



*Arrive  
Begin*

When we first arrived in Canada, it was a shock in terms of different values, different ways of living.

Immigrants and refugees have come to Vancouver from all parts of the world: continental Europe in the 1800s; East and South Asia in the early to mid-1900s; and in recent history, the Middle East, Africa, other parts of Asia and elsewhere. These newcomers built communities that flourished organically, with successive generations weaving ever tighter into the social fabric of Canadian life.



In 1972, the first government-supported services for immigrants were introduced by the Immigrant Services Society of British Columbia.



*Eleanor Strong, at ISSoBC's 'Settlement Street' office marks 40th anniversary*

as serving immigrants "from the time of arrival to being settled."

Forty years later, ISSoBC is the largest immigrant-serving agency in western Canada, providing a wide array of services that include settlement, language training and career services. *Old Stories: A History of Immigrants in Vancouver* celebrates immigrant heritage in Vancouver, B.C. and highlights the significant role that newcomers play in supporting newcomers in Canada.

In those early days, Eleanor Strong - ISSoBC's first Executive Director - and her team of volunteers working out of a church basement described their work simply as serving immigrants "from the time of arrival to being settled."

multiethnic, Canada, providing settlement, *Old Stories: A History of Immigrants in Vancouver* celebrates immigrant heritage in Vancouver, B.C. and highlights the significant role that newcomers play in supporting newcomers in Canada.

Cover photo shows a glimpse of ISSoBC's "UNTOLD STORIES" exhibit at the Museum of Vancouver, which was the centrepiece of our 40th anniversary activities last year. The exhibit celebrated our past (depicted through the display panels in the background), and heralded our future (represented by the model of the planned Welcome House building in the foreground). More photos of last year's anniversary celebration activities can be found in this report's centre spread.

Photo credit: 10four design group. These refugees define what is referred to today as "settlement services."

refugees and naturalized delivery locations and collectively speak over





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## BOARD PRESIDENT'S REPORT

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MANCHAN SONACHANSINGH  
President

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*We would like to express our sincere appreciation to our funders who have enabled us to continue building on our 40 years of service to the community.*



The 2012-2013 fiscal year was a year of celebration as we undertook a variety of activities to acknowledge 40 years of service. As the first refugee and immigrant serving organization in BC, we take great pride in having pioneered settlement services in the province of BC. **ISSofBC** came about in the late 1960's at the behest of then Prime Minister Pierre Trudeau. After an expulsion order was issued by Idi Amin in Uganda, Canada agreed with the Aga Khan to accept more than 6,000 mostly Ismaili Ugandans. A group of volunteers in Vancouver was called upon to provide settlement services to the new arrivals.

From that small group of volunteers, **ISSofBC** is now a comprehensive service organization, providing settlement services, language services, employment services and a variety of community development initiatives. There are more than 450 employees and over 1,000 active volunteers providing services in more than 20 locations in 14 municipalities



throughout the province.

Events and activities that were held to celebrate our 40th anniversary included:

- Untold Stories: A History of Immigration in Vancouver, a multimedia exhibit showcasing the stories of immigrants to the area held at the Museum of Vancouver for a three month run;
- A forum with community leaders discussing immigration history and issues within the region;
- A citizenship ceremony reflecting 40 years of service; and,
- World Refugee Day celebration recognizing the valuable contribution of refugees to Canada.

Additionally, the board of directors focused on:

- Plans to move forward on the new Welcome House facility;
- Continual improvement measures on financial accountability practices; and,

- Governance issues including membership, board training and development.

We would like to express our sincere appreciation to our funders who have enabled us to continue building on our 40 years of service to the community. Our thanks to Citizenship and Immigration Canada; Ministry of Jobs, Tourism and Skills Training; City of Vancouver; Vancity; Vancouver Foundation; Vancouver Coastal Health and our other funders.

I would like to thank my fellow board members for their continued dedication and commitment to *ISSofBC*. Thank you to our many volunteers who give freely of their time and who enhance the services we provide to our clients. On behalf of the entire board, thank you to the management team and to all staff for their selfless dedication and commitment to quality which defines the success of the organization.

## BOARD OF DIRECTORS

2012/2013

**Manchan Sonachansingh**  
President

**Maria Rajanayagam**  
1st Vice President

**Jim Tallman**  
2nd Vice President

**Nicolas Lozovsky**  
Treasurer

**Steve Kooner/  
Martha Jane Lewis**  
Secretary

**Maria Braungart**  
Member at Large

**April English**  
Director

**Joseph Chan**  
Director

**Joann McKinlay**  
Director



## CHIEF EXECUTIVE OFFICER'S REPORT

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**PATRICIA WOROCH**  
Chief Executive Officer

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*Celebrating our  
40 years of services  
provided an opportunity  
to reflect upon all that  
had occurred over the  
past many years, and  
provided an opportunity  
to look ahead.*

The 2012-2013 fiscal year proved to be a year of challenges and successes. Celebrating our 40 years of services provided an opportunity to reflect upon all that had occurred over the past many years, the challenges met, the many successes, the growth of the organization and provided an opportunity to look ahead.

While facing the many growing pains of the new model of employment service delivery, we continued to provide excellent services in a variety of service areas within the Lower Mainland and expanded to have employment service delivery in both Kamloops and Oliver. This past fiscal year, we marked the one year anniversary of fully-functioning Employment Services Centres.

ELSA and settlement programming including the resettlement assistance



programming for Government Assisted Refugees continued to deliver services in a number of areas and continued to provide opportunities to expand and enhance services by utilizing value-added supports. One very successful example is the Learning in Action program for English language learners.

We hosted a very successful National Refugee Resettlement Conference which attracted more than 350 people from around the world. The conference provided an opportunity to showcase various organizations and programming locally, nationally and internationally and provided an excellent learning opportunity for sector employees and volunteers.

This fiscal year, we were also advised of yet another profound change to service delivery. In 1998, the federal government signed an agreement with the province of

BC to take full responsibility for the delivery of settlement services to immigrants in the province. The initial agreement was renewed in 2003 and again in 2010. In April 2013, the federal government announced that they would be repatriating the agreement which would allow for comparable services for immigrants in each province. The change will take place in April 2014. To that end, we have been planning for future change, and developed and proposed an integrated service model.

This past year, and for the foreseeable future, we will continue to expend a great deal of energy in developing the new facility. A great many people have been,



and continue to be, involved in the effort and we are confident that we are moving forward in a positive manner.

Thank you to all our volunteers who give us their time to help make a difference in the lives of our clients and to the Board of Directors, a volunteer group of community citizens committed to the success of **ISSofBC**. To our funders, thank you for your continued support. Our relationships with funders are clearly one of our greatest resources. Thank you to all the staff at **ISSofBC** for their steadfast adherence to the goals and mission of the organization, and whose commitment to **ISSofBC**'s organizational values that uphold service delivery excellence contributed to **ISSofBC** being named for the sixth time as one of the **Best Workplaces in Canada!**



## LANGUAGE COLLEGE & CAREER SERVICES

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CLIFFORD BELL  
Director

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*As a hub of information,  
research and referrals,  
Immigrant Connections  
has proven so successful  
it is now being rolled  
out across ISSofBC*

While we all have come to accept change as the common denominator in our work at **ISSofBC**, the numerator changes from year to year. In this fiscal year, the changes came in news from Citizenship and Immigration Canada that impacted much of our department's work. As we began planning for future changes, we continued our commitment to excellence in service delivery.

### ELSA Division

- **Highlights:** ELSA is **ISSofBC**'s largest division with substantial programming throughout Metro Vancouver and Squamish. Over the years, one of the key components of our program has been childcare services. ELSA Vancouver has delivered fully-licensed childcare since 1995. In the last two years, sub-contracted childcare has been added to our programs in Squamish, New Westminster, Burnaby and Surrey.



In 2013, *ISSofBC* demonstrated our commitment to childcare services by generating funds to renovate our Richmond office and begin childcare delivery for ELSA students in 2012.

- **Changes:** ELSA is directly affected by the CIC's decision to resume management of federally-funded settlement programs in BC in April 2014. As a result, a complete review of our organization's settlement and language services led to the design of an integrated service delivery model. The upcoming year is devoted to maintaining existing services while further developing this new model.

## Language & Career College Division

- **Highlights:** To firm up the branding and student identification in our social enterprise division, a decision was made to rebrand International Studies as "ISS Language & Career College of BC." This new brand will

begin appearing on new marketing collateral, website and Facebook in the 2nd quarter of 2013-2014.

- **Changes:** CIC's decision to limit issuance of study permits to students attending designated learning institutions has had a negative impact on the number of students choosing Canada as a study destination. We are looking forward to the Province making a timely decision on "designated" schools in the fall of 2013.

## Career Services Division

- **Highlights:** This year saw close to 30 *ISSofBC* staff working in our Immigrant Connections office and a number of Employment Service Centres throughout BC. As well, we saw completion of a second group of mentees working with the City of Vancouver.
- **Changes:** CIC's decision to resume management of settlement programs

in BC will also affect employment programming as career services become part of the integrated service delivery model.

This last year also saw the introduction of Immigrant Connections – a resource centre (in Vancouver) and a newsletter for service providers and immigrants. As a hub of information, research and referrals, this new model has proven so successful (700 visits/month) it is now being rolled out across *ISSofBC*.

And last but not least, I'd like to acknowledge and thank the division's staff and management for the excellent work they do with our clients and students each and every day of the year.





Activities surrounding **ISSofBC's** 40th anniversary celebration in 2012-2013 focused on raising awareness of Vancouver's immigrant history and **ISSofBC's** role in supporting immigrants and refugees, and provided an opportunity for community dialogue and engagement on immigrant experiences and issues.



**Canada and Refugee Resettlement Conference"**  
**ISSofBC** co-hosted this conference that focused on issues affecting resettled refugees and refugee claimants.



### **MOBINA JAFFER:** Keynote speaker at 2012 AGM

Senator Jaffer's family was part of the first several waves of Ismaili refugees from Uganda who received resettlement support from a group of volunteers that led to the birth of **ISSofBC**.







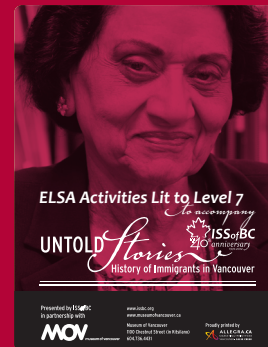
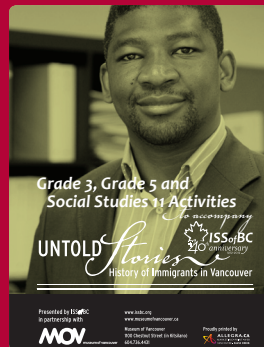
## UNTOLD STORIES EXHIBITION

Multi-media exhibit at the Museum of Vancouver featured immigrant stories and immigration facts



## "SHARE YOUR STORY"

Public online forum on **ISSofBC's** social media channels



## UNTOLD STORIES CURRICULUM

Teaching resources geared towards adult ESL learners and K-12 students in the school system

## EVOLVING GEOGRAPHIES OF IMMIGRATION IN VANCOUVER: HISTORY AND HORIZONS

Moderated symposium on immigration's role in shaping Vancouver society

## EVOLVING GEOGRAPHIES OF IMMIGRATION IN VANCOUVER: HISTORY AND HORIZONS

The impact of immigration on Vancouver is profound and extensive. Join us for an evening of research, reflection and dialogue.



GREGORY HENRIQUEZ  
ARCHITECTURE AS SOCIAL ACTIVISM



GEOFF MEIGS  
THE IMPACT OF IMMIGRATION IN VANCOUVER PAST AND PRESENT



DANIEL HIERBERT  
VANCOUVER'S ETHNO-CULTURAL LANDSCAPE, PROJECTED TO 2031



KATHY SHERRELL  
REFUGEE RESETTLEMENT: HOW IT'S CHANGING THE FACE OF



ALEN HARAON  
MODERATOR/DISCUSSANT



## SETTLEMENT SERVICES

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CHRIS FRIESEN

Director

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*Over 1,000 volunteers  
contributed close  
to 45,000 volunteer  
hours to assist us in  
providing a variety of  
supports and services.*

The 2012-2013 fiscal year signalled a year of fine-tuning our new settlement program model, involvement in several local welcoming community initiatives as well as significant preparatory work for the transition of immigrant service-related funding back to Citizenship and Immigration Canada in April 2014. Considerable work also continued towards plans to construct a 58,575 sq foot facility at 2610 Victoria Drive in Vancouver – a first-of-its-kind integrated service hub for newcomers to BC.

The impact of our collective successes could not be accomplished without our exceptional staff and volunteers, who remain the cornerstone of our operation providing over 45 active projects and numerous multilingual settlement related supports to thousands of newcomer adults, youth and children from 11 different



cities and numerous deployment sites in and outside Metro Vancouver.

Below is a summary of the past year's operating highlights:

- **ISSofBC** through the Director of Settlement Services was involved at a global level on refugee resettlement related-issues as the NGO focal point to the main consultative body to the UNHCR. In addition, the Department continued to provide leadership in several key provincial and national bodies to help shape the future of service delivery in Canada. In June 2012, we hosted a successful national refugee resettlement conference that drew over 370 delegates from around the world.
- With the significant expansion of both settlement service programs and locations, we were able to serve 9,945 unique newcomer clients. We continued to make adjustments to our

new integrated settlement service team approach/model and overall we saw considerable improvement in client service coordination and service delivery.

- During the 2012 calendar year, the Resettlement Assistance Program team welcomed 655 individuals or 312 Government Assisted Refugees (GARs) families – the lowest arrival numbers in several decades. As in recent years, most GARs arrived from Iraq, Iran, Somalia, Afghanistan and Bhutan and settled primarily in three cities – Coquitlam, Surrey, and Burnaby.
- Over 1,000 volunteers including 24 practicum students from various institutions within and outside of Canada contributed close to 45,000 volunteer hours to assist us in providing a variety of support and services from income tax clinic facilitators to settlement mentors and English language support volunteers for low-level newcomer learners.



I would like to thank and acknowledge the Department of Citizenship and Immigration Canada, Ministry of Jobs, Tourism and Skills Training, BC Housing, City of Vancouver, United Way of the Lower Mainland, Vancouver Foundation, Vancity Credit Union, Vancouver Coastal Health, Sharon Martin Community Health Trust, Royal Bank of Canada, Burnaby, Coquitlam, Surrey and Vancouver Boards of Education and the UNHCR for their continued support of our work.



## FINANCIAL REPORT

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NICOLAS LOZOVSKY

Treasurer

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LAWRENCE TAM

Director – Finance & IT

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*The favorable financial performance was a result of effective management of funded programs, cost control measures, and self-generated revenues.*

We are pleased to report on the financial performance of our Society, Immigrant Services Society of British Columbia, for the year ended March 31, 2013.

On April 1, 2012, the Society adopted Canadian Accounting Standards for Not-For-Profit in Part III of the Canadian Institute of Chartered Accountants Handbook. The audited financial statements for the year ended March 31, 2013 are the first statements prepared in accordance with the new Not-For Profit Standards.

We continued to experience growth in the past year by again readily responding to requests for proposals in our sector. The contracts awarded to us required further expanding our scope of operations and adding new service locations. Compared to last year, the Society's total revenue increased from \$21.75M to \$22.42M,



while total expenditures rose from \$21.60M to \$21.68M to support the increased activity. The favorable financial performance was a result of effective management of funded programs, cost control measures, and self-generated revenues. As a contingent measure, the Society has been accumulating resources over the last few years to cater for potential relocation, emergencies, and the need to acquire additional facilities.

With ongoing attention to fiscal responsibility at all levels of the Society, together with a project- based budgeting and financial control system, the Society is well positioned to continue serving our clients in the coming years. We are grateful to our staff for providing high quality and dedicated service to our clients. Our services to new immigrants and refugees would not be possible without the required financial resources, and for this we would like to acknowledge the role of

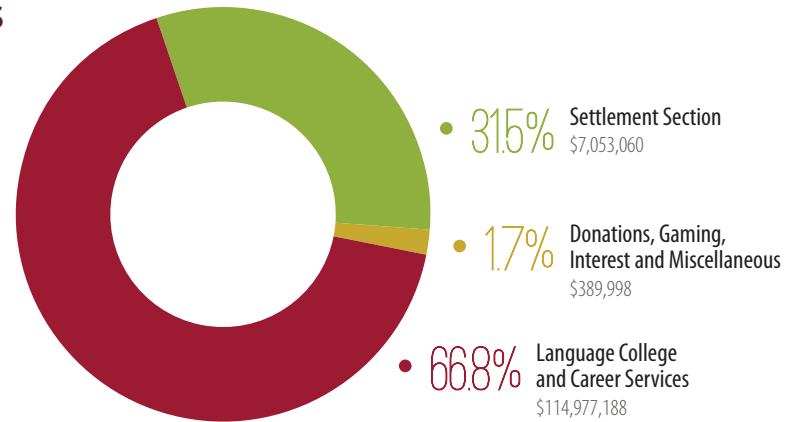
our funders. We are very appreciative of their continuous support and recognition.

On behalf of the Society, we wish to express our sincerest gratitude to all of those who have contributed to the continued success of our organization.

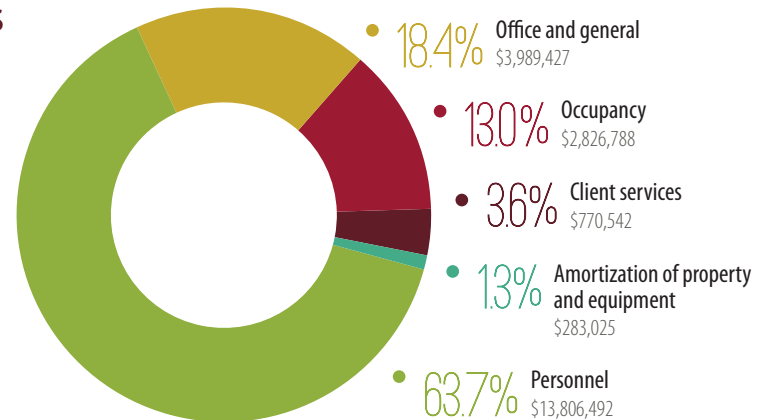




## REVENUES



## EXPENSES



## FINANCIAL STATEMENT

Year ended Mar. 31	2013		2012	
REVENUES				
● Language College and Career Services	\$14,977,188	66.80%	\$15,448,817	71.03%
● Settlement Section	\$7,053,060	31.46%	\$6,051,179	27.82%
● Donations, Gaming, Interest and Miscellaneous	\$389,998	1.74%	\$251,080	1.15%
Total Revenue	\$22,420,246	100.00%	\$21,751,076	100.00%
EXPENSES				
● Amortization of property and equipment	\$283,025	1.26%	\$197,190	0.91%
○ Interest	\$-	0.00%	\$3,392	0.02%
● Personnel	\$13,806,492	61.58%	\$13,922,495	64.01%
● Office and general	\$3,989,427	17.79%	\$3,629,569	16.69%
● Occupancy	\$2,826,788	12.61%	\$2,966,653	13.64%
● Client services	\$770,542	3.44%	\$879,295	4.04%
Total Expenditures	\$21,676,274	96.68%	\$21,598,594	99.30%
Excess of revenues over expenditures	\$743,972	3.32%	\$152,482	0.70%
Net Assets, beginning of the year				
	\$7,160,687		\$7,008,205	
Net Assets, end of year				
	\$7,904,659		\$7,160,687	



## NEW WELCOME HOUSE

By 2015, **ISSofBC** envisions the opening of the new **ISSofBC Welcome House**: a fully integrated and coordinated regional service hub that addresses the immediate needs of Government-Assisted Refugees and immigrants that will be the first of its kind in the world.

Building plans for the 58,000 sq foot-facility, designed by the reputable Henriquez Partners Architects and located at 2610 Victoria Drive in Vancouver, were unveiled on June 20, 2012 (UN World Refugee Day).







## VANCOUVER

*Administration, Language  
College, Career Services &  
Settlement Services*

#501-333 Terminal Ave  
Vancouver, BC V6A 2L7  
Tel: 604-684-2561  
Fax: 604-684-2266

*Welcome House &  
Settlement Services*

530 Drake St  
Vancouver, BC V6B 2H3  
Tel: 604-684-7498  
Fax: 604-684-5683

## BURNABY

*Settlement Services*

#207-7355 Canada Way  
Burnaby, BC, V3N 4Z6  
Tel: 604-395-8000  
Fax: 604-395-8003

## NEW WESTMINSTER

*ELSA & Settlement Services*

#200-620 Royal Ave  
New Westminster, BC, V3M 1J2  
Tel: 604-522-5902  
Fax: 604-522-5908

## RICHMOND

*ELSA & Settlement Services*

#150-8400 Alexandra Rd  
Richmond, BC, V6X 3L4  
#110-5751 Cedarbridge Way  
Richmond, BC, V6X 2A8  
(ELSA) Tel: 604-233-7077  
(Settlement) Tel: 604-684-7498  
(Alexandra) Fax: 604-233-7040  
(Cedarbridge) Fax: 604-303-8711

## LANGLEY

*Settlement Services*

#204-20621 Logan Ave  
Langley, BC, V3A 7R3  
Tel: 604-510-5136  
Fax: 604-530-5519

## SURREY

*Career Services*

#303-7337 137 th Street  
Surrey, BC, V3W 1A4  
(Job Options) Tel: 604-598-8545  
(Skills Connect) Tel: 604-590-4021  
Fax: 604-590-4027

## MAPLE RIDGE

*ELSA & Settlement Services*

#320-22470 Dewdney Trunk Rd  
Maple Ridge, BC V2X 5Z6  
(ELSA) Tel: 604-942-1777  
(Settlement) Tel: 778-284-7026  
Fax: 604-477-1154

## SQUAMISH

*ELSA*

Unit 101-38085 2nd Ave  
Squamish, BC, V8B 0C3  
Tel: 604-567-4490

## TRI-CITIES

*ELSA*

#136-3030 Lincoln Ave  
Coquitlam, BC, V3B 6B4  
Tel: 604-942-1777  
Fax: 604-942-1780

*Settlement & Career Services*

#240A-3020 Lincoln Ave  
Coquitlam, BC, V3B 6B4  
Tel: 778-284-7026  
Fax: 604-942-1730

*ELSA & Career Services*

#204-3242 Westwood St  
Port Coquitlam, BC, V3C 3L8  
(Job Options) Tel: 604-468-6262  
(Job Options) Fax: 604-468-6282  
(ELSA) Tel: 604-942-1777  
(ELSA) Fax: 604-945-4524

*Settlement Services*

#200C-504 Cottonwood Ave  
Coquitlam, BC V3J 2R5  
Tel: 778-383-1438  
Fax: 604-931-8558





