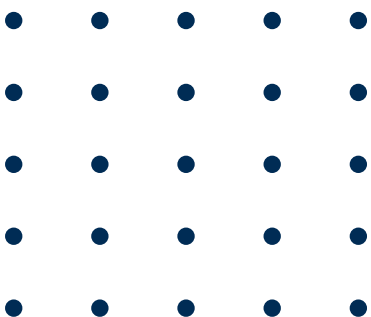
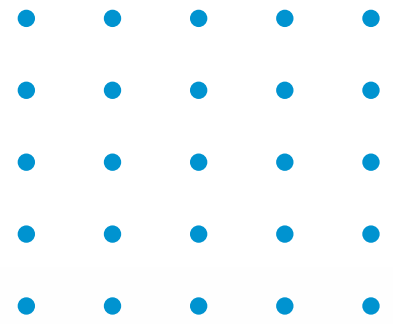




DIVERSE*city*
community resources society

Everyone Belongs Here



ANNUAL REPORT 2021–2022



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MESSAGE FROM THE CEO & BOARD CHAIR

The crisis unleashed by COVID-19 is still affecting every aspect of our lives, from health, jobs and education, to financial security, social relations and trust. It has also put a spotlight on equity challenges that existed well before the pandemic.

As a community-serving organization, we must prepare for an inclusive and transformative recovery together, one that puts people's wellbeing at the centre. We can do this in three ways:

- Strengthening educational opportunities
- Supporting people, jobs and small businesses
- Measuring what matters in people's lives

Equity in education

Education inequalities persist, with gender, socio-economic status, family background or geography still shaping our access to learning, whether or not we succeed in school, and the choices we'll make as part of the education and jobs we pursue.

Equity in education benefits not just individuals but all of us together, helping us to realize strong economies and resilient societies. We cannot build a robust, sustainable recovery without it.

People, jobs and business

The COVID-19 crisis led to a fall in employment and millions

of jobs and businesses in once secure sectors, such as tourism, hospitality, retail and construction, have been hard hit.

SMEs account for the majority of firms and jobs in Canada, particularly in these sectors. Many continue to struggle, as are their employees, often young people, women and racialized low-income workers. Many have experienced work disruption such as furloughs, job losses, leaves and resignations.

The human impact is clear: with a rising inflationary environment, conditions have been particularly tough for households with young people and children. People are concerned about their household's overall wellbeing and about having the skills to secure a well-paid, stable job in the coming decade.

We need to provide adequate social protection to all people, as well as the necessary training for them to find work in new sectors as the recovery unfolds. We need to support viable firms and help industries develop new sectors and jobs.

What matters to people

Today's reality has amplified our need for new ways to measure inclusiveness and wellbeing.

Traditional growth indicators based on what countries produce and what they spend too often do not capture what matters most in people's lives, like the quality of their workplaces and jobs, how



Neelam Sahota
Chief Executive
Officer



Upkar Singh Tatlay
Chair

healthy the environment is, or their trust in government and their fellow citizens.

New measurements are important for economic performance, too, as widening inequalities can undermine growth. We need to put people's wellbeing at the top of the agenda and to listen to what people tell us about what matters most to them. It is crucial to monitor how well we are doing in reducing poverty, bridging social divides and building a recovery that includes everyone.

We would like to thank our incredible staff, volunteers and Board of Directors for their unified commitment to this new path forward. To our funders, we thank you for entrusting us to deliver results that centre a just and inclusive community.

With gratitude,

Neelam Sahota, Chief Executive
Officer

Upkar Singh Tatlay, Board Chair

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

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

2021–2022 Board of Directors



Upkar Singh Tatlay
Chair



Amy Gill
Vice Chair



Jane Shin
Secretary



Sonia Parmar
Treasurer



Jason Wong
Director



Kam K. Raman
Director



Cindy Zheng
Director

Executive Team



Neelam Sahota
Chief Executive
Officer



Garrison Duke
Director



Amanee Elchehimi
Director



Andrea Canales
Director



Gavrielle (Gavy) Tran
Director, Finance



Praneet Sandhu
Director, People &
Culture

HIGHLIGHTS OF 2021–2022

2021–2022 was a year of growth, achievement and engagement for DIVERSEcity. Here are a few special highlights.



From top left: Neelam Sahota accepts the AMSSA Riasat Ali Khan Award from Haroon Khan. DIVERSEcity held a COVID vaccination clinic in partnership with Fraser Health. Immigration Minister Sean Fraser visited DIVERSEcity and held a roundtable dialogue with our leadership team. The DIVERSEcity Entrepreneur and Small Business Fair resumed this year with a hybrid event. The DIVERSEtalks: Conversations for Change virtual panel series was launched in 2022, and included an event for International Women's Day, featuring panellists Trish Mandewo, MLA Rachna Singh, Sobhana Jaya-Madhavan and Robin Gill, and moderated by Neelam Sahota.



As the convener of the Surrey Local Immigration Partnership (LIP), DIVERSEcity has created a space for community engagement, dialogue and information sharing in Surrey, BC. Some of the Surrey LIP's notable projects this year included the *Surrey First Peoples Guide for Newcomers* and the Racism Mapping Project (RAMP). See surreylip.ca.

SETTLEMENT & INTEGRATION PROGRAM



The Settlement Services team finally back in person with workshop facilitator Len Pierre (centre, back).

Helping Newcomers Find Belonging and Wellbeing



Settlement Services at DIVERSEcity are the path to a better life in Canada for newcomers — permanent residents and refugees, as well as refugee claimants, temporary foreign workers, international students and naturalized citizens. Our compassionate, experienced and knowledgeable staff support newcomers with all aspects of their journey from employment to housing to finances. With a commitment to the communities they serve, our newcomer information and support workers centre newcomers in our work, ensuring they are treated with dignity as they navigate life in Canada, particularly during the ongoing pandemic.

1,200

UNIQUE NEWCOMERS RECEIVED
SERVICES, TOTALLING 3,500
ONE-ON-ONE SESSIONS

1,176

FAMILY SESSIONS FOR
IMMIGRANTS & REFUGEES

231

PERMANENT RESIDENTS
ATTENDED 28 GROUP
WORKSHOPS



Settlement staff having fun learning together in a team workshop.

GUIDED PATHWAYS COACHING



NEWCOMERS SUPPORTED



INDIVIDUAL & FAMILY SESSIONS

Our Guided Pathways coaching, in Punjabi, Arabic, Hindi, Urdu and English, provides case management support to guide immigrants and refugees who need additional assistance through the settlement process. Our coaches work with newcomers to create an action plan that helps them build their lives in Canada.

CANADA LEARNING BOND PROGRAM



RESP ACCOUNTS OPENED



NEWCOMERS ASSISTED IN GETTING GOVERNMENT ID

In partnership with FRAFCA, Métis Nation and Vancity Community Foundation, we helped low-income parents connect to the Canada Learning Bond. DIVERSEcity staff helped newcomers start RESP accounts to save for their children's post-secondary education with an initial \$500 government grant.

BC SETTLEMENT SERVICES



NON-PERMANENT RESIDENTS SUPPORTED

In addition to providing settlement services to permanent residents, DIVERSEcity's BC Settlement Services support refugee claimants, temporary foreign workers, international students and naturalized citizens with immigration, settlement and employment support.

DIVERSEstory



An Educational Boost for Newcomers

Newcomers need a lot of information on how things work and what resources are available to them after they arrive in Canada. That's where DIVERSEcity comes in. Our newcomer information and support workers are their connection to the information and resources they need to start a successful life.

One of those resources is the Canada Learning Bond (CLB). This federal program is open to low-income families, including newcomers offering them an initial \$500 to help them start saving for their child's post-secondary education. In total, each child can receive up to \$2,000.

Neema* escaped war in Congo to come to Canada to give her children a better life. She was grateful to learn about the CLB through her Swahili-speaking newcomer information and support worker. "As a single mother and widow, I do not have the capacity to help my children with funds for their post-secondary education; that is why I wanted to apply for the CLB. I want my children to have a better life than I did, and it starts with getting the best quality education."

Neema's worker provided one-on-one support to help her sign up for the bond and to visit the bank to open a registered education savings plan (RESP).

"I envision my children's dreams of being lawyers, doctors or anything else they want to be fulfilled with the CLB."

Sirin* came to Canada from Iraq in 2020 as a sponsored refugee with her husband and three children. At first, she was unaware of the financial supports available to her including the CLB. Her Arabic-speaking newcomer information and support worker helped her to apply for a social insurance number for her children and provided language support while she opened their RESPs. "Saving for my children's education is important for me and I want to see them at the greatest school," Sirin says. •

**Names changed for privacy.*

EARLY YEARS SERVICES



Yared, 5, and his brother took part in virtual activities through the First Steps Early Years Program.

Happy Children, Strong Families

Our **Early Years Services** are designed to help children and families thrive in Canada. Through our various services and programs, offered both virtually and now back in person, we serve refugee and immigrant families with child development and parenting education, outreach support, accessing community resources and building social networks with other families. We also offer Middle Years Activities for older siblings. Additionally, in response to the pandemic, the Early Years department was integral in connecting families to food hampers in collaboration with the Sources Food Hub.

285

FAMILIES HELPED

471

GROUP SESSIONS

357

FOOD HAMPERS DELIVERED IN
MARCH 2021–2022

TOP CLIENT LANGUAGES

ARABIC & TIGRINYA

TOP COUNTRIES OF ORIGIN

SYRIA, ERITREA, AFGHANISTAN,
DEMOCRATIC REPUBLIC OF
CONGO & IRAQ

FIRST STEPS EARLY YEARS PROGRAM



CHILDREN



FAMILIES



GROUP SESSIONS

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, as well as their older siblings through our Middle Years Activities, and parents with information and workshops. Families were eager to participate in this program in person again. By March 2022, the program was operating with five in-person sessions per week with high attendance.



Betiel made smoothies in the First Steps' I Can Cook! program.

MULTICULTURAL OUTREACH SERVICES



PARTICIPANTS



COHORTS

As restrictions lifted throughout the year, our Multicultural Outreach Services case workers were able to increase their reach by supporting families to connect with the food bank, Fraser Health, Strong Start programs, settlement services and more.

IMPACT PARENTING PROGRAM



FAMILIES



GROUP SESSIONS

IMPACT is an immigrant parenting program that provides a safe and engaging space for newcomer parents who have children 0-6 years old to participate in conversations around health and wellbeing for themselves and their young children. Topics included understanding the impact of second-hand smoke on young children, car seat safety, easy and healthy snacks, yoga and more. Due to the pandemic, the program ran in smaller groups. In collaboration with Multicultural Outreach Services, IMPACT also provided the Nobody's Perfect Parenting program for Arabic-speaking newcomer parents.

DIVERSEstory

Meaningful Connections

In 2020, in the midst of the global pandemic, Jana,* a widow, arrived to Canada with two small children and one older son. Upon a visit to the local food bank, Jana received the phone number of one of DIVERSEcity's multicultural outreach workers in her language.

"Mom was lonely and isolated, and she needed help in connecting her kids with activities and finding affordable food," says Rita,* the outreach worker. "Her older son was looking for a job and to continue his studies."

Rita connected the family to children's and youth programs to help them in their journey, in addition to DIVERSEcity's food hamper program. "I was able to connect the kids with free programming at the local library, and helped the son attend an online, paid course for youth looking for jobs," says Rita.

"The mother was so happy that there were such a wide variety of services and weekly food donations available to support the needs of her family during such a difficult time in a new country." •

**Names changed for privacy.*

YOUTH SERVICES



DIVERSEyouth participants took part in a run club in summer 2021, culminating with a 5K run and visit from Olympic runner Natasha Wodak.

Bright Futures for Young Newcomers

Youth Services at DIVERSEcity offer settlement and integration support for newcomer and refugee youth with both one-on-one services and group-based programming. Based on the complexity of their needs, we can help them through our DIVERSEyouth program or RISE Youth program, much of which was still delivered virtually in 2021. We also offer Middle Years Services for children who fall between the ages of nine and 12. Our United Way School's Out Program at Hellings Elementary in North Delta and Power Girls STEM Program for racialized girls were able to run in-person programming, which provided a higher quality engagement opportunity for middle years children.

DIVERSEYOUTH PROGRAM



YOUTH SERVED



GROUP SESSIONS

DIVERSEyouth provides a wide range of group activities to support and engage newcomer youth aged 13–24 as they adjust to life in Canada. Sessions provided this year focused on mental health, physical health, wellbeing, mentorship, career exploration, post-secondary education, social connections and more.



Field trips are one of the ways we bring our youth together to learn about their community.

RISE YOUTH PROGRAM



YOUTH



VIRTUAL GROUP WORKSHOPS

RISE Youth offers enhanced case management for immigrant and refugee youth aged 13–24, who experience complex and multiple challenges in settling into their new community. We help them use their strengths and find resources to increase their capacity to cope with the barriers they are facing, and to increase their skills and knowledge to settle into their home, school and community.

POWER GIRLS STEM PROGRAM



PARTICIPANTS



SESSIONS

This partnership with SFU's Science ALIVE program aims to empower racialized girls aged 9–12 to gain more confidence and approaches to learning science, technology, engineering and math (STEM) programming. We also ran a successful Power Girls Spring Break Camp for 11 attendees.

SCHOOL'S OUT PROGRAM



PARTICIPANTS



SESSIONS

School's Out teaches children about themselves, others and the world around them. Through engaging activities and exercises in person, children learn about confidence, family, cultures, community, social responsibility and leadership.

DIVERSEstory

Refugee Youth's Journey Has Just Begun

Iraqi-born Savan fled to Lebanon when he was 15 years old. "My family and I left our country because the war had started over there and ISIS took over our village," he says.

As a refugee in Lebanon, Savan had no choice but to quit school and work full time to help pay for rent and food for his family. Three years later, Savan, along with his mom, dad, sister and brother, were privately sponsored by a church to come to Canada.

Although he struggled with the language barrier, Savan immediately felt accepted in Canada. "When I arrived in Canada everything was different and easier. I started to feel

safe, appreciated and worthy. People are kind and polite here," he says.

Savan could also finally go back to school. While researching his next steps, Savan came across DIVERSEcity and its RISE Youth Program, which provides settlement information, social and emotional support, skills development and community connections in first languages. His case specialist, Rola, connected him with resources for completing his education as an adult.

Now 21 years old, Savan has received his adult high school diploma and is hoping to attend university.



"My goal as a new Canadian is always to give more and more to this country that gave me everything I dreamed of. My personal goal is to be something important in this world," says Savan (seen in photo above).

"My advice for fellow newcomers is to be ambitious, never say it's impossible, keep on trying and never give up." •

SENIORS SERVICES



DIVERSEcity's Senior Services help immigrant seniors in the community stay active and connected.

Supporting Seniors to Live Healthier, Happier Lives

At DIVERSEcity, with the help of our funders, we play a vital role in helping seniors live healthier, more independent lives. Our **Seniors Services** are offered in first languages whenever possible and are designed to help older adults living in Surrey to stay socially, physically and mentally active, while maintaining their health and wellness.

7.9K

INDIVIDUAL SERVICES PROVIDED

609

SENIORS SERVED

10+

CLIENT LANGUAGES WITH
ENGLISH, PUNJABI, HINDI &
ARABIC THE TOP FOUR

BETTER AT HOME AND SAFE SENIORS, STRONGER COMMUNITIES



GROCERY SHOPPING & DELIVERY



MEAL PREPARATION & DELIVERY



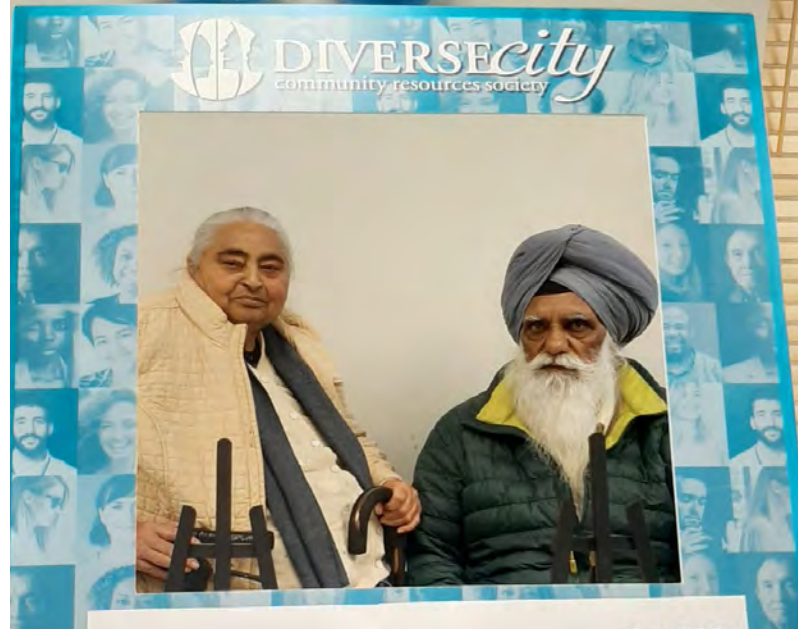
PHONE CHECK-INS

Our Better at Home program helped **229 seniors** with non-medical day-to-day tasks, such as housekeeping and deliveries, so that they can continue to live independently in their own homes and remain connected to their communities, while maintaining a healthy and active lifestyle. We also provided more than **400 food hampers** through DIVERSEcity and in partnership with the Muslim Food Bank.

“ QUOTABLE

“We are very grateful and happy to have DIVERSEcity help us navigate legal resources as we were about to lose our home because of language barriers. DIVERSEcity has now become my source of strength and purpose to keep going, thanks to the seniors’ team. Before these angels came in my life, I was scared, stressed and didn’t know how I can keep taking care of my husband’s and my health. Now I have help with groceries, caregiver sessions, housekeeping, friendly check-ins, hot meals, transportation and social prescribing. My husband and I now attend day programs and have social interactions with others. Before we were just stuck at home worrying about our lives. I pray there is never any shortage of funding for such programs.”

— **BALWANT KAUR**



Seniors Services client Balwant Kaur and husband Ajaib Singh Khiara.

THERAPEUTIC ACTIVATION PROGRAM FOR SENIORS (TAPS)

90 SENIORS SERVED 1,897 SERVICES

DIVERSEcity’s TAPS program supports seniors living in Surrey who are experiencing barriers in accessing community resources due to physical or mental health, or are isolated due to limited community or family supports. Through TAPS, they can access one-on-one intake assessment and support, wellness calls, group phone calls with other seniors to chat, play games and share music, and group activities such as yoga, chai time and more.

NEWCOMER FAMILY AND FRIENDS CAREGIVER SUPPORT PROGRAM

111 CAREGIVERS SERVED 938 SERVICES

Our Newcomer Family and Friends Caregiver Support Program provides support to caregivers, who are often seniors (55+) themselves. Caregiving is never easy, but our clients have additional complexities due to language, income, culture, isolation and family structure. We provide information about the care system and help them navigate resources and services needed to care for their loved ones, while providing ongoing emotional support.

SOCIAL PRESCRIBING PROGRAM

124 SENIORS 246 SERVICES

Older adults who are isolated or socially vulnerable are frequent visitors to their doctor or the emergency room. Our Seniors Community Connectors connect these seniors, referred from health care providers in Surrey, to non-clinical community programs and services to improve their mental health, reduce isolation and help them stay independent for longer.

DIGITAL LITERACY PROGRAM

76 PARTICIPANTS 51 SESSIONS

Knowing how to access information and services online is more important than ever before, especially for seniors. Our Digital Literacy Program provides one-on-one, culturally responsive support to immigrant seniors and isolated low-income seniors to help them use digital devices to access virtual services at DIVERSEcity and in the community.

COMMUNITY CONNECTIONS & VOLUNTEER PROGRAMS



DIVERSEcity volunteers and Community Kitchen coordinator Leo Ramirez (right) put food hampers together for food-insecure newcomers.

Building Community and Belonging

DIVERSEcity's **Community Connections and Volunteer Programs** help newcomers and other diverse residents find belonging in Surrey. From joining a community garden or kitchen program, to learning how to volunteer, to preparing for citizenship, our staff and clients are building a stronger community for all.

CIVIC ENGAGEMENT PROGRAMS



STUDENTS IN PREP COURSE



CONVERSATION CIRCLE PARTICIPANTS



WORKSHOPS

Our 10-week Canadian Citizenship Preparation and Civic Engagement Course, Conversations for Citizenship sessions and topical workshops help immigrants prepare for their citizenship test, while developing an understanding of being an active citizen. The sessions continued virtually this year due to the pandemic.

“QUOTABLE

“We had a hard time understanding the citizenship book, but when we started to take classes, it started to help us understand much more and the teacher told us important details.”

— MALAK, CITIZENSHIP COURSE PARTICIPANT





While there is usually a waitlist, we were able to welcome some new Community Garden clients this year, who were grateful for the fresh produce and positive lifestyle changes they experienced.

COMMUNITY GARDENS



GARDEN CLIENTS



GARDEN WORKSHOPS

DIVERSEcity's Community Gardens support local families in addressing food security concerns by growing their own fruits and vegetables — including varieties from their home countries — at no cost in two accessible community gardens in Surrey. The garden program also provided space for clients to build connections and enjoy time outside safely during the ongoing pandemic.

FOOD SECURITY



COMMUNITY KITCHEN PARTICIPANTS



FOODFIT PARTICIPANTS



FOOD HAMPERS DELIVERED

COVID restrictions were still part of our daily lives this year, so we continued to offer virtual programming, including our Community Kitchen classes that focused on cooking basics, healthy eating and kitchen safety. Through our FoodFit program, we offered virtual workshops about nutrition as well as yoga classes! DIVERSEcity, along with community partners, also organized two food hubs that provided low-income families with immediate access to nutritious food hampers.

“ QUOTABLE

“I don't know what I would have done staying at home if not for the garden program.” — **COMMUNITY GARDEN CLIENT**



VOLUNTEER PROGRAM



VOLUNTEERS



ATTENDEES AT OUR VOLUNTEER APPRECIATION EVENT

DIVERSEcity's Volunteer Program helps newcomers gain Canadian work experience and make connections by providing them with volunteer opportunities at DIVERSEcity as well as in the community. During COVID, our volunteers, including Canadian citizen volunteers, provided exemplary services to our senior clients, who were hit hard by pandemic restrictions. Volunteers delivered hot meals to their doorsteps, among other volunteer services.

REFUGEE & SPECIALIZED PROGRAMS



RISE families received 16 free child car seats thanks to BCAA and the United Way British Columbia's Community Child Car Seat Program.

Rising Above Adversity

DIVERSEcity's **Refugee and Specialized Programs** support newcomers facing significant, multiple barriers or trauma in their resettlement journey, helping them rise above adversity and find belonging in their new community.

RISE PROGRAM

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 strengths-based approach, we guide newcomers through one-on-one culturally informed case management in first languages to support them in their resettlement journey. We start with a needs assessment, goal setting and action planning. We further support them by accompanying them to appointments, helping them navigate different systems, conducting individual and family-based workshops, and offering one-on-one mental health support. We also help them access housing, health care, education, government benefits and more.

85

FAMILIES SERVED WITH
127 ADULTS & 180 KIDS
& YOUTH SUPPORTED

276

ACCOMPANIMENTS IN
THE COMMUNITY

1,312

ONE-ON-ONE INFORMATION
SESSIONS & **929** FAMILY
CASE MANAGEMENT
SESSIONS

TOP 5 COUNTRIES OF ORIGIN

**SYRIA, DEMOCRATIC REPUBLIC
OF CONGO, AFGHANISTAN,
ERITREA & IRAQ**

TOP 5 CLIENT LANGUAGES

**ARABIC, SWAHILI, PASHTO,
KINYAMULENGE & DARI**

HEALTHY SELF, HEALTHY FAMILIES

81

FAMILIES HELPED

297

MENTAL HEALTH ONE-ON-ONES

The Healthy Self, Healthy Families program focuses on mental wellness and coping strategies for newcomers struggling with settlement through one-on-one sessions and **58 psychoeducational videos**. 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.

LGBTQ+ SERVICES AND PEER SUPPORT GROUP

67

ONE-ON-ONE SESSIONS

21

TOGETHER NOW LGBTQ+ PEER
SUPPORT GROUP SESSIONS

DIVERSEcity's one-on-one settlement support for LGBTQ+ newcomers and Together Now peer support group use an anti-oppressive, intersectional and trauma-informed approach to help them navigate their unique experiences, with specialized support provided to address multiple intersecting barriers. In addition to the one-on-one sessions and peer support group, we offered field trips and six thematic sessions on racism, poverty, legal status and other barriers.



DIVERSEstory

A Refugee's Long Journey

Cing and her family left Myanmar because of the armed conflict, becoming refugees in Malaysia. They lived there for more than a decade before being resettled in Canada in July 2021.

Although Cing was happy to get the chance to resettle in Canada, the reality of moving so far, leaving her relatives and dealing with the sudden death of her husband made it difficult. She realized she was going to be a single mom in a new country, facing language and cultural barriers. But she persevered, knowing that Canada would provide a better future for her kids.

Through a referral from ISSo/BC, Cing was connected to DIVERSEcity's RISE Program, and her sons were connected to the RISE Youth Program. She was assigned a Burmese-speaking RISE case specialist who sat down with her to create a holistic settlement plan to help them all thrive.

RISE supported Cing in finding suitable housing and schools, accessing food programs, and finding a family doctor and dentist. Overall, the RISE Program helped them become more self-sufficient. Today, Cing is determined to finish her LINC English level 4 so that she can apply for Canadian citizenship. She also has a future goal of becoming a hairdresser.

Through her determination and resilience and the support of the RISE Program, Cing is on her way to achieving all her goals. She encourages other newcomers by saying, "Reach out to your community and settlement agencies and don't be alone at home. There are lots of programs and workers who are willing to help you." •

EMPLOYMENT PROGRAMS



Graduation day from the Electrical Foundations Harmonized Program in partnership with Ace College.

Building the Career They Want

DIVERSEcity's free **Employment Programs** help newcomers, youth and underserved adults overcome obstacles like language barriers, lack of experience and foreign credential recognition to build the careers they want. Our programs help them learn job search techniques, get skills training and work experience, or even start a business!

YOUTH EMPLOYMENT PROGRAMS

92% COMPLETION RATE **93%** EMPLOYMENT & EDUCATION OUTCOMES

Our Future Leaders, Future Troopers and Start it Right! Youth Employment programs are strategically designed using strength-based approaches in the pursuit of meaningful employment. Each program offers personal development, employment skills training and work experience, setting youth up for personalized career success.

98

PARTICIPANTS (AGED 15–30)
IN **FUTURE LEADERS**

57

PARTICIPANTS (AGED 17–29)
IN **FUTURE TROOPERS**

33

NON-PERMANENT RESIDENT
PARTICIPANTS (AGED 15–29)
IN **START IT RIGHT!**

ADULT SPECIALIZED EMPLOYMENT & TRAINING PROGRAMS

90.3 % COMPLETION RATE

99.75 % EMPLOYMENT & EDUCATION OUTCOMES

At DIVERSEcity, we offer free programs that help immigrant and marginalized jobseekers learn about the Canadian labour market, find educational and training opportunities, and prepare to enter or re-enter the Canadian workforce. Four programs, including H.E.A.L. for Work Program for women survivors of violence and trauma, SAHARA Employment Program for Men, Practice Care with Children and Tech Train for Remote Work and Wellness Program, were designed to help adult immigrants facing multiple barriers to employment.

187

PARTICIPANTS IN ALL
4 PROGRAMS

36

PARTICIPANTS IN SAHARA
EMPLOYMENT PROGRAM FOR MEN
IN 4 COHORTS

29

PARTICIPANTS IN H.E.A.L. FOR
WORK PROGRAM FOR WOMEN
SURVIVORS IN 3 COHORTS

SPECIAL EMPLOYMENT PROJECTS

This year, DIVERSEcity introduced a special series of employment programs that offered training, employment skill building and job support to in-demand occupations that are addressing a gap in the emerging labour market. These programs, delivered in partnership with local colleges and partners, were designed to help new immigrants get relevant industry-specific skills and training to join the Canadian workforce.

64 PARTICIPANTS IN 4 ELECTRICAL FOUNDATIONS
HARMONIZED PROGRAM COHORTS (80% COMPLETION)

64 PARTICIPANTS IN ACCOUNTING & PAYROLL
CERTIFICATE PROGRAM (100% COMPLETION)

20 PARTICIPANTS IN DENTAL RECEPTIONIST
CERTIFICATE PROGRAM (100% COMPLETION)

32 PARTICIPANTS IN GERONTOLOGY PROGRAM
(85% COMPLETION)

30 RECIPIENTS OF THE EXPRESS GRANT FOR FOREIGN CREDENTIALS FOR WOMEN



QUOTABLE

“I had skills but unfortunately didn't know how to approach companies for employment. The employment specialist, Rajwant, who was there for me during my employment search journey, was so helpful. She came up with so many opportunities. I had an amazing experience and I got my dream job in marketing within 14 days. I am very grateful.”

— MONEY, FUTURE TROOPERS PARTICIPANT





Erika Torrejon, from Peru, started up Pasos Fashion Co. with help from the CWB Business Incubator for Women Entrepreneurs.

IMMIGRANT ENTREPRENEUR PROGRAM



WORKSHOPS



BUSINESSES SUPPORTED

Our Immigrant Entrepreneur Program helps immigrant entrepreneurs plan, launch and grow their business through one-on-one consultation, business training workshops and a business startup bootcamp complete with *Dragons' Den*-style pitch experiences. We further support graduates through the Immipreneur Network.

CWB BUSINESS INCUBATOR FOR WOMEN ENTREPRENEURS



WORKSHOPS



BUSINESSES SUPPORTED

This program, funded by Canadian Western Bank (CWB), supports intercultural women to turn creative skills into self-employment business opportunities. Graduates from the program can then join Infinity Womenpreneurs, a collective business community to sell their wares on infinitymarketplace.square.site.

DIVERSEstory

An Entrepreneurial Story

Every immigrant has a story about their journey, and Bita Jamalpour has started up a new small business to capture them in a creative way. Her venture, Logue, is in the business of writing, illustrating and publishing immigrants' stories through books, videos and even merchandise at thelogue.ca.

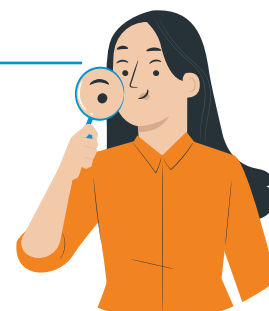
For Bita, an urban planner from Iran who immigrated to Canada nine years ago, Logue is an entrepreneurial venture close to her heart.

"My idea is to help immigrants like myself have a voice," she says. "Many services are available in Canada to

help immigrants get the support they deserve and have a full life. But there is another side of immigration often untold or ignored; there are many emotions involved in the process of immigration. Immigrants need space to share their stories."

Bita is one of about 25 immigrant and intercultural women who started business ventures during the pandemic with help from the CWB Business Incubator for Women Entrepreneurs.

Bita had previously tried other business ideas since coming to Canada, but she says, "I realized I wasn't ready



to start a business alone in Canada. I had an idea, I was creative, but didn't know how to sell my idea and to make it into a business. That's why I started with DIVERSEcity. They helped me understand the business side of my creative business idea."

Bita was celebrated as one of the winners of the program's inaugural CWB Women Makers and Creators Awards, winning for "best business idea." •

DIVERSECITY SKILLS TRAINING CENTRE



We partner with WorkBC Centres across the province like Vancouver Midtown West to provide training to jobseekers.

Getting Jobseekers the Skills They Need to Succeed

DIVERSECity Skills Training Centre, a Buy Social Canada-certified social enterprise, offers fee-based training courses to prepare Canadian and immigrant jobseekers for the workforce. In the second year of the pandemic, classes continued to be held virtually via Zoom, further expanding our reach across BC. We also offered in-person group sessions at different WorkBC Centres in the Lower Mainland. Our courses, such as Essential Computer Skills for the Workplace, Customer Service Basics and more, have built a reputation for quality training of the latest in-demand skills, and our students provide consistently positive reviews. In summer 2021, we partnered with Employment Programs for their Tech Train for Remote Work and Wellness Program, to help with remote workplace skills in e-commerce, technology and office administration.

918

TOTAL STUDENTS

72%

INCREASE IN ENROLLMENT
COMPARED TO LAST YEAR

43

NUMBER OF WORKBC
CENTRES SERVED

“ QUOTABLE

“What an outstanding four days of skills I've learned from this amazing teacher. The information I gained has given me the confidence to apply my skills in the work field and personally. Her skills in communication, listening, empathy and patience are an engaging force in the classroom setting. She made it easy to follow her every step for this beginner at 64 years old.”

— DAVE, SKILLS TRAINING CENTRE STUDENT



LANGUAGE & LITERACY PROGRAMS



Our students were thrilled to resume in-person LINC classes this year!

Learning English Back in Person

Our **Language Training and Literacy Programs** returned back in person this year, offering 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 Community Adult Literacy Program (CALP) classes. Our English Conversation Circles help students practise English skills in real life. For those with children up to five years old, we offer an Early Childhood Education program.

2,369

CLIENTS SERVED

188

CHILDREN SERVED

1,154

NUMBER OF STUDENTS WHO
ATTENDED FIELD TRIPS



Our youngest graduates are ready for Kindergarten!

BY THE NUMBERS

Active LINC classes	21
LINC Assistance and Readiness Class (LARC) clients served	229
Community Adult Literacy Program (CALP) clients served	136
Conversation Circles	61
Field trips taken by students	168
Number of language teachers & teaching assistants	23
Number of early childhood education workers & assistants	6



LANGUAGE TESTING CENTRE

DIVERSEcity's **Language Testing Centre** is one of the leading language testing centre sites in BC, located at our DIVERSEcity Surrey Community Campus, 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®

791

CELPIP-GENERAL TESTS

431

CELPIP-LS TESTS

1,204

TOTAL TEST TAKERS

MENTAL HEALTH & SUBSTANCE USE SERVICES



Everyone needs help sometimes. Our counsellors like (from back left) Pamela, Waheeda, Neeru, Nisha and Navneet can help.

Helping our Clients' Healing Journey

Our **Mental Health and Substance Use Services** include counselling and case management support for children, youth, adults and families across the Surrey and Delta region. Our counselling is rooted in relational and collaborative processes to create space with people to support their wellbeing and healing journey. We continue to provide in-person and virtual appointments using a variety of healing approaches including play therapy, support groups, psychoeducation sessions and outreach case management.

212

CLIENTS SERVED
THROUGH INDIVIDUAL
& GROUP SESSIONS

1/3

MORE THAN ONE-THIRD OF
NEW CLIENTS WERE SELF-
REFERRALS, HIGHLIGHTING THE
GROWING NEED & OPENNESS
TOWARD SERVICES

4

COUNSELLING PROGRAMS:
CHILD & YOUTH MENTAL
HEALTH; FAMILY COUNSELLING;
SUBSTANCE USE; JOURNEYS
PROGRAM FOR CONCURRENT
DISORDERS

“QUOTABLE

“When I first started this program, I was really hesitant. My pride and ego got in the way, but something deep within me told me to do it and it was the best choice I have made. This program opened my eyes to learn to be honest with myself. It allowed me to see that I can step back and analyze things instead of blowing up. I also learned to forgive the past and stop dwelling. The only way to go is forward. I thought I was very alone, but I am grateful beyond words and the only way to repay this program is to keep progressing and keep positive in life.”

— JOURNEYS CLIENT

VIOLENCE PREVENTION SERVICES



Empowering Survivors of Violence

Our **Violence Prevention Services** provide counselling, case management and practical supports to survivors of violence and trauma. Healing is an ongoing process, and it's vital to support the healing journey through a culturally safe and agile lens. Through both remote and in-person offerings, we continue providing free supports to children, youth and women, including trauma-informed and survivor-centered safety planning, psycho-educational supports, court accompaniments, resource referrals and responsive case management.

274

UNIQUE CLIENTS
SERVED

9

PROGRAMS: STOPPING THE
VIOLENCE; MULTICULTURAL
OUTREACH; PEACE; ROOTS
OF SAFETY; SAFE CLINICAL
COUNSELLING & MORE

20

SEXUAL ASSAULT SPECIFIC
REFERRALS RECEIVED WITH
LAUNCH OF NEW PROGRAM IT
HAPPENS HERE TOO...
IN JANUARY 2022

“QUOTABLE

“Impact is a little like playing dominos. It starts with a push and allows gravity to take its course with each domino. Similarly with people, our push starts with compassion, and instead of gravity, the force of impact is empathy. With our 'push' and 'gravity,' creating an impact is a natural occurrence.”

— MIA, VIOLENCE PREVENTION COUNSELLOR



DIVERSECITY INTERPRETATION & TRANSLATION SERVICES



DIVERSEcity Interpretation and Translation Services supported an increasing number of events with ASL interpretation this year.

Communicating Beyond Barriers

DIVERSEcity Interpretation and Translation Services helps people and organizations communicate without barriers with a growing array of services. We are the largest interpretation and translation service in the Lower Mainland and Fraser Valley, with a network of 500+ professionals who provide services in 100+ languages, including many rare ones, Indigenous languages and American Sign Language. We are a Buy Social-certified social enterprise that has the people, the expertise and the social impact!

15K

CLIENT
APPOINTMENTS

28K

HOURS OF
INTERPRETATION

375K

WORDS TRANSLATED IN
85 TRANSLATION PROJECTS

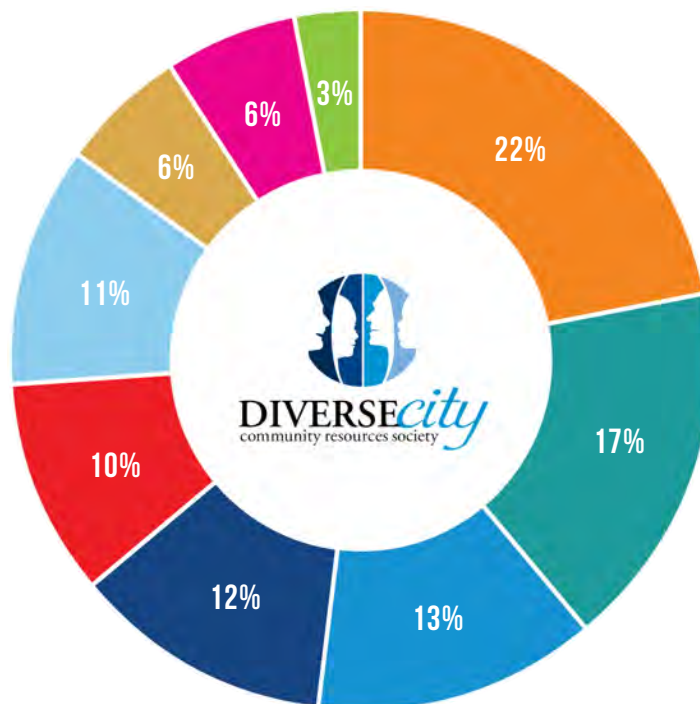
OUR SERVICES

- Consecutive and simultaneous interpretation
- Dial-in (phone) interpretation
- Video remote interpretation
- American Sign Language (ASL)
- Document translation
- Audio and video transcription services
- Video subtitles service

CLIENTS WE SERVE

- Province of British Columbia
- Ministry of Children and Family Development
- Law firms, courts, corrections
- Health authorities
- School districts, government organizations, non-profits
- Businesses, individuals and private organizations

FUNDING OVERVIEW



FUNDERS & PARTNERS 2021-2022

FEDERAL FUNDERS

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

PROVINCIAL FUNDERS

Ministry of Advanced Education and Skills Training
Ministry of Attorney General
Ministry of Children and Family Development
Ministry of Health
Ministry of Jobs, Economic Recovery and Innovation
Ministry of Mental Health and Addictions
Ministry of Municipal Affairs
Ministry of Public Safety and Solicitor General and Emergency BC
Ministry of Social Development and Poverty Reduction

CORPORATE FUNDERS

Canadian Western Bank
Coast Capital Savings
First West Credit Union
Paragon Testing Enterprises

RBC Foundation
Shaw Communications
TD Canada Trust
Vancity Community Foundation

OTHER FUNDERS & PARTNERS

Ace Community College
Arocha
BC Association of Farmers Markets
BC Clinical and Support Services
BC Family Hearing Resources Centre
BC Society of Transition Houses
Breakfast Club Canada
Canadian Medical Association Foundation
Canadian Mental Health Association
Canada Revenue Agency
Canadian Women's Foundation
Centre for Child Development
City of Surrey
Community Action Initiative
Community Food Centres Canada
Discovery Community College
Ending Violence Association of BC
Family Caregivers of BC
Fraser Health Authority
Fraser Region Aboriginal Friendship Centre Association
Gurdwara Sahib Dasmesh Darba

ISSofBC
Kwantlen Polytechnic University
Métis Nation BC
Muslim Food Bank
MOSAIC
Options Community Services
Pacific Immigrant Resources Society
PC Children's Charity
Provincial Language Service
Rainbow Refugee
Roots Community Health Centre
Second Harvest Canada
Simon Fraser University
Sources Community Resource Centres
Surrey Libraries
Surrey School District 36
Surrey Seniors Planning Table
TD Community Engagement Centre (SFU)
Together Project
Umoja Operation Compassion Society
United Way British Columbia
University of British Columbia
Vancouver Foundation
VAST
Westcoast Seeds
WorkBC
WorkSafeBC

Thank you

DIVERSECITY SURREY COMMUNITY CAMPUS

13455 76 Avenue
Surrey, BC V3W 2W3

DIVERSECITY CITY CENTRE CAMPUS

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

DIVERSECITY NEWTON TOWN CENTRE CAMPUS

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

FIRST STEPS CENTRE

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

DIVERSEcity recognizes that our work takes place on the ancestral, traditional and unceded territories of the SEMYOME (Semiahmoo), qíćəý (Katzie), kʷikʷəłəm (Kwkwetlem), q̓ʷa:ńłəń (Kwantlen), qiqéyt (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.

#EveryoneBelongsHere

☎ 604-597-0205

✉ INFO@DCRS.CA

🚀 DCRS.CA

f t i in
@DIVERSECITYBC