On behalf of the Board of Directors, I am proud to report on a remarkably successful year of operation for the Inter-Cultural Association of Greater Victoria (ICA). A dramatic change to our business profile, largely due to enhanced programming and funding from the federal government, resulted in new services and responsibilities and important new community collaborations.

Now, as a Sponsorship Agreement Holder with Immigration, Refugees and Citizenship Canada (IRCC), our business has grown to include new partnerships with local community groups coalescing to welcome refugees as private sponsors.

Further, ICA agreed to contract with the federal government to become a Resettlement Assistance Program provider for government assisted refugees, a role ICA has not played for many years.

Our role in meeting the needs of Government Assisted Refugees has required much cooperation with the Red Cross, local businesses, schools, property agents, health care providers and our other Immigrant Serving Agency partners on Vancouver Island. We thank the Provincial Government and Minister Bond, in particular, for the strong support we received during this time of change and adjustment.

The Community Partnership Network (CPN) is a growing network of more than 200 Greater Victoria businesses, agencies and organizations dedicated to promoting diversity and creating welcoming and inclusive workplaces and communities. The network provided members with a variety of diversity awareness, education and community building seminars and resources – all generously funded by the United Way of Greater Victoria. Our most recent seminar held last February was entitled: “Preparing for the Resettlement of Syrian Refugees.” More than 80 CPN members attended the seminar and learned about the challenges faced by Syrian refugees arriving in Greater Victoria and shared ideas about how to effectively welcome and integrate them into our community.

Despite the many challenges ICA faced regarding expanding our capacity and meeting new programming demands,

I am pleased to report on a successful financial year with a modest excess of Revenues over Expenses.

I attribute this strong financial outcome to the cautious financial planning and management by the CEO and the Finance Department with regular reporting to the Board to ensure appropriate oversight of ICAs business operations.

I am delighted that ICA was recognized for its community contributions in 2015 with the Community Partner Spirit Award from the United Way of Greater Victoria and was more recently the recipient of the Chancellor’s Community Recognition Award from the Board of Governors of Royal Roads University. Congratulations to Jean McRae, our Chief Executive Officer, her staff and all the important volunteers whom the Board thanks and applauds for their hard work and valuable contribution to new immigrants and citizens of our community.

The Federal Minister, Hon. John McCallum also presented ICA with the “Operation Syrian Refugees 2016” commemorative coin acknowledging our efforts towards Canada’s resettlement of 25,000 Syrian refugees before the end of February 2016.

It has been my pleasure to serve the organization over the past business year. I am proud and privileged to have represented our Members as the President of the Board during this challenging, rewarding and exceedingly successful year of operations.

Cathy Hunter
President
Change. Growth. Challenge. Gratitude! This year has contained them all.

In a year of unprecedented focus and attention on the work of refugee resettlement, ICA worked exceedingly hard to not only continue to provide the full complement of high quality immigrant services to all of the immigrants who regularly access them, but as well to call on our long established partners and dedicated staff to expand services and respond to the many community members who wanted to help out through refugee sponsorship, volunteering and donations. It has been wonderful to see the commitment from all concerned.

ICA started the year submitting a proposal to become a Sponsorship Agreement Holder under Citizenship and Immigration Canada. We were approved in August just before Canadian’s attention was galvanized into action by the tragic photo of a drowned refugee child and the increased attention on the plight of refugees. In November, the new federal government made a commitment to rapidly settle 25,000 Syrians.

The first refugee family sponsored through ICA arrived in December. In mid-February we were approved by Immigration, Refugees and Citizenship Canada to provide the Resettlement Assistance Program. By the second week of March, one hundred and fifty-four Government Assisted Refugees had arrived in Victoria. ICA does not operate in isolation. Victoria Mayor Helps played a key role in raising the profile of Victoria as a potential destination for Government Assisted Refugees. In order to meet the expanded demands, we were able to call on many members of our Community Partnership Network and Local Immigration Partnership tables to plan and collaborate in the delivery of services - the Canadian Red Cross, Vancouver Island Health Authority, VanCity, School Districts 62, 63, and 64, to single out a few among many. We also have worked closely with our funders at Immigration Refugees and Citizenship Canada, the province of British Columbia, the Victoria Foundation and the United Way of Greater Victoria, to ensure we could get the necessary resources in place for Victoria to become a vital part of the Canadian movement to welcome refugees to our country and community.

Change – a new foray into the world of refugees. Growth – our staff and budget have grown by about thirty-five percent. Challenge – self-explanatory, perhaps. Gratitude – in abundance for our staff, volunteers, board members, partners and our community. Thank you to all.

Jean McRae
Chief Executive Officer

Offers of volunteer support were straining our ability to respond in a timely manner. While our front line staff were stretching to meet the client needs, our administrative staff were working equally hard to keep up with the less visible back of house demands. As time passed we caught up. ICA’s staff have risen to the challenges, worked incredibly hard and demonstrated a remarkable dedication to our clients. Thank you to each and every one.

The pace and workload this past year has been challenging yet rewarding. ICA staff were kept busy during the summer, designing and developing innovative programs to bridge the gaps in client services, and answering proposal call-outs from different funders. The proposal process gave the staff insight on the success of many of our programs in the last year as well as recognizing and reinforcing the good work we do here at ICA.

Not soon after submitting our proposal to Immigration, Refugees, Citizenship Canada (IRCC formerly CIC), we received notification that ICA was successful in becoming a Sponsorship Agreement Holder (SAH). ICA is a now a proud SAH in the Greater Victoria area. Not long after that, the picture of the young Syrian refugee boy that washed ashore went viral and since then, we have been inundated with media requests and community members stepping forward to support the refugee cause.

Towards the end of 2015, we pulled together over 30 leaders and decision makers from across sectors such as health care (Island Health Authority, Public Health practitioners, BC Association of Clinical Counsellors); housing (Greater Victoria Housing Society, Pacifica Housing, CRD Housing, Landlord BC); business/ private sector (GT Hiring Solutions, VanCity, Chamber of Commerce); education (School District 61, 62 and 63, Camosun College, UVIC); municipal government; and provincial government to discuss cross-sectoral services and gaps for Syrian refugees. All of this attention benefited our services greatly by highlighting and profiling the settlement work that ICA does. In February 2016, we received word from IRCC that we were successful in our bid for the Resettlement Assistance Program (RAP) in Victoria and we would be receiving 290 Government Assisted Refugees (GARs) by the end of February. As you can imagine, very exciting news but also much to plan for prior to the refugee families’ arrivals.

By March 2016, we received 154 government assisted Syrian refugees.

In the meantime, business as usual for clients accessing our general suite of settlement services including one-on-one support, group orientations, topical information workshops, employment and introduction to the local labour market, English classes, childminding services, youth, men, women, and seniors’ services. The waitlist for Language Instruction for Newcomers’ (LINCS) classes remain high; however, we did receive some extra funding to provide 4 additional classes which alleviated a bit of pressure at the lower levels.

My appreciation goes out to the staff who have been remarkable in their work ethic and dedication in providing consistent quality settlement services during this very hectic time. We strive to develop a strong organizational culture built on integrity, trust, and professionalism. ICA has a solid team of dedicated and committed staff ready to support newcomer immigrants and refugees towards their successful integration path into Canadian society.

Winnie Lee
Director of Operations
The Settlement Program has been as busy as ever over this past year. Services during this second year of our funding cycle from the Immigration, Refugees, and Citizenship Canada (IRCC), formerly Citizenship and Immigration Canada have continued successfully. Our Settlement team members continue to work tirelessly providing high quality settlement services to clients. Our team can provide services in 25 different languages. Our Settlement Workers in the Schools (SWIS) worked closely with all three school districts in the Capital Regional District to help 360 newcomer students and their families settle and integrate into their school and community.

We have been able to continue supporting clients ineligible for federally funded programs through top-up funding provided by the Province of British Columbia. This top-up funding has helped temporary foreign workers, live-in caregivers, and naturalized citizens to access general settlement services as well as limited LINC classroom seats.

From April 2015 to March 2016, the Settlement Department assisted 2467 unique clients in the process of settling and integrating into the Canadian cultural context and life in the Capital Regional District.

An increase of 446 clients from last year. It translates into an average of 205 clients supported by our settlement workers each month. Every client that comes through ICA’s doors meets with an intake and settlement worker. In most cases, our settlement workers and other staff have multiple points of contact with each incoming client. Newcomers often benefit from a series of one-on-one meetings with a settlement worker and may also make sure of a variety of other services offered by ICA: orientations sessions, short term group sessions, topical information workshops, one-on-one employment support, and English language training. Providing services under one roof at our Immigrant Welcome Centre and throughout the Greater Victoria school districts enabled us to offer support to newcomers in a holistic way.

Of the clients served this past year, 73% were permanent residents or had received approval in principle for permanent residents; 16% were naturalized citizens; just over 7% were temporary foreign workers or live-in caregivers; and the remainder were made up of persons with other immigration statuses. The top five countries of birth were China, Philippines, India, South Korea, and Iran. The top five languages spoken by the clients we served were Mandarin, Cantonese, Arabic, Spanish, and Korean.

Here at ICA, we offer a full suite of Settlement services, including peer support groups for youth, seniors, women and men, as well as labour market employment services and mentoring opportunities. We developed a deeper relationship with the three different school districts in providing SWIS services.

We are proud of the services we provided in this reporting period as we exceeded our client targets.

Our staff is made up of key members that have a substantial track record working in the immigrant settlement sector, their experience speaks volumes in providing the high quality of service to our clients. The majority of our staff have extensive cross-cultural experience as immigrants, refugees, children of immigrant parents, and visible minorities. These personal experiences bring a profound sense of empathy to the work they do for our clients.

A big thank you goes out to all our community partners and funders for your ongoing support in the work we do.
The whole ICA youth services team is thankful for the energy and passion of the community members who volunteer as homework club tutors and youth leaders and for providing us with valuable input to make our programs better.

The year saw many changes and new areas of growth. And with growth, comes growing pains. As an integrated team we have had to learn and relearn the most efficient process for our participants, their families, and our colleagues both inside and outside of ICA. We have been challenged to reflect on what is the best way to work and why. These conversations and changes have helped us grow as a team. Thank you to the youth services team for their tireless commitment to supporting newcomer youth.

Over the last year, ICA Youth Services has become its own program. Branching out on our own has allowed us to better support the dynamic newcomer youth in our community. Through flexible and innovative thinking, the youth programs have shifted to meet the strengths of our youth and we feel we now have better designed services and programs to support young newcomers in their integration at school, in their home and with their friends.

Some highlights of our youth services programs included a girls-only program for newcomer girls aged 13-18 years funded through the Girls Action Foundation. Making new friends, reflecting on identity and feeling comfortable to talk about “girl stuff” was confidence building and through this program the girls “learned to be ME!”

Leadership was a strong theme this year with The Vibe, Summer Remix and the Youth Community Project. Leadership among these youth looked like first-time campers on the West Coast of BC; videographers creating a music video sharing the triumphs and challenges of creating a new home in Victoria; event planners hosting a social networking session for the community; sports and recreation programmers leading activities for newly arrived Syrian refugee children; and gaining confidence to make healthy decisions with their friends, in schools and at home.

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We would especially like to give a shout out to the many youth and newcomer youth that have taken on leadership roles within the program. With bright eyes we look forward to an exciting year ahead.
ICA’s Language Instruction for Newcomers to Canada (LINC) program is a settlement language training and orientation program for new immigrants from a beginning literacy level of English to advanced levels. The Government of Canada funds the LINC program with additional funds for IRCC ineligible clients coming from the Government of British Columbia.

ICA’s LINC program is particularly suited to new immigrants who need childcare in order to attend class. Children ranging in age from six months to five years were enrolled in our LINC childminding service.

There are 26 classes and at any given time we have around 420 students attending classes.

There are waitlists for all classes as well as the childminding service. In the LINC program, students develop the English language skills required for everyday life in Victoria and Canada with help and guidance from our highly skilled instructors. In addition, LINC learners increase their knowledge of Canada, Canadian systems and culture to help them attain citizenship; how to access services and resources; and increase their knowledge and understanding of others from different cultures. At higher levels, learners also develop the language skills necessary to reach their employment goals. In early April, around 70 Government Assisted Refugees from Syria took the Canadian language Benchmarks Placement Test (CLBPT) in four large groups.

As of the end of March, 2016, there are approximately 12 Syrian refugees in our LINC classes with more awaiting class placement in the summer program and in the fall.

LINC programs across the country are implementing a new progression and exit assessment system. The new assessment system is called Portfolio Based Language Assessment (PBLA). Two Language Instructors, Frances Foster and Suja Lamminen, are the Lead Teachers for implementation at ICA. The past year they have trained their colleagues on PBLA and we began implementation in April, 2016. The PBLA is a major shift in the way assessments are done moving away from standardized tests to ongoing in-class assessment.

The success of this past year’s program would not have been possible without the hard work of all members of the Language Services team and the many volunteers who assisted in the program, contributed their expertise, and made the students and their children feel welcome and comfortable.

LINC: CHILDCARE CENTRE

ICA’s Childcare Centre is a licensed childcare that offers care to the children of our clients who are attending English classes or Settlement workshops. We are committed to providing a friendly, nurturing environment where children feel safe to trust, learn and gain independence. Our childcare centre often serves as the parents’ first experience leaving their child in a childcare setting, which is valuable for them as well as their child. During their time with us, the parents are introduced to the Canadian school experience as we run a similar program. This is an important opportunity that helps families adjust when their child starts school. Although it is not our mandate, it is our goal to prepare the children so that when they enter kindergarten they are equipped with the skills they need to have a positive, successful school experience.

This year our morning group of children participated in a weekly music class with a professional music teacher and our afternoon class participated in a weekly music class that was offered to us through the Victoria Conservatory of Music.

In our play-based centre the children had many opportunities to learn through free-play, art, stories, cultural celebrations, interactive activities and circle times.

Our committed childcare team planned and implemented a program that focused on the children’s physical, intellectual, linguistic, social and emotional development. Through our funder we were able to provide healthy, nourishing snacks to the children every day.

In March three members of our childcare team provided support to the newly arrived Syrian children at the hotel where they were being temporarily housed with their families. Through activities, art, crafts and camaraderie, we were able make connections with the children and their families with the goal of making their transition a little easier. It was a very special experience and one we were privileged to be a part of.

We have had another very successful year which would not have been possible if not for the unwavering dedication of the childcare team and the continuing support of our organization.
In January 2016, we were excited to introduce Speed networking sessions, an integral part of this programming allowed participant's career focused workshops exclusively for newcomers. These focused on the career week career connects, we offered multi-trade careers and the BC Public Service. These and healthcare, retail, hospitality, construction and trades and the BC Public Service. These events allowed clients the opportunity to have informal on-the-spot interviews with employers in their field of interest. To further support these employer connects, we offered multi-week career focused workshops exclusively for newcomers. These focused on the career areas of health, finance and self-employment. Speed networking sessions, an integral part of this programming allowed participant's an opportunity to speak face to face with employers in these industries.

In January 2016, we were excited to introduce a new element into our mentoring program.

Our mentoring program continued to thrive and 28 clients were matched with mentors in the areas of engineering, law, nursing, accounting, banking/financial fields, BC Public Service, finance, real estate, speech pathology and counselling, to name a few.

Under the capable guidance of the Employment Facilitator, Mirko Kovacev, the Federal Internship for Newcomer’s program was again a huge success for ICA’s clients. Mirko completed three preparatory sessions with interested clients and ICA clients secured all of the available positions in our area.

2015-2016 was another busy and challenging year for the employment team. As always the dedicated team rose to the challenge of assisting our clients through the steps in their return to work action plan and into the labour market. The success of this past year would not have been possible without the hard work and commitment of the employment team and the volunteer hours donated by our community partners and employers. My sincere thanks to all of you.

Peter Elkin a local business leader, investor, and advisor generously agreed to volunteer his time to assist newcomers with business coaching. As ICA’s Entrepreneur in Residence, he works one-on-one with newcomers to provide direction and information on the ins-and-outs of starting and running a business in Victoria.

The Resettlement Assistance Program (RAP) is a program that supports Government Assisted Refugees (GAR) resettled in Canada. Starting on February 29, 2016, over a one week period, ICA welcomed 154 refugees, made up of 40 families, who fled the war in Syria.

In addition to our initial influx ICA is expected to receive another 200 over this next fiscal year; we have already confirmed 32 of the 200 arrivals as of June.

GARs are financially supported by IRCC for 12 months upon their day of landing in Canada. IRCC’s allowances can be described as a Federal Income Assistance program similar to BC Employment Assistance wages with the exception of the Interim Federal Health Program (IFH). GAR’s have access to medical funding via IFH and in addition to the BC Medicare for services such as some dental care and eye care.

In brief, the RAP program starts from initial reception at the airport until GAR’s are housed into permanent shelters. After GAR’s are placed in temporary accommodations/hotel sites they are run through a series of orientations to assist with the integration process to Canada. This includes a meet and greet/assessment, introduction to general safety guideline within accommodations, individual client intakes, financial orientations, basic orientations to Canada, individual assessment and referral, housing search, special needs assistance (if needed), medical screening and finally a settlement action plan. Once they have been placed in their permanent shelter they are matched with a volunteer through our refugee volunteer matching program to assist with community integration.

The RAP team consists of a Manager, Housing Coordinator and 2.5 RAP Worker positions with the possibility of adding more workers in the near future. In order to accomplish all the components of RAP there are many community members involved including Island Health, Greater Victoria school boards, partnering hotels, the Red Cross, ICA volunteers and interpreters, recreation facilities, public housing societies such as Pacifica, CRD, and GVHS and the private housing market in addition to all ICA staff and ICA community members.

Although we are only 3.5 months into the program and housing is an exceptional challenge, ICA and its RAP team have been quite successful and public housing has been an asset to placing GAR’s.

We are now in a phase of the program where we can focus on streamlining processes and working with clients, community members, and current staff to increase our knowledge and deliver the best possible assistance to GAR’s, easing their transition.

RAP workers and all of the ICA staff team and volunteers have really stepped up to support GAR’s and to create a welcoming environment.
In late August 2015, ICA became a Sponsorship Agreement Holder, authorized by the Government of Canada to facilitate the resettlement of refugees to Canada through private sponsorship groups. Only one week later, the picture of the drowned young Syrian refugee Alan Kurdi went viral around the world, causing a sudden, unprecedented interest by the Canadian public in refugee sponsorship.

By the end of 2015, ICA had authorized 27 sponsoring groups, formally called “Constituent Groups”, and the first Syrian family arrived in late December 2015.

By March 31, 2016, seven more groups had been authorized, and a total of 25 refugee newcomers had been welcomed to Victoria by six different sponsoring groups. As ICA’s fiscal year came to an end, 12 additional sponsorship cases were at advanced stages of processing, with some applicants having been interviewed and others awaiting issuance of their travel authorizations. These 12 cases account for 51 persons, expected to arrive in Victoria within the first half of 2016. Sponsorships that were taken on by Constituent Groups after March 2016 will likely be processed into 2017.

ICA supports its Constituent Groups in many ways, including: matching groups with refugee cases; putting application packages together; issuing charitable income tax receipts for eligible donations; providing training and interpreters; monitoring budgets; and working hand-in-hand with the groups in providing settlement supports to the newcomers through ICA’s various settlement services. Thanks to a dedicated volunteer, ICA has also been able to offer free Arabic classes to four groups of “students” who have welcomed or are expecting Arabic-speaking newcomers.

Over the past six months, the Private Sponsorship of Refugees Program of the Canadian Government has garnered much attention in other parts of the world, especially in Europe, as a model for creating communities where refugees are welcome and immediately integrated into social networks through their sponsors. ICA is grateful to all Victorians who have responded in such large numbers and have made a difference in the lives of people displaced by violent conflict.

We continue to look for sponsors as family members in Victoria try to bring their loved ones living as refugees in different parts of the world to safety.
PERSPECTIVES ON FAITH AND IDENTITY: A YOUTH DOCUMENTARY PROJECT

This youth driven multimedia project brought together five young participants from various religious and secular backgrounds to share their experiences and insights about their beliefs and identity. Together, they represented several cultural and faith backgrounds; Catholic, Protestant, Jewish, Sikh, Rastafari, Taoism, Chinese, East Indian, African, Colombian and First Nations.

The goal of the project was to help young people collaborate on a community project while they tackled issues that dispel stereotypes and build inclusive community.

Guiding them along the way were two experienced local educators, Photojournalist Quinton Gordon and Documentary Filmmaker Peter Campbell. This project was funded by Inspirit Foundation.

ELDER KNOWLEDGE: GROWING FOOD CLOSE TO HOME

ICA partnered with two local organizations, Compost Education Centre and LifeCycles to create an opportunity for ethno-cultural seniors to share their traditional food know-how while they expanded their local knowledge of growing wholesome food close to home. They attended a number of interesting and information-packed workshops, including: composting basics, soil stewardship, ecological gardening techniques, fruit tree harvesting, and canning and mushroom growing.

This project was funded by the Victoria Foundation and TD Friends of the Environment Foundation.

GREATER VICTORIA LOCAL IMMIGRATION PARTNERSHIP (GVLIP)

Building on the work of the CPN, ICA also continued to develop the Greater Victoria Local Immigration Partnership (GVLIP). Now in its second year, the GVLIP is funded by Immigration, Refugees and Citizenship Canada (IRCC). Its goal is to develop broad community-based partnerships and create a regional immigration strategy for Greater Victoria.

2015-16 saw the formation of the GVLIP Advisory Council and Immigrant Advisory Table, whose members advise and guide the GVLIP’s work.

Key research was undertaken and completed, in partnership with the UVic Institute for Studies in Community and Innovation in Community University Engagement (ISICUE). The research included gathering input from hundreds of immigrant newcomers and service providers in Greater Victoria. The research provided a “snap-shot” of our region’s immigration demographics and their settlement and integration experiences, gaps and challenges faced by newcomer immigrants and refugees. In March 2016, the GVLIP celebrated the release of the report: “Greater Victoria Local Immigration Partnership: Our First 18 Months” at a public event hosted by the Royal BC Museum.

ARTS AND OUTREACH: COMMUNITY DEVELOPMENT

COMMUNITY PARTNERSHIP NETWORK

The Community Partnership Network (CPN) is a network of local businesses and organizations dedicated to promoting diversity and inclusion in Greater Victoria’s changing community.

In 2015-16, more than 50 new organizations joined the CPN, bringing the total membership to 206 members and growing.

Some of the new members who joined this past year include: BC Muslim Association Victoria Branch, Art Gallery of Greater Victoria, Saanich Fire Department, Victoria Foundation, Restorative Justice Victoria, and BC Construction Association.

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Over 8 months, young and old community members learnt from each other, made new friendships, and helped raise awareness of the importance of growing and eating food close to home.
SAFE HARBOUR PROGRAM

Safe Harbour is a province-wide program that offers membership and basic diversity training to local businesses and agencies. In 2015-16, Safe Harbour underwent a change in its funding model—relying more on a fee-for-service delivery model. ICA was approved as a Safe Harbour community organizer and continued to deliver Safe Harbour training sessions to local organizations including the Victoria Police Department.

included a tour of the mosque, a presentation on the customs and traditions of Islam, and an overview of programs and services offered by the mosque to the community.

CPN THRIVING WITH DIVERSITY SEMINAR SERIES

With core funding from the United Way of Greater Victoria, ICA organized two Diversity Seminars for CPN members. More than 150 CPN representatives attended the two learning sessions. The fall seminar explored the topic: “Identifying Assets and Services for Integrating Newcomers” and was hosted at the Bayanihan Filipino Cultural Centre. The second seminar, held at the Royal BC Museum, explored the topic “Preparing for the Resettlement of Syrian Refugees” and featured an expert panel discussion followed by a Global Café activity where CPN members explored ways in which they could support the arriving Syrian refugees.
COMMUNITY PARTNERSHIP NETWORK MEMBERS

• Lifetime Networks
• Literacy Victoria
• Mary Manning Centre
• Mary Winspear Centre
• Mason Street Farm
• McAllister Marketing
• Mental Health Awareness
• Ministry of Children and Family Development
• Ministry of Education
• Multiracial Families Project
• NEED2
• Newcomers Connect
• NexGen Hearing
• North Park Community Association
• 1 Up Single Parent Resource Centre
• Oak Bay Police Department
• OUR EcoVillage
• Ovarian Cancer Society
• Pacific Coast Community Resources
• Pacific Opera Victoria
• Pacific Training Centre for the Blind
• Pacifica Housing
• Phoenix Human Services
• Power To Be
• Primmcom Ventures Limited (Pizza Franchise)
• Ptramigan Music and Theatre Society
• Quadra Village Community Centre
• RCMP Sidney and North Saanich
• RCMP Westshore
• Ready to Rent
• Recreation Integration Victoria
• Red Cross of Greater Victoria
• Red Seal Recruiting Solutions
• Remax Camosun College
• Restorative Justice Victoria
• Royal Bank of Canada-Uptown Branch
• Royal British Columbia Museum
• Royal Canadian Navy
• RT Prime Industries Group Ltd.
• Saanich Blockwalk
• Saanich Fire Department
• Saanich Municipality
• Saanich Parks and Recreation
• Saanich Police
• Saanich School District #62
• Saint Bakhita Anakdadi Peace Foundation
• Sands Funeral Chapel
• Seniors Serving Seniors Association of BC
• Shekinah Homes Society
• Sidney and North Saanich Memorial Park Society
• Silver Threads Victoria
• Single Parent Resource Centre
• Skilled Trades Employment Program (STEP)
• Sobey’s Pharmacy

ICA Volunteer Services focuses on building connections between the Greater Victoria community and immigrant newcomers. Through their experience at ICA, volunteers are enriched with greater awareness of the immigration and settlement process, and obtain greater understanding and appreciation of different cultures.

As a result, volunteers are better able to assist newcomers in achieving their goals. Newcomers gain greater insight into Canadian culture, norms and systems, become connected to people and services in the community, and are also afforded an opportunity to practice speaking English in a supportive and welcoming environment. These connections and insights enable newcomers to participate in the broader community more independently and gain increased capacity to meet personal goals.

Over this past year, we offered a wide range of volunteer positions in the following areas: Board of Directors, Career Mentoring, Citizenship Classes, Conversation Buddy Program, Conversation Circles, Daycare, Employment Services, Fundraising, Income Tax, Legal Consulting, Life Skills Classes (e.g., cooking, parenting), Office Support, One-on-One and Family Matching (Community Connections), Outreach Fairs, Peer Support Groups (Men, Seniors, Women), Pen Pals, Photography, Settlement Services, Special Events, Teacher’s Assistants in English Language Classes, Teacher’s Resource Room, and Youth Services Programs.

It was a particularly active and exciting period for our Community Connections Program which contributed to the resettlement of Government Assisted Syrian Refugees. This program helps refugees in Canada overcome the stress of moving to a new country by giving them the opportunity to learn more about Canadian life and culture, practice English socially, and establish friendships and support. The program provided individual and family matching for newly arrived Government Assisted Refugees, and also held informal English language learning circles.

We would like to extend a sincere thank you to each of our 250 volunteers for their commitment of time, energy and enthusiasm. For this, we are truly grateful.
FINANCIAL HIGHLIGHTS

REVENUES $4,158,344

GRANTS & CONTRACTS $4,029,379

OTHER INCOME & INTEREST $26,054

FEES FOR SERVICES $83,880

FUNDRAISING $19,031

EXPENSES $4,017,302

STAFF $3,052,480

OPERATING EXPENSES $961,918

FUNDRAISING $2,904

FUNDERS, SPONSORS & SUPPORTERS

SPONSORS & SUPPORTERS

- BC Transit
- Capital Regional District
- Dodd’s Furniture
- First Metropolitan United Church
- Global Village Store
- Greater Victoria Police Diversity Advisory Committee
- Here! Magazine
- Market on Yates
- McAllister Marketing
- North Park Bicycle Shop
- Royal BC Museum
- Saanich Parks and Recreation
- Thrifty Foods
- UVic ISICUE
- VanCity

FUNDERS 2015-2016

- Immigration, Refugees and Citizenship Canada (formerly Citizenship and Immigration Canada)
- Employment Program of BC
- BC Ministry of Jobs, Tourism and Skills Training
- BC Ministry of International Trade and Minister Responsible for Asia Pacific Strategy and Multiculturalism
- BC Ministry of Finance – Gaming Policy and Enforcement Branch
- BC Ministry of Children and Family Development
- United Way of Greater Victoria
- Victoria Foundation
- Affiliation of Multicultural Societies and Service Agencies of BC
- Canadian Council for Refugees
- Girls Action Foundation
- Inspirit Foundation
- Sara Spencer Foundation
- Service Canada
- TD Friends of the Environment Foundation
- Telus
- The Hamber Foundation
- Victoria Sexual Assault Centre Society
- Wheeler Family Foundation
The Inter-Cultural Association of Greater Victoria helps individuals and organizations to connect across cultures. We provide information, support, and tools to help immigrants reach their goals. By engaging people through networks, education, and arts programming we create a welcoming community.

ICA IMMIGRANT WELCOME CENTRE + MAIN OFFICE
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