUAGES SERVED

Arabic	27%	Hindi	4%
Punjabi	25%	Swahili	4%
Mandarin	17%	Korean	3.5%
English	10%	Spanish	1%
Karen	8%	Urdu	.5%



GUIDED PATHWAYS COACHING

125 NEWCOMERS SUPPORTED THROUGH CASE MANAGEMENT

Our Guided Pathways coaching, in Punjabi, Arabic and English, provides in-depth support to guide newcomers through the settlement process. Our coaches work with newcomers over many sessions to create an action plan that helps them integrate into Canadian society.

HEALTH PATHWAYS PROGRAM

42 NEWCOMERS HELPED

79 NEWCOMERS AT 8 WORKSHOPS

This new program, with support from Roots Community Health Centre, provides case management and workshops for clients with complex health needs to learn about supports available, access community resources and navigate the health care system.

CANADA LEARNING BOND PROGRAM

28 ONE-TO-ONE SESSIONS

91 PARENTS AT 10 WORKSHOPS

DIVERSEcity connects newcomer parents to the Canada Learning Bond, free money (up to \$2,000) for low-income families. Through individual sessions and workshops, we guide them in starting an RESP account to save for their child's post-secondary education with an initial \$500 government grant.



Settlement clients participate in local field trips to engage with their new community.

DIVERSEstory

Reaching New Horizons

Settling in a new country comes with a lot of questions. Newcomers need information and support to establish themselves and find where they belong.

Take the story of Jini*. After receiving her permanent residence in July 2019, she was excited, but anxious about her new life in Canada. "After the initial excitement wore off, I began to panic. I was like a fish out of water. So, I decided to go out and try to learn as much about Canadian culture."

Her newcomer information support worker, Ann*, was her first point of interaction in Canada. "Ann planted the seed in me about keeping an open mind in terms of career change and charted

out an action plan for me. She explained to me the importance of volunteering as an important tool to gain Canadian experience. And she shared her own beautiful journey in Canada with me."

In her country of origin, Jini was an assistant professor of English literature and language. "Keeping this in mind, my settlement worker introduced me to the world of ESL instructors," she says. "Today, I am a LINC workplace facilitator at Douglas College. If Ann wouldn't have supported and opened my horizons with her excellent advice, I wouldn't have gotten back into my career in Canada."

"Jini was optimistic about her future in Canada, had a strong teaching

background and excellent communication skills," says Ann. "The only complicating factor was her lack of knowledge about resources in the community and how to utilize them. Now she seems clear about her long-term goals and has even decided to enrol in the career development practitioner program to reach her next career goal of helping newcomers like her."

According to Jini, "I want to give back the help and encouragement I received in my initial years in Canada." •

* Names changed for privacy.



CHILDREN'S PROGRAMS



Restaurateur Vikram Vij visited our First Steps Cooking Together session in February 2020 to cook with refugee moms and kids.

Steps to Help Children and Parents Thrive

Adapting to a new country can be every bit as challenging for children. Our **Children's Programs** are designed to help them and their whole families thrive in Canada. Through our two signature programs, First Steps Early Years Refugee Program and Multicultural Outreach Program, we support refugee and immigrant families with children under the age of 12 years old with child development, parenting education, outreach support, accessing community resources and building social networks with other families.

300+

FAMILIES SERVED

500+

CHILDREN SUPPORTED
WITH OUR PROGRAMS

20+

DIFFERENT TYPES OF ACTIVITIES
AND GROUP SESSIONS



FIRST STEPS EARLY YEARS PROGRAM

276

DROP-IN SESSIONS

159

MIDDLE YEARS ACTIVITIES



First Steps, jointly managed by DIVERSEcity, Options Community Services and Umoja Operation Compassion Society, supports newly arrived refugee children (up to five years old) through play-based early childhood education to help them, and their parents, thrive. Activities include:

- Family drop-in program
- Middle years activities
- Cooking Together sessions
- Singing Together music therapy
- Kindergarten readiness program
- Parenting workshops
- Women's support sessions
- English conversation circles
- Home and integration visits
- Photo shoots (see photo above)



Enjoying games, music and books at First Steps drop-in sessions.

MULTICULTURAL OUTREACH PROGRAM

173

FAMILIES SUPPORTED

230

OUTREACH SESSIONS

Our multicultural early childhood education outreach workers help immigrant and refugee families with children from birth to six years old connect to their community and support them as they access resources such as:

- Family resource programs
- Recreation centres
- Local libraries
- Food banks
- Settlement programs
- StrongStart preschool programs



DIVERSEstory

First Steps for Families

For moms new to Canada, parenting can be an isolating experience. Dealing with language barriers, lack of information and a limited support network can be frustrating when raising young kids. DIVERSEcity's Children's Programs are an important stepping stone for these families.

Take the story of Mariam*, a refugee mother from Eritrea, a growing source country for clients. Knowing no one and with limited English, she says it was difficult for her and her family to meet people and make friends. "I didn't know where to go for things or [how to structure] my daily routine. One day I went to the library and the librarian told me about the First Steps program and I went there the next day!" she says. "My children and I were very excited to come to First Steps drop-in class twice a week. The staff welcomed us and set us up nicely with quality crafts, painting, toys and books. For me, talking with other moms and trying different things gave me more confidence."

Aisha*, a mother from Iraq, couldn't agree more. "First Steps is a great program. I learned many things that have benefited me in my life. I wish my voice reaches all new refugees with children who live in Surrey to tell them to reach out to the First Steps program."

* Names changed for privacy.

YOUTH PROGRAMS



Guiding Diverse Youth to a Better Future

About 60 per cent of the newcomer population in Surrey are youth aged 13–24, so it came as no surprise that our **Youth Programs** saw rapid growth last year. Delivering settlement and integration support services, we help immigrant, refugee and other racialized youth in their Canadian and personal journeys.

DIVERSEYOUTH PROGRAM

439 YOUTH PARTICIPANTS

38 WORKSHOPS

DIVERSEyouth, formerly known as the Youth Integration Program (YIP), provides learning and enrichment opportunities through a variety of workshops and training series in English for newcomer and refugee youth aged 13–18 and 19–24. Our focus is on building community connections, confidence and self-esteem among youth, all while developing transferrable skills in areas such as communication, leadership, employment readiness, educational support and recreation.

PROGRAM HIGHLIGHTS

- 10** Group workshops and special events
- 4** Pathways to Post-Secondary sessions
- 2** How to Volunteer workshops
- 12** Youth Power Hour workshops in Surrey and Langley
- 10** Sessions of RISE-UP Youth Empowerment Program, funded by Coast Capital Savings

RISE YOUTH

54

NEWCOMER YOUTH

42

GROUP SESSIONS & WORKSHOPS

The RISE Youth program has its foundations in the broader Refugee and Immigrant Specialized Experience (RISE) program, offering case management for youth aged 13–24, who may be experiencing multiple challenges in settling into their new community. RISE Youth helps newcomer youth increase their capacity to cope with the barriers they are facing, and to increase their skills and knowledge to settle into their new home, school and community. Youth are supported with both one-to-one support, in their first languages such as Arabic, Dari, French, Karen and Kirundi, as well as field trips and group-based workshops, including our Healthy Self, Healthy Families workshops.



“QUOTABLE

“[DIVERSEyouth] has been really beneficial to me. I learned about how things are done in Canada, my individual rights and responsibilities, and how to conduct myself in the community. I got the opportunity to connect with other newcomer youth and I have made a lot of friends. The program workshops helped me to build my confidence and I can now speak freely in the midst of other people without feeling intimidated.”

— ESTHER KELEKELE, 20

Community Connections Field Trips

Field trips are a great way for youth to have fun and make connections while also learning about their community and the history and culture of Canada. In all, **41 youth** from the DIVERSEyouth program and **28 youth** from RISE Youth attended five field trips each to local spots such as:

- Surrey Museum (see photo above)
- White Rock Museum
- Kwantlen Polytechnic University tour
- A’Rocha Environmental Stewardship
- North Surrey Ice Rink
- Museum of Anthropology at UBC

DIVERSEstory

Empowering Youth, Eh!

Eh Pu Paw, 19, is new to Canada with limited English, and was facing all manner of culture shock. “She had been struggling to study to study at high school in Surrey due to her language barrier and lack of confidence,” says her RISE Youth case specialist, Saw Joe. “She had a hard time studying and making friends at school even though she said she loved school and wanted to improve her English and meet other people.”

Being part of the RISE Youth program helped her adjust to her new life. “By attending information and orientation workshops through RISE Youth, I have learned about education, government benefits, health care, rights and responsibility and more,” says Eh. “The workshops helped me to understand more about Canada. I also learned about stress management and self-care. We played games and had fun activities

during the sessions, as well as field trips. I saw new things, made friends and had fun.”

“By providing empowerment and supports to Eh Pu Paw through RISE Youth programming such as one-to-one services, group workshops and field trips, she has gained more self-esteem, replying to the questions and expressing her point of view either in the Karen language or even in English,” says Saw Joe. •



SENIORS' SERVICES



Staying Active Seniors Social Club participants enjoying outdoor activities and exercise.

Empowering Seniors to Live Full Lives

Helping seniors live with independence, wellness and connection is at the heart of DIVERSEcity's **Seniors' Services**. Our services have also expanded rapidly over the last year to meet the community's growing needs as community members enter their golden years.

1,000+

SENIORS'
SERVICES
PARTICIPANTS

700+

SENIORS (55+) SERVED
IN OTHER COMMUNITY
PROGRAMS

11

FIELD TRIPS FOR
SENIORS

BETTER AT HOME

1,449

HOUSEKEEPING JOBS

167

SENIORS SERVED

229

FRIENDLY VISITS

Through our Better At Home contactors and volunteers, we provide non-medical services to help seniors stay in their homes for longer. From friendly visits to grocery shopping to housekeeping and yardwork, Better at Home, a United Way program, truly became an essential service for seniors at risk of isolation when the COVID-19 pandemic hit in March 2020.

ACTIVE AGING: STAYING ACTIVE SENIORS SOCIAL CLUB

124

EXERCISE CLASSES

28

WORKSHOPS

15

COMMUNITY KITCHENS

This specialized program, in partnership with the City of Surrey, supports a dynamic group of Punjabi-speaking senior women to get healthy, happy and connected with regular exercise classes, yoga, workshops, community kitchens and field trips.



DIVERSEcity's Daljit (left) and senior women doing a little outdoor yoga.

SPECIALIZED SENIORS' SERVICES

In early 2020, DIVERSEcity introduced two new specialized services for immigrant seniors with higher needs. The Newcomer Family and Friends Caregiver Support Program provides support to immigrant caregivers of high-need seniors aged 55+, while the Therapeutic Activation Program for Immigrant and Refugee Seniors (TAPIRS) offers broad support services, wellness activities, exercise classes and more to help vulnerable seniors. A Giddha dance event was held to celebrate the launch of the new specialized seniors' services (see photo on right).



Surrey Seniors Planning Table

DIVERSEcity is a key partner of the Surrey Seniors Planning Table and supported the community group on its ninth annual Intercultural Showcase, featuring multicultural music, dance and food, to **200+ attendees** at Guildford Recreation Centre.

We also helped with Elderstory: Speaking Out, a project that trained **25 senior volunteers** in storytelling facilitation skills and engaged more than **400 children and seniors** in **54 storytelling sessions**.



COMMUNITY & VOLUNTEER PROGRAMS



Visiting the Museum of Anthropology at UBC with DIVERSEcity's Welcome to BC Tours.

Building Connections to the Community

After newcomers arrive and start settling into their new country, one of their most important next steps is to build connections within their local community. DIVERSEcity's **Community and Volunteer Programs** help newcomers and other diverse communities — including seniors, refugee claimants, temporary residents and Canadian citizens — become active participants in DIVERSEcity and partner programs, allowing them to feel engaged, supported and connected to others. As a result, we're creating a stronger community for all.

BC SETTLEMENT SERVICES

576 CLIENTS  **LANGUAGES SERVED: ENGLISH, KOREAN, SPANISH & PUNJABI**

Our BC Settlement Services support clients — including international students (70), refugee claimants (93), temporary foreign workers (166) and naturalized citizens (247) — who typically can't access settlement services due to their immigration status, but who still have many needs during their settlement journey. These provincially funded services help them live, work and connect successfully.

Migrant Worker Workshops

DIVERSEcity was a partner in the Migrant Worker Support Network, led by MOSAIC. Our BC Settlement Services team ran four workshops for **42 clients** that combined a community kitchen session with speakers on topics such as migrant rights and immigrating to Canada.



VOLUNTEER PROGRAM

111 NEW VOLUNTEER ORIENTATIONS

9 GROUP VOLUNTEER TRAINING SESSIONS

People volunteer to give back to their community, gain experience and meet new people. Our Volunteer Program helps them do that, training them to work in a broad range of roles at DIVERSEcity, including our Annual Income Tax Clinic. In 2019, our volunteers helped **1,018 clients** at **27 sessions** of our tax clinics.

FOOD SECURITY PROGRAMS

688 CLIENTS

77 COMMUNITY KITCHENS

100 GARDEN PLOTS

40 GARDENING EVENTS

Our hands-on Community Kitchen programs and two Community Gardens in Surrey help local families develop skills to cook, grow, shop and plan for healthy and affordable food.



Our community gardens are a place where newcomers can grow food and plants, and connect with others.

“QUOTABLE

“Tuna casserole, a recipe that I learned in one of your community kitchens, is now a favourite recipe for my family!”

— KAREN COMMUNITY PARTICIPANT

CITIZENSHIP PREPARATION AND WELCOME TO BC TOURS

4 CITIZENSHIP PREPARATION COURSE CYCLES

10 FIELD TRIPS

Learning about Canada and the local community is the foundation of our popular 10-week Citizenship Preparation and Civic Engagement Course, our Conversations for Citizenship and our Welcome to BC Tours local field trips. From learning about Canada’s history, to experiencing Indigenous culture and local attractions, newcomers get to become active participants in all things Canadian.



DIVERSEcity's Raihan guiding a group of newcomers closer toward citizenship in a Citizenship Preparation class.

REFUGEE & SPECIALIZED PROGRAMS



A Rise Program family shared their story with us on Family Day 2020.

Rising Above Adversity

To help newcomers facing significant barriers or trauma in their resettlement journey, DIVERSEcity's **Refugee and Specialized Programs** take a personalized approach to helping these resilient new Canadians rise above adversity, namely through our flagship RISE Program.

RISE PROGRAM



LANGUAGES SERVED: ARABIC, BURMESE, FRENCH, KAREN, KINYAMULENGE, KIRUNDI, SWAHILI, TIGRINYA+

Our Refugee and Immigrant Specialized Experience (RISE) Program supports refugee and immigrant newcomer families experiencing multiple and complex barriers to settlement. Using a trauma-informed and strength-based approach, we empower clients with one-to-one culturally competent case management in their first language. This includes accompanying clients to appointments, workshops, field trips and helping them access housing, health care, education, government benefits and more.

111

RISE FAMILIES
HELPED

501

ACCOMPANIMENTS TO
APPOINTMENTS

49

GROUP WORKSHOPS ON
BANKING, HEALTH, DRIVING,
HOUSING AND MORE

“QUOTABLE

"With the attentive care of my RISE case specialist, I have gained confidence in myself and my abilities to provide a happy life for my children."

— RISE PROGRAM PARTICIPANT

DIVERSECITY BUNDLE UP CAMPAIGN

117 FAMILIES HELPED

218 ADULTS

256 KIDS

Our DIVERSEcity Bundle Up Campaign helps newly arrived refugee families stay warm during the Canadian winter with donated coats, clothing, toiletries and food staples. This annual donation drive requires more than **100 hours** of planning, setup and distribution, and relies on the support of **20 volunteers** and the sponsorship and support of many partners, including, among others Woodward Hill Elementary, Fraser Wood Elementary, SFU, RBC and Surrey Libraries, where the one-day event is held.



Finding the perfect dress at the DIVERSEcity Bundle Up Campaign in November 2019.

HEALTHY SELF, HEALTHY FAMILY WORKSHOPS

73 RISE FAMILIES

45 SESSIONS

Healthy Self, Healthy Family Workshops focus on mental wellness and coping strategies for newcomers struggling with the settlement process. Facilitated by a family counsellor with language assistance from RISE case specialists, participants learn new skills to help them relieve stress, navigate through trauma, practise self-care and make connections in the community.

TOGETHER NOW LGBTQ+ PEER SUPPORT GROUP

8 LGBTQ+ NEWCOMERS

15 SESSIONS

Together Now is a free peer support group for LGBTQ+ immigrants and refugees. It is a safe and welcoming space where participants can meet new people, learn about local resources, access counselling services and be part of an inclusive community. The group also helps in bridging social services to assist members with other settlement-related issues such as housing, income assistance and employment.

DIVERSEstory

Supporting Refugees in Crisis

When the crisis in Syria was brought to the world's attention, Canada welcomed thousands of refugees from the war-torn nation. Solma* arrived in Canada as a Syrian refugee in 2019 with added vulnerabilities as a transgender woman. Back in Syria, Solma had been subjected to targeted violence that left her with severe trauma to her head and arms. Then, once in Canada, she was excluded from her ethnic community because of her sexual orientation.

"To further complicate matters, before Solma was finally able to secure housing, she was living in a

shelter, which delayed the arrival of her government assistance. Without this income assistance, she could not afford to make her rent payment and risked losing the safe housing she had," says Ali*, the RISE case specialist, who helped Solma secure emergency funds through the Canadian Council for Refugees' Syrian Refugee Support Fund, administered in part by DIVERSEcity. (DIVERSEcity, in fact, distributed **\$8,000 in emergency funds** to 16 families through the fund, and an **additional \$3,400** to eight families through its own Refugee Support Fund.)

Through this fund and the support of her RISE case specialist who explained the situation to her landlord, Solma was able to make her rent payment, thus preventing her from going back to a precarious living situation. Today, not only does Solma feel relief, but she says she is more confident knowing that she is supported by a community of people willing to help her gain newfound independence and security. •

**Names changed for privacy.*



EMPLOYMENT PROGRAMS



Career Skills and Support for Newcomers and Youth

For newcomers, youth and vulnerable adult communities, finding a job can be a challenge due to language barriers, lack of experience and foreign credential recognition. But a good job is a critical step in building their lives in Canada. DIVERSEcity's free **Employment Programs** help them learn job search techniques, access skills training, get work experience and connect with hiring employers. And for newcomers with entrepreneurial goals, our Immigrant Entrepreneur Program supports them on their journey to launching a business. This year, DIVERSEcity also launched two programs, H.E.A.L. and S.A.H.A.R.A., focused on vulnerable adults who need trauma-informed career and counselling support to find their place in the workforce.

H.E.A.L. FOR WORK PROGRAM

23

PARTICIPANTS



LANGUAGES SERVED: ARABIC, MANDARIN, PUNJABI, SPANISH & SWAHILI

Developed for newcomer survivors of domestic violence or trauma, especially women, the H.E.A.L. (Hope. Employment. Adaptability. Learning) for Work Program offers trauma counselling, short-term certificate training, skills training and work experience for careers in retail, production and manufacturing, and more. We emphasize hope, empowerment, safety and confidence, while providing a support network to enter the labour market.

S.A.H.A.R.A. PROGRAM

7

PARTICIPANTS



LANGUAGES SERVED: ENGLISH, PUNJABI & TIGRE

The S.A.H.A.R.A. (Substance Abuse Health and Recovery Awareness) Program serves multi-barriered men, overcoming trauma, depression, criminal records and substance use, who are seeking jobs in warehousing, production and manufacturing, among other sectors. We support them in their job search journey to regain their self-confidence, develop new job and digital literacy skills, and work toward a sustainable career path.

YOUTH EMPLOYMENT PROGRAMS

100% OVERALL COMPLETION RATE **75+%** EMPLOYMENT & POST-SECONDARY OUTCOMES

Our innovative youth employment programs — including Future Leaders, Future Troopers and Start it Right! — coached **160 newcomer youth** in 2019–2020 to upgrade their skills, enrol in post-secondary education and gain work experience. With financial assistance, tuition allowances, group workshops and individualized coaching from our six certified employment specialists, DIVERSEcity helps youth create an action plan, setting them up for success and confidence in the Canadian workplace.

75

PARTICIPANTS (AGED 15–30) IN **FUTURE LEADERS**, FUNDED BY SERVICE CANADA

64

PARTICIPANTS (AGED 17–29) IN **FUTURE TROOPERS**, FUNDED BY MINISTRY OF ADVANCED EDUCATION, SKILLS AND TRAINING

21

PARTICIPANTS IN **START IT RIGHT!**, FOR NON-PERMANENT RESIDENTS (AGED 15–29), FUNDED BY RBC FOUNDATION

STUDENT ORIGINS

India
Middle East
China
Philippines
Canada
Indigenous

STATUS

115 Immigrants
14 Refugees
11 International students
8 Canadian citizens
5 Refugee claimants
3 Temporary workers

“QUOTABLE

“DIVERSEcity is a valuable recruitment partner for Ingram Micro BC branch. Not only does DIVERSEcity help connect us with great candidates and reach our recruitment target, it also impacts the community in a positive and productive way.”
— DEMASH KRISTANTO, INGRAM MICRO



Future Leaders students hard at work at an employment skills workshop at DIVERSEcity.



Nearly 300 attendees were at the DIVERSEcity Entrepreneur and Small Business Fair in October 2019. The event featured a small business tradeshow, marketplace of immigrant entrepreneurs, speakers, workshops and the presentation of our Immigrant Entrepreneur Grants, a prize of \$1,000 for three winners, among other prizes.

IMMIGRANT ENTREPRENEUR PROGRAM

37 INDIVIDUAL CONSULTATIONS

28 WORKSHOPS

11 BUSINESS PLANS LAUNCHED

Research shows that immigrants are entrepreneurial, but they need help navigating the Canadian business landscape. Our Immigrant Entrepreneur Program, sponsored by TD and supported by BDC, helps them along this journey. Through one-to-one consultation, business training workshops and the DIVERSEcity Entrepreneur and Small Business Fair, we aim to help newcomers plan, launch and grow their own business.

DIVERSEstory

The Cloth Facemask Initiative

A group of immigrant women who first came together through the Make It! Sewing Business Program, delivered jointly by Vancouver Community College and DIVERSEcity's Immigrant Entrepreneur Program, started to sew cloth facemasks to help in the COVID-19 pandemic.

Clara, Wendy, Rosey, Masoomah, Bekhita, Digna and Shiva are members of the DIVERSEcity-supported sewing business collective called Sewmates Craft.

Florence Kao, an employment specialist with DIVERSEcity's Immigrant Entrepreneur Program, drew on both her professional experience and hobby sewing skills to help launch Sewmates and the broader Intercultural Women's Maker Society. The society today supports

women with diverse cultural backgrounds in improving their skills, expanding social networks, and gaining self-confidence and independence through maker-based entrepreneurial activities such as sewing and cooking.

"Empowering immigrant women to become self-employed is a passion of mine," says Florence. "And I couldn't be prouder of this amazing group of women, who come from different cultural backgrounds, for using their sewing skills for the greater good in difficult times."

"With our cultural backgrounds, we understand that wearing masks is a common protection in most Asian countries," says Clara. "We were so worried about the emerging situation and some of our members kept mentioning this idea

of sewing masks."

Wendy adds: "So we held a motion during our Zoom meeting to use our skills to donate our time and do something good for the community. We all voted 'Yes' that we should do this!"

Research was done, their individual sewing machines came out, and the women started sewing masks from their homes. The first 100 masks were sewn specifically to help charitable organizations in the Downtown Eastside. After that, the orders started coming in quickly, and the group has worked diligently to meet the growing demand, while also ensuring to make masks for charities dealing with vulnerable communities. •



SKILLS TRAINING CENTRE



DIVERSEcity Skills Training Centre students getting hands-on cashier training.

Getting Jobseekers Ready for the Workforce

DIVERSEcity **Skills Training Centre** offers training courses to help Canadian and immigrant jobseekers re-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. Classes are held at DIVERSEcity, offsite facilities and now also virtually. In-person or online, the courses are known for quality training, and participants consistently provide excellent feedback. DIVERSEcity Skills Training Centre is now a preferred training provider for many WorkBC Centres and local employment programs. In March 2020, we signed a memorandum of understanding with WCG (WestCoast Group), which manages three WorkBC Centres.

65

TRAINING SESSIONS

471

STUDENTS

7

DIFFERENT COURSES

“QUOTABLE

“DIVERSEcity Skills Training Centre is able to recognize our clients’ unique needs and are very flexible to accommodate them. More importantly, our clients gain skills they can utilize at their workplaces.”

— ANGELA CARRUTHERS, SOURCES EMPOWERED FOR EMPLOYMENT

SKILLS TRAINING COURSES

	SESSIONS	STUDENTS
Customer Service and Cashier Basics	21	168
Essential Computer Skills for the Workplace	19	154
Financial Customer Service Basics	7	31
Basic Computer Skills	10	83
Intro to Sage 50 Accounting Modules	4	23
SuperHost – Foundations of Service Quality	2	8
CELPPIP Preparation Course	2	4

LANGUAGE & LITERACY PROGRAMS



Communication as the First Step to Success

Our **Language Training and Literacy Programs** offer a range of free English language classes to permanent residents, namely through our Language Instruction for Newcomers to Canada (LINC) program, from pre-literacy to Canadian Language Benchmark (CLB) 6. For clients who need extra support, we also offer LINC Assistance and Readiness Classes (LARC), plus two Community Adult Literacy Program (CALP) class. Classes are offered throughout the week and include community field trips to give students a chance to practise their language skills in real life. Our English Conversation Circles also help them practise. 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.

609

LINC STUDENTS

57

CHILDREN TAUGHT

51

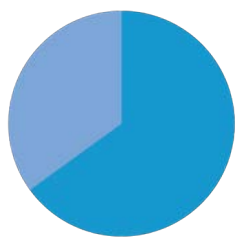
CALP* STUDENTS



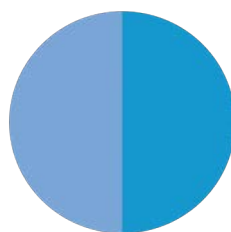
TOP 3 CLIENT LANGUAGES

Arabic 23%
Punjabi 22%
Somali 10%

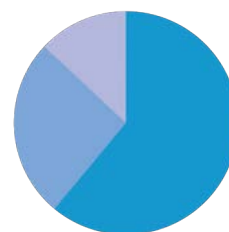
STUDENT DEMOGRAPHICS



65% WOMEN
35% MEN



50% IMMIGRANTS
50% REFUGEES



61% 25-44 YEARS OF AGE
26% 45 YEARS OR OLDER
13% OTHER

DIVERSEstory

Student Success

Samahr couldn't speak very much English at all when she first signed up for DIVERSEcity's LINC classes. "Now I can speak better because my teacher, Valda, helps me so much," she says. "I learn speaking, listening, reading and writing and I understand much now. Now I can make phone appointment for doctor and talk to my doctor about my sick. Now I can go anywhere, I help myself and they understand me."

From her teacher's perspective, Valda has seen Samahr blossom

over five months of classes. "At first, she seemed hesitant to engage in speaking in class," says Valda. "I have a practice of getting students to tell the class about their evening; Samahr could barely squeak out two sentences. Now I notice her helping other students to understand the work at hand."

One morning, Samahr came to class very excited to share some news. "She shared with the class how she was able to call DIVERSEcity's

front desk and enrol her husband in evening classes," says Valda. "I think that was the day she realized the value of her English classes because it had enabled her to do this real world task unaided. Her excitement was infectious and the whole class was in high spirits the whole day."

Samahr adds: "I don't need someone to say things for me in Arabic now. No translator anymore because my teacher is a good teacher, that is why my English is better." •

LANGUAGE TESTING CENTRE

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. CELPIP (General and LS Test options) is an ideal choice for newcomers applying for permanent residency or citizenship as it uses the English commonly spoken in Canada. As well, the course is completely computer-delivered in just one sitting.



CELPIP®

170

CELPIP-GENERAL TESTS

71

CELPIP-LS TESTS

3

CAEL TESTS

3,200

TOTAL TEST TAKERS

COUNSELLING SERVICES



Our counsellors share messages of hope for Bell Let's Talk Day.

Everyone Needs Help Sometimes

Counselling Services 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 child and youth camps during spring and summer breaks, all with the goal of supporting strong mental health.

1,194

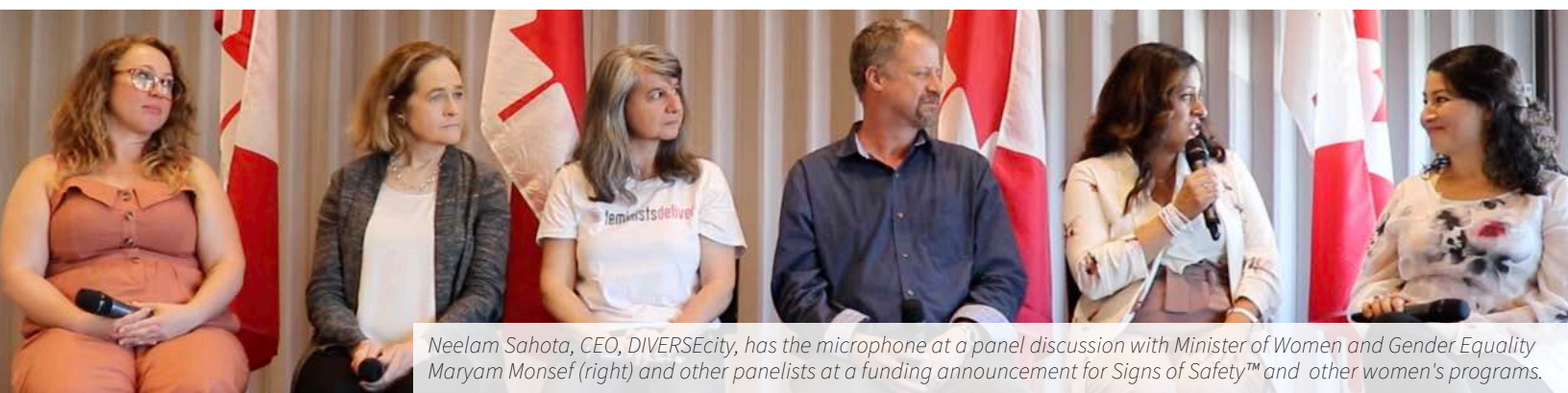
TOTAL CLIENTS

13

DIFFERENT COUNSELLING
PROGRAMS

10

LANGUAGES SERVED, WITH
ARABIC, PUNJABI, MANDARIN
AND SPANISH AS THE TOP 4



Neelam Sahota, CEO, DIVERSEcity, has the microphone at a panel discussion with Minister of Women and Gender Equality Maryam Monsef (right) and other panelists at a funding announcement for Signs of Safety™ and other women's programs.

OUR COUNSELLING PROGRAMS



142 Family Counselling

We support immigrants and refugees in their first language to strengthen family relationships.

144 Child and Youth Mental Health Counselling

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

198 Substance Use Counselling

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

96 Roshni Clinic

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

177 Stopping the Violence Program

We provide counselling, outreach and advocacy to women experiencing or at risk of family violence or sexual abuse.

13 Women in Conflict with the Law

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

18 Domestic Violence Survivors Outreach Group

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

260 IMPACT Parenting Support Group 119 parents 141 children

Immigrant Parent and Children Together (IMPACT) is a support group for immigrants with young children.

33 Prevention, Advocacy, Counselling and Empowerment (PEACE) program

The PEACE program supports children who have witnessed or suffered abuse at home.

54 Child and Youth Empowerment Camp (CYEC)

These empowering and supportive day camps for at-risk kids are sponsored by Shaw Communications.

49 SAFE Community Clinical Counselling

Part of the Surrey Anti-Gang Family Empowerment Program, we counsel youth at risk of joining gangs.

10 Signs of Safety™

We support service providers in approaching immigrant women and children experiencing domestic violence.

DIVERSEstory

Supporting Families

Newcomer husband and wife, Nav and Taj* had four children (aged 13 to 22) and were facing multiple issues such as adjustment to new culture, financial strains, relationship challenges and trauma. With Nav the sole provider, he was under pressure to provide for his large family, leading to family arguments and outbursts. Once, the police were even called. The family was then referred for family counselling at DIVERSEcity.

"We provided emotional support and therapeutic interventions to help the family deal with their traumatic experiences and stressors," says their

counsellor, Harry*. "They were helped to understand their emotions and feelings, identify their anger triggers and use self-regulation techniques and stress-reduction strategies to manage their emotions."

Sessions with just the married couple focused on their marital relationship, allowing them to explore their relationship dynamics and work on the marital bond. They were able to provide emotional support to each other as well as initiate more respectful communication within their family.

After completing their counselling

sessions and getting additional help through settlement and employment services, this family is thriving at home and in the community. "In a recent follow-up call, they told me that the counselling has been very rewarding for them. They have been more understanding, caring and connected as a family. They make time to communicate with each other openly but respectfully, are managing their stresses and emotions, as well as handling tough family situations in a supportive way," says Harry. •

**Names changed for privacy.*

INTERPRETATION & TRANSLATION SERVICES



Communication 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 largest 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, Indigenous languages and American Sign Language. We are proud to be one of the four selected providers to the Province of British Columbia under the Corporate Supply Arrangement (CSA).

300+

INTERPRETORS AND
TRANSLATORS

18K

CLIENT APPOINTMENTS

37K

HOURS OF INTERPRETATION



Buy Social Certified

DIVERSEcity Interpretation and Translation Services has been designated as a certified supplier of Buy Social Canada, which promotes the use of social enterprise suppliers, like us. We reinvest our earnings into DIVERSEcity's charitable services.

88+ LANGUAGES FOR INTERPRETATION AND TRANSLATION SERVICES

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

WHAT WE DO

- Consecutive interpretation
- Simultaneous interpretation
- Dial-in interpretation
- Court interpretation
- Video conferencing
- American Sign Language (ASL)
- Document translation
- Back translation
- Audio and video transcription services
- Proofreading and graphic design
- Voice-overs and dubbing

WHO WE WORK WITH

- WorkSafe BC
- Province of British Columbia
- Ministry of Children and Family Development
- Provincial Health Services Authority
- Centre for Child Development
- BC Family Hearing Resource Centre
- ICBC
- Courts, corrections
- School districts
- Non-profits, businesses, individuals and private organizations

“QUOTABLE

“The service provider was punctual, professional, courteous and related well with the clients. The interpreter listened attentively and engaged in the conversation to ensure that all information was provided in full to the client.”

— MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT REPRESENTATIVE

“DIVERSEcity’s ITS team always does their best to accommodate our short-notice requests.”

— MINISTRY OF SOCIAL DEVELOPMENT

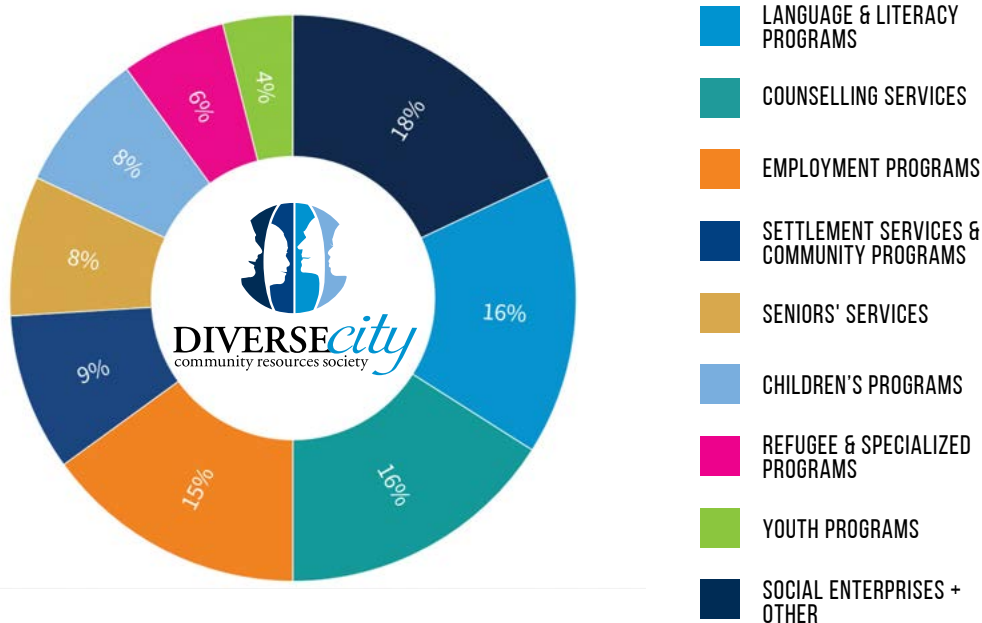
“They were responsive in receiving and fulfilling requests for interpreters in less than five minutes.”

— BC FAMILY HEARING RESOURCE CENTRE

“The interpreter was on time and did her job very effectively.”

— CBI NEW WESTMINSTER REPRESENTATIVE

FUNDING OVERVIEW



Thank you

FUNDERS AND PARTNERS 2019-2020

FEDERAL

Employment and Social Development Canada / Service 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

Business Development Bank of Canada
Canadian Western Bank
Coast Capital Savings
Envision Financial

First West Credit Union
Paragon Testing Enterprises
Royal Bank of Canada
Shaw Communications
TD Canada Trust
Vancity Community Foundation

OTHER

BC Clinical and Support Services
BC Family Hearing Resources Centre
Canadian Council for Refugees
Canadian Medical Association Foundation
Canadian Mental Health Association
Centre for Child Development
City of Surrey
Family Caregivers of BC
Fraser Health Authority
Fraser Region Aboriginal Friendship Centre Association
ISSofBC
Kwantlen Polytechnic University
Métis Nation BC
MOSAIC

New Horizons Village Society
NutritionLink Services Society
Options Community Services
Pacific Immigrant Resources Society
Provincial Language Service
Roots Community Health Centre
Surrey Libraries
Surrey School District 36
Surrey Seniors Planning Table
Simon Fraser University
Sources Community Resource Centres
TD Community Engagement Centre (SFU)
Umoja Operation Compassion Society
United Way of the Lower Mainland
University of British Columbia
WorkBC
WorkSafeBC

We also thank all guest speakers, event sponsors and in-kind contributions from our community partners.



LOOKING AHEAD

The year-end brought with it unprecedented uncertainty due to the COVID-19 pandemic. Our ability to be nimble in the face of sudden trends allowed us to quickly move to remote service delivery. Safety for our staff and clients was paramount, and our teams quickly adapted to working virtually, continuing to reach out to those most in need during these difficult times. Indeed, we realized the newcomers and other diverse communities we serve now needed us more than ever. Our heartfelt gratitude goes out to our staff and volunteers who have stepped up during these difficult times to also ramp up services for seniors and vulnerable families. As the impact of this pandemic continues on, our aim is to get through this together, offering quality programs and services with compassion.

We are also looking forward to the opportunities and collective learnings in becoming an organization committed to anti-oppression and reconciliation. The commitment from our Board of Directors and executive management will anchor this work as a core approach to any work we do.

As we envision the future post-pandemic era, innovation through how we deliver services will continue to be refined. We plan to take the learnings from this sudden shift and apply them to not just recover, but, rather, relaunch our work better and stronger than ever before.

1. Always looking ahead through the eyes of our most precious clients.

2. Staff celebrating Holi, the Indian festival of colours on DIVERSEcity's rooftop.

3. Sharing lessons from our Immigrant Entrepreneur program with a Swedish delegation.

DIVERSECITY COMMUNITY CAMPUS

13455 76 Avenue
Surrey, BC V3W 2W3

CITY CENTRE CAMPUS

#202 – 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



📞 604-597-0205

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