It is our pleasure to report to you the key results of the tremendously busy year we experienced in the 2017-18 fiscal year. As your Board President and CEO, we would like to thank the Directors for their support in ensuring that the Inter-Cultural Association of Greater Victoria was successful in maximizing business and program opportunities. We were able to realize the goals laid out in our Strategic Plan and to fulfill our obligations as laid out in our policies and bylaws.

With regard to ICA’s updated bylaws, we are now in full compliance with the new provincial Societies Act. In particular, policy work undertaken by the Board of Directors redefines ICA membership per these bylaws as directed under the Societies Act. We have begun the work to update our records and implement a new database to more clearly maintain a roster of voting members, versus honorary members and associate members. Members with voting rights are individuals who have specifically applied to become voting members, have paid a nominal membership fee and have been accepted as members by the Board of Directors.

The Board undertook a fulsome performance review of our CEO, Jean McRae, which clearly confirmed her strengths, corroborated the respect she garners due to her broad base of experience and influence, and, validated her demonstrated good management and leadership. ICA’s organizational growth and improved capacity are directly related to the confidence our funding partners, staff and community collaborators have in Jean and the organization. ICA is recognized as a meaningful, responsible and credible agency in welcoming newcomers and in enhancing relationships that further inter-cultural understanding and inclusiveness.

With prudent management and due diligence our financial year ended with a modest loss in revenues over expenses after adjustments for amortization. Innovative programming included a wonderful exhibit, I’ve Not Always Been Canadian, which was initiated to celebrate Canada’s 150th celebration and which has been displayed at many venues around the city. The We Speak Translate project launched in April 2017 in collaboration with Google has been extraordinarily popular with training to 102 groups and over 1,750 participants. Our Community Partnership Network currently has 278 members many of whom participated on several occasions throughout the year in ICA led programs and workshops.

ICA couldn’t accomplish all it does without the dedication and diligence of our staff. Sabine Lehr’s work on the refugee file has brought ICA local, national and international credibility. Our profile is elevated by projects like those mentioned already by the incredible work of our Arts and Outreach team. Our teachers have worked hard to implement the Portfolio Based Language Assessment system to help learners better understand their progress in attaining English. Our Settlement, Settlement Workers in Schools, Youth and Employment teams really help immigrants reach their goals on many levels. The Refugee Assistance Program staff have improved their systems based upon their increased experience in the program. Our Childcare staff provide a warm and supportive environment for our youngest immigrants. Although less in the limelight, the administrative and executive staff keep the systems going to backstop all the good work. Thank you to everyone for all you do.

To maintain a robust organization now and over the next number of years, management and the Board of Directors worked with a consultant to develop a dynamic plan to identify and implement innovative approaches to enhance our programming. The resulting Fund Development Plan is a good template rooted in our Strategic Plan which informs ICA’s communications, outreach and fund development initiatives.

We continue to be excited, optimistic and passionate about our strategy and purpose. Thank you for your ongoing support.

Cathy Hunter
President

Jean McRae
Chief Executive Officer
We made a few changes within our direct service teams this year. We put in place an Immigrant and Refugee Services Manager to manage the Settlement and Resettlement Assistance programs. We received additional funding for a Settlement Worker in Schools (SWIS) Coordinator along with one more additional SWIS Worker (4 in total) supporting newcomer families with children in the public school system for all 3 School Districts (61, 62, and 63). We also received additional funding for more LINC classes along with a part-time Head Instructor to support all LINC Instructors. We strived to make changes to our youth services by focusing not only on services to youth but to include families too.

A major contributor to the success of the work of ICA in supporting newcomers has always been the strength of our partnerships. I would like to extend our deepest gratitude to all community partners and organizations that have helped in the settlement and resettlement of newcomers in the Greater Victoria area.

As I reflect on this year, there are many highlights but the most prominent has been reaching my 20 year work anniversary with this organization. We have come a long way with now close to 100 staff and in three different physical office locations. I am proud to be part of a thriving, ever-changing, and growing team of staff who work tirelessly day in and day out, dedicated and committed to supporting newcomer immigrants and refugees integrating into Canadian society.

Many of our staff have extensive cross-cultural experience as an immigrant, refugee, survivor of torture and/or war, children of immigrant parents, and visible minorities. These personal experiences bring a profound sense of empathy and commitment in the work we do for our clients. As we continue to embrace change, I look forward to seeing what the next year has in store.

Winnie Lee
Director of Operations
This year saw an increase in the diversification in populations of Government Assisted Refugees through the IRCC funded Resettlement Assistance Program. As a Sponsorship Agreement Holder, there were a number of constituent group members that have sponsored refugees, which also resulted in an increased and diversified number of Privately Sponsored Refugees residing in Victoria. Refugee groups have had low levels of English which continues to create a high need and high demand and pressure on our Settlement Workers. As the integration process evolves, we are witnessing more autonomy and integration by clients. Settlement Workers continue to work diligently in providing the best possible service to all our clients.

ICA’s Settlement Program has assisted 2474 unique clients during this past year. Settlement Workers provided support to these individuals and families as they make their adjustment to life in Canada. Every client who 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 participate in a variety of other services offered by ICA: orientation 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 enables us to offer support to newcomers in a holistic manner.

Services under the funding cycle from the Immigrant, Refugee and Citizenship Canada(IRCC), have continued successfully. Our Settlement team members continued to work tirelessly providing high quality settlement services to clients. Our team can provide services in 36 different languages.

78% of our clients served this past year were permanent residents or had received approval in principle for permanent residence; 10% were naturalized citizens; 2% were refugees; 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, Syria, Philippines, South Korea and India. The top five languages spoken by the clients we served were English, Mandarin, Arabic, Spanish and Cantonese (if no English #5 is Korean).

We are very proud of the services provided during this period as we have exceeded our client targets. Our staff-base is made up of key members who have a substantial track record working in the immigrant settlement sector, and their experiences speak volumes in providing the high quality of service to our clients. Much thanks to our dedicated team.
In the past year, the SWIS program continued to provide valuable settlement services to our newcomer students and parents in partnership with the three school districts. About 500 SWIS clients were served during this physical year. School is one of the first points of contact when a new immigrant family comes to a new place. SWIS workers provided great support to newcomer students and families in understanding the school system and culture, facilitating culturally sensitive communication between staff and families, as well as in promoting respect for diversity in schools through one-on-one and group session communication. Through SWIS services, we build stronger relationships with school districts and foster new connections with and referrals from both existing and potential ICA clients.

With funding becoming available, a coordinator’s position was added to SWIS program in mid-December 2017 and two new SWIS workers (Mandarin and Spanish speaking) were hired which increased the program’s capacity in serving clients and providing more group sessions. More effective school-outreaching and successful group information sessions were done in collaborating with school district ELL programs and school administrators within all three school districts. Stronger connections and collaborations have been built with schools which bring more potential clients to ICA. Some of these referrals are non-SWIS eligible clients which are then referred to ICA’s other programs for services. The SWIS team referred many clients to youth and settlement programs.

The SWIS team works closely with ICA’s youth program and settlement program for joint-clients and program referring. A joint SWIS/Youth bi-weekly team meeting and a joint SWIS/Settlement monthly team meeting have been established to facilitate better communication and collaboration. The SWIS program also works with community partners and government agencies for clients to access to more resources and services in the community.

The dedicated SWIS team is looking forward to continuing to work with all the ICA programs, schools, and community partners, connecting more clients to ICA and providing a holistic support to clients.

As we work to nurture connections and resilience within our community, it is important to acknowledge that our work and play occurs on the unceded traditional territories of the Songhees, Esquimalt, and W̱SÁNEĆ nations.

In an effort to enrich our programs, 2017-2018 saw the re-branding of Youth Services to become Family and Youth Services. Including families in our work provides many new opportunities for newcomer youth and their families to access community supports and resources, and to strengthen their settlement experience. This year, it was our privilege to run nine programs, reaching over 150 participants.

Our focus this past year has been on learning, making connections, building community and having fun. Developing community connections means reducing barriers for youth to learn, share and play with the world around them. From arts-based orientation workshops to retreats with local W̱SÁNEĆ students and elders, our programs in the past year have encouraged cross-cultural learning and dialogue between newcomers and the wider community. By focusing on culture, communication and community connection, we hope to create communities that are safe, positive, and inclusive for all.

One of our highlights from 2017 was the launch of our Creating Balance program. This 5-week program addressed strategies for coping and resilience for newcomer youth. Through a series of weekly activities chosen by participants, Creating Balance offered a chance to discuss, reflect and learn skills and activities for youth to feel more grounded in their lives. With a cohort of 12 youth, some arriving to Canada as recently as 2 months ago, we tied up our laces, grabbed our paint brushes and dusted off our yoga mats to learn more about what caring for ourselves when there are tough times looks like.

For many newcomer youth and their families, settling into a new school and community can be a difficult challenge. This year, our Homework Club (ages 6+) and Meet Up (ages 13+) program offered playful and engaging spaces for youth to get help with school projects, work on their English in immersive environments and make connections with other newcomer youth. We also had programs offered in schools, such as Homework Club at North Saanich Middle School, and the Learning over Lunch program at Victoria High School.

In between semesters, we also offered a series of week-long summer camps for three different age groups to get outside, challenge themselves with new skills and learn more about their community. Ages ranged from age 6 to age 25, with up to 15 participants for each camp week. In and amongst our programs, the Family and Youth Services team continued to offer one-on-one support for clients, addressing everything from resume building, career counselling, sports registration, to emotional support and more.

We are eternally grateful to all the community partners and volunteers who have donated their time, talent and treasures to our youth programs. Without their continued support, we would not be able to do the work that we do to help youth be all that they can be.
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 some additional funds for some 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 child-minding service.

There are 36 classes and at any given time we have around 500 students attending classes. There are waitlists for many classes as well as the child-minding 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. As of the end of March 2018, there were around 130 refugees in our LINC classes.

In recent focus groups and surveys, we asked LINC students what they would tell their friends about ICA. Here are some of their responses.

“ICA is a safe and non-judgmental place to learn.”

“Level of education is so high. Teachers and staff are professional and give real life experiences.”

“The teachers care about teaching you and learning. They are invested in you.”

“Thank you, ICA, for supporting the journey of new immigrants.”

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.

This year we have provided care to over 70 registered children. The majority of these children came from Syrian refugee families with the other children coming from families in Iraq, Sudan, Mali, Cambodia, China, Korea, Pakistan and the Philippines. It has been very rewarding to the childcare team to see the transformation of our newly arrived children as they settled into their lives in Canada. Last year the majority of our children spoke no English and this year they were able to communicate with us. They thrive in our center, quickly learning the routines and expectations. At arrival time, little feet can always be heard running to our childcare door.

During the past year the morning and afternoon children participated in 2 weekly music classes taught by three different professional music teachers. We are grateful to the West Coast Reach Association as well as the Conservatory of Music for offering us this valuable opportunity.

Twice this year the children had their teeth checked by a Dental Hygienist who came to our center. Most of the children promptly received a fluoride treatment to help protect their teeth until they could receive further dental help.
We are grateful to all the dedicated employers who attended this event and continue to support us in the work we do and to GT Hiring Solutions who co-hosted the event with ICA.

March 31, 2018, marked the completion of year one of the Career Paths for Skilled Immigrants Program. The program meets the needs of underemployed skilled immigrants, a gap that has long been identified. Often participants are working in jobs below their education and skill level and need assistance in getting back into their career field in Canada. Career Paths provides financial support for academic upgrading, occupational specific language training, mentorship and opportunities to gain Canadian work experience.

We are sub-contracted to deliver Stream 1; Technology, Engineering and Construction, with ISS of BC and contracted with the Province of BC for Streams 2 and 3, regulated and non-regulated professions.

The Employment Program of BC (WorkBC) continued to serve the majority of clients seeking work in Greater Victoria. Over the year, 323 clients registered for case management services while the program itself saw 383 newcomers seeking assistance, dropping slightly from the number of job seekers from the previous year. During the latter half of 2017 the unemployment rate in Victoria dropped to 3.3% the lowest in Canada, impacting the number of people accessing all our employment services. The unemployment rate in British Columbia has remained low and we anticipate the trend will continue throughout most of 2018.

A highlight of last year was the Immigrant Job Fair held at Central Baptist Church on November 1, 2017. Over 500 people attended the all-day event. 40 employers from diverse industries were represented and on-site interviews took place throughout the day. Both clients and employers experienced favourable outcomes.

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2017-2018 saw ICA partner with the Immigrant Employment Council of BC to launch BC JobConnect, a free online portal to connect employers to newcomer talent in BC. Job seekers use the platform to showcase their skills, education and experience to employers across the province who are looking for workers.

Once again this has been a busy and full year. The dedication and hard work of the employment team made it possible to support and guide newcomers through the ups and downs of job search. I am proud of the work that has been accomplished and my sincere appreciation goes out to the employment team for their tireless work supporting newcomer jobseekers.
The Resettlement Assistance Program (RAP) is a program that supports Government Assisted Refugees (GAR) resettle in Canada. February 29, 2016, marked the launch of the RAP program and the first GAR arrivals to Victoria. Since the launch of the program and up until the 2017-18 fiscal year end, ICA has welcomed a total of 289 GARS or 84 families. We have seen a diversification in arrival populations in addition to Syrians including, Iraqis, Gambians and Eritreans.

GARs are financially supported by Immigration, Refugees and Citizenship Canada (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) and a startup Bonus. 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 shortly after. 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 and needs assessment, introduction to general safety guidelines within accommodations, individual client intakes, financial orientations, basic orientations to Canada, individual assessment and referral, housing search, special needs assistance (if required), medical screening, and finally a settlement action plan and transition to settlement services at ICA. 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 the Immigrant and Refugee Services Manager, Housing Coordinator and 1.5 RAP Workers. Accomplishing all the components of RAP is something that involves support from many community members including Island Health, Greater Victoria school boards, partnering hotels, ICA volunteers and interpreters, recreation facilities, the private housing market and public housing societies such as Pacifica, CRD, and GVHS in addition to all ICA staff, and other service providers across the island in Duncan and Nanaimo as well as ICA community members.

Since the launch of the program, housing rental costs are continuously increasing, and GAR benefits remain the same posing exceptional challenges in the permanent housing process. This has influenced the focus of housing on targeting other surrounding cities or towns in addition to Greater Victoria. Regardless, our Housing Coordinator and leadership team continuously make efforts to be innovative with our outreach strategies.

ICA’s RAP contract was extended into the new fiscal year and target numbers are still being set by IRCC for Victoria destinations for the years to come. Since the commencement of the RAP, we have refined the program and created great resources including a welcome booklet & tailored orientation, to deliver the best possible assistance to GARs.

RAP workers and all the ICA’s staff team and volunteers have been able to create supportive and welcoming environments for GARs and continue to as we move forward being a RAP Service Provider Organization.
Global interest in the Canadian Private Sponsorship of Refugees Program has kept growing as the number of refugees worldwide continues to be at a record high. ICA’s is actively involved in conversations about sponsorship at the national and international levels. Nationally, ICA is represented on the Council of the Canadian Refugee Sponsorship Agreement Holders Association through ICA’s PSR Manager. Internationally, the PSR Manager has been invited to provide input into foundational conversations in several European countries that are considering launching their own private or community sponsorship programs.

ICA thanks all Victorians who have sponsored with us over this past year. Without you and your commitment to helping bring refugees to safety and starting a new life in Victoria, this program would not exist. Please help us spread the word about the benefits of refugee sponsorship as we always look for more sponsors, especially for the BVOR Program.

During fiscal year 2017-2018, the Private Sponsorship of Refugees (PSR) Program matured into a robust program with well-established procedures and a number of sponsors engaged since the start of the program, and who are now undertaking their second or third sponsorship.

Over the past year, ICA authorized 15 new Constituent Groups (CGs), bringing the total to 54 groups since the program’s inception. These 54 groups represent 65 specific cases or 215 persons. Eight groups have taken on two or more sponsorship cases, which speaks to the commitment and dedication of our sponsors. During that year, ICA welcomed 34 persons to Victoria. This brings to 107 the total of privately-sponsored refugees who have arrived in Victoria under ICA’s agreement with the federal government since September 2015.

Apart from named or sponsor-referred sponsorships where at least one person in the group knows the refugee(s) to be sponsored and is often family-related to them, ICA has also been able to continue sponsorships through the Blended Visa Office-Referred (BVOR) Program. This program enables sponsors to be matched up with refugees referred to Canada for resettlement by the United Nations Refugee Agency. The Canadian Government pays a portion of the sponsorship funds, and because the refugees are travel-ready, they arrive in Victoria within 6-12 weeks from the time the sponsorship undertaking is submitted. The financial subsidy and short timelines make the BVOR Program an interesting option for sponsorship groups who – in spite of the Government’s efforts to bring processing times down to an average of 12 months – sometimes have to wait longer than a year for the arrival of the refugees they are sponsoring.

The developmental evaluation of the program, funded through a grant from Innoweave and supported by two developmental evaluation coaches, was completed by the end of the year. ICA will now look at implementing some of the recommendations to further optimize the sponsorship program. One of the next steps is a series of training videos on milestones in the sponsorship process to be completed next year.
COMMUNITY INTEGRATION

The objective of the Community Integration Program, funded by the United Way of Greater Victoria, is to improve the ability of resettled refugees to integrate into the community by enhancing the capacity of community stakeholders, service providers and refugees themselves.

WE SPEAK TRANSLATE

The We Speak Translate project was initiated by Inter-Cultural Association of Greater Victoria (ICA’s) Community Integration Coordinator and is the first of its kind collaboration between Google Translate and ICA utilizing the Google Translate app for refugee resettlement and newcomer inclusion in communities.

Google is humbled and excited to be supporting this project with the goal of helping New Canadians make the, often challenging, transition to life in Canada through language and engagement - Roque Silva, Interaction Designer, Google Translate.

The project involves training community stakeholders, organizations and institutions in the Google Translate app. Upon completion of the 45-minute training, participants receive a We Speak Translate decal, a visible symbol of inclusion and commitment to promoting diversity and communication across language barriers. Familiarity with the Google Translate app establishes a common platform for communication while newcomers develop their English language skills.

Since the project launched in April 2017, over 1800 community members and stakeholders have received Google Translate training. Over 100 We Speak Translate trainings have been delivered in person in the CRD region and via webinar across Canada. The project has received positive feedback and an interactive map was developed which highlights participating organizations across Canada.

HIGHLIGHTS INCLUDE:

The We Speak Translate Project was introduced across the globe through a Cities of Migration webinar. The City of Victoria endorsed the We Speak Translate project in August 2017.

The We Speak Translate project was featured at the March 2018 Greater Victoria Local Immigration Partnership (GVLIP) Learning Event.

BUILDING AWARENESS AND PUBLIC EDUCATION

Social media and Tapestry contributions highlighted refugee resettlement and integration, building awareness and sustaining the refugee agenda in the minds of the Greater Victoria community. Six Infographics highlighting refugee resettlement statistics and ICA programs and interventions were developed and disseminated to stakeholders and the broader community. ICA’s social media reach and engagement has been enhanced by live videos focused on ICA programs and services.

COLLABORATIONS, RELATIONSHIP BUILDING AND REFUGEE INTEGRATION PROGRAMMING

In partnership with the Camosun College Certified Dental Assistants Program a free dental screening and cleaning clinic was offered to 35 resettled refugee children ages 5-18 years.

The Growing Roots Garden Program and ICA’s Women’s Learning group promoted food security and production and cross-cultural learning to refugee and newcomer women and their young children.

In collaboration with the South Island Division of Family Practice, resettled refugees are gradually being connected with family doctors in the CRD region.
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. Given this, 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: Administrative Support, Board of Directors, Career Mentoring, Citizenship Classes, Conversation Circle Program, Daycare, Employment Services, Income Tax, Legal Consulting, Life Skills and Speciality Classes (e.g. cooking, parenting, yoga), One-on-One and Family Matching (Community Connections), Peer Support Groups, Photography and Videography, Settlement Services, Special Events, Teacher’s Assistants in English Language Classes, and Youth Services Programs. In January 2018, we launched a pilot Reading Buddy Volunteer Program, which gives beginner level English language learners a unique opportunity to practice their reading skills, while at the same time, boost their confidence. The program takes place in an English language class, where volunteers lead small reading circles, converse with students about what they are learning and help with comprehension. The Reading Buddy Volunteer Program proved to be a great success and will be incorporated as a regular volunteer role.

It was another busy year for ICA’s Income Tax volunteers who assisted 240 clients in filing their income tax and benefit forms (through the Canada Revenue Agency’s Community Volunteer Income Tax Program). Community Connections Program Volunteers continue to contribute to the resettlement of Government Assisted Refugees. Volunteers helped welcome refugees, assisted with community and cultural orientation, supported language learning and assisted with day to day life activities. The Community Connections Program also provided individual and family matching for immigrants in general who were not newly arrived.

We would like to extend a sincere thank you to each of our 200 volunteers for their commitment of time, energy and enthusiasm. For this, we are truly grateful.

**Volunteer Services**

**Arts and Outreach: Inter-Cultural Arts**

**I've Not Always Been Canadian**

As part of Canada’s 150-year celebrations and as a way to capture a fuller expression of Canadian identity, ICA created space for newcomers to Canada to articulate what it means to belong and to be Canadian. In Phase I of the project, we heard well over 100 stories from the community about the struggles and joys of settling and integrating into a new country. In Phase II, 26 of these immigrant and refugee stories were translated into portraits and short texts that made up a touring Exhibit whose goal is to facilitate a deeper understanding of our community’s cultural, ethnic and religious diversity. The hope is that the Exhibit inspires a deeper conversation about our ever-evolving Canadian identity.

“...display at the BC Museum and wanted to let you know how impactful it was - such diverse and inspiring stories presented in a simple yet hauntingly beautiful format. Thank you for bringing these stories to life for us”

– Community Member

“Beautiful and thought-provoking exhibit! Thank you for putting faces & names to stories to help us understand our shared community & shared humanity”

– Community Member

“I am feeling so many emotions…mostly awe and gratitude for seeing stories similar to mine being highlighted”

– Community Member

Visit our website to see and read the stories of the 26 project participants who shared their story.

This initiative was made possible by the Community Fund for Canada’s 150th, a collaboration between the Victoria Foundation, the Government of Canada, and extraordinary leaders from coast to coast.
“The project created an opportunity for us young people to explore some burning issues that continue to create a generational gap between us and the seniors in our lives and in the community...we were able to express our insecurities about the present and the future and to ask them how they managed when they were our age. It was also amazing to perform alongside seniors in the final presentation.”

– Youth Participant

“This was an NHSP Community-Based Project funded by the Government of Canada.

“Thank you for inviting me and people like me to be a part of your fun and worthwhile project. Too many times old age is seen as a time of retirement and rest from life and not one of new opportunities and of being productive. It was energizing talking to so many young people and to be of some help. It was fun and I learnt a lot too!”

– Senior Participant

The opportunities for intergenerational conversations and real interactions are becoming more and more infrequent, particularly during this electronic age that isolates and separates our seniors and youth even more. This project provided an artistic space where youth and seniors with a variety of skills and experiences, could talk, play and create together. It not only supported the social participation and inclusion of seniors but encouraged inter-generational learning and exchange.

COMMUNITY PARTNERSHIP NETWORK

Thanks to funding from the United Way of Greater Victoria, the Community Partnership Network (CPN) continued to thrive and grow this past year. The CPN consists of more than 270 local businesses and organizations dedicated to promoting diversity and inclusion in Greater Victoria. Coordinated by ICA since 2010, the CPN saw continued growth with more than 30 new organizations joining the network. New members included: Victoria Cool-Aid Society, Rotary Club of Victoria, National Bank of Canada, University of Victoria International Students Co-Op Department, WCG Employment Services, Quadra Village Community Centre, Langham Court Theatre, among many others.

CPN NEWSLETTER

To promote diversity awareness and understanding among its members, the CPN continued to produce “Diversity Connections” – a quarterly e-newsletter that features stories about the work of CPN members and personal stories of newcomers who are champions of diversity in the community. In addition, the newsletter features a range of topical information, resources and tools to support inclusion. An events calendar keeps members up-to-date about cultural and diversity happenings in our region.

CPN DIVERSITY TRAINING AND EDUCATION

CPN members took advantage of several training and education workshops organized by the CPN with member organizations. The workshops and education sessions were designed to increase members’ knowledge around diversity, cross cultural competency and inclusion. In addition, the CPN collaborated with the BC Office to Combat Trafficking in Persons (OCTIP) and the Filipino Bayanihan Society to organize a half-day workshop on Human Trafficking to raise awareness around the recognition and prevention of human trafficking of newcomers in the Greater Victoria region.

CPN THRIVING WITH DIVERSITY SEMINAR SERIES

In 2017-2018 the CPN organized three in-depth diversity seminars. Each seminar covered a range of topics including: networking for success for newcomers, leadership and inclusion in the workplace, and online tools to enhance community engagement. Nearly 300 CPN and community members attended the three sessions. One seminar, hosted in April 2017, explored the range of online tools available to CPN members that can enhance cross cultural understanding. Members learned about the value of online community mapping with the University of Victoria Geography followed by a hands-on session of the smart phone app “Google Translate”.

GREATER VICTORIA LOCAL IMMIGRATION PARTNERSHIP (GVLIP)

Building on the work of the CPN, the Greater Victoria Local Immigration Partnership (GVLIP) continued to develop and put in place key elements of a regional immigration strategy. Strategic planning consultant Keith Jones guided the GVLIP’s creation of a strategic framework and action plan. In the spring 2017, the GVLIP hosted a community dialogue with more than 40 key stakeholders. The input gathered from the dialogue helped shape the GVLIP direction. The GVLIP has recently begun to activate elements of the action plan. A number of community engagement and knowledge sharing events have been hosted with support from CPN members. The GVLIP continues its mission of promoting newcomer integration and fostering full access opportunities for newcomers in our region in employment, education, housing, health, etc.
“As a member of the CPN, we have gained a wealth of information that provides our association with the connections, tools and resources to better understand diversity in our community. Learning to collaborate and exchange ideas with other CPN members is helpful to reap the benefits of a multicultural society. Understanding the value of diversity and networking in our community can be our strength as we strive to promote respect, unity, and love to become a more inclusive and welcoming community.”

- Dominga Passmore, President of Bayanihan Filipino Society

“There is so much misinformation being talked about through media and word of mouth, by being involved with the CPN and programs you can hear what is really going on and what the issues really are.”

- CPN Member

“The CPN seminar I attended made people realize that we should pay more attention to our networks and not take for granted that employment and building connections are all about building relationships.”

- CPN Member

*Denotes new members since April 1, 2017, to March 31, 2018

- Child Abuse Prevention and Counselling Centre
- Children’s Museum of Victoria Association
- Chinese Women’s Association
- Citizenship Commission of Greater Victoria
- City of Light Church
- City of Victoria
- City of Victoria Parks and Recreation
- City of Victoria Youth Council
- Coastal Counselling and Consulting Services
- Collaborative Journeys
- Coma Communication
- Community and Environment Consultant
- Community Arts Council of Greater Victoria
- Community Living Victoria
- Community Options for Children and Families Society
- Community Social Planning Council of Victoria*
- Comox Valley Multicultural Society (Associate Member)
- Cook Street Village Activity Centre
- Cool Aid Society*
- Correctional Services of Canada - William Head Correctional Facility
- Corrections Canada-Parole Division
- Counselling Centre for Immigrants and Refugees (CCIR)
- Cridge Centre for the Family
- Cultivate Counselling Services
- Damba Dancers of Africa*
- Department of Defense- Esquimalt
- Designature
- Development and Peace International*
- Dialogue and Resolution Services Society*
- Didi Society
- Douglas Magazine/Page One Publishing
- Esquimalt Neighbourhood House*
- Ethno Concepts
- Exceptional Wealth Mgt. Canada
- Fairfield Gonzales Community Association
- Family Caregivers of BC*
- First United Metropolitan Church
- For the Love of Africa
- Fort Victoria RV Park
- Francophone Immigration Program

Poster Design: Pascalle Ellefsen
• Garth Homer Society
• George Jay Elementary School
• Glen Lyon Norfolk School
• Global Bridge Immigration Services*
• Global Village Store
• GMG Consulting Services
• Government of Canada- Public Works
• Greater Victoria Chamber of Commerce
• Greater Victoria for Peace & Intercultural Celebrations
• Greater Victoria Police Victim Support Services
• Greater Victoria Public Library
• GT Hiring Solutions
• Heart and Hands Health Collective
• Here! Magazine
• Home Depot
• House of the World- Immigrant Women Co-op
• HP Advanced Solutions Inc.
• Imagine Studio Café*
• Immigrant Employee Support Networks (IESN)
• In Depth Group
• Inclusion Works!
• Independent Living Housing Society
• Indigenous Perspectives Society
• Insignia College of Health and Business
• Integra Support
• Intercultural Association of Greater Victoria (ICA)
• Intrepid Theatre
• Island Health-Public Health Nursing
• Island Savings Credit Union
• Island Tranz and Queerislandz Centre
• James Bay Community Project
• James Bay New Horizons
• James Bay United Church
• John Howard Society
• Justice Education Society of BC
• Kanakas Total Gardens
• Kardel Consulting
• Kathi R.Thompson, Intercultural Training
• Kenyan Cultural Association
• Kulae Love Home Care*
• La Société Francophone de Victoria
• Langham Court Theatre*
• Laurel Point Inn
• Lifetime Networks
• Literacy Outreach
• Literacy Victoria
• Little Friends Day Care
• Marion Machine Company
• Mary Manning Centre
• Mary Winspear Centre
• Mason Street Farm
• McAllister Marketing
• Ministry of Education
• Modo the Car Co-op
• Moduurm Mobility Inc.*
• Multiracial Families Project
• National Bank of Canada*
• NEED2
• NexGen Hearing
• Oak Bay Police
• Oak Bay Volunteer Services*
• Options for Children and Family Society
• OUR Ecovillage
• Our Lady of the Rosary Catholic Church*
• Ovarian Cancer Canada
• Pacific Coast Community Resources
• Pacific Opera Victoria
• Pacifica Housing Society
• Pearson College- World University Colleges
• Persian Business Network
• Phoenix Human Services Association
• PLAY Group Victoria*
• Power to be Adventure Therapy Society
• Primcom Ventures Ltd.
• Ptarmigan Music and Theatre Society
• Ptarmigan Music and Theatre Society*
• Public Works and Government Services Canada
• Quadra Day Village Association
• Quadra Lake Community Centre*
• RCMP Sidney and North Saanich
• Ready to Rent
• Recreation Integration Victoria*
• Recreation Oak Bay
• Red Cross - Pacific Coastal Region
• Red Seal Recruiting Solutions
• Refugee Partners*
• Remax Camosun College
• Restorative Justice Victoria
• Rotary Clubs in Greater Victoria*
• Royal Bank of Canada - Uptown Branch
• Royal British Columbia Museum (RBCM)
• Royal Canadian Navy
• RT Prime Industries Group Ltd.
• Saanich Municipality
• Saanich Neighbourhood House
• Saanich Parks and Recreation
• Saanich Police Department
• Saint Bakhta Anakdar Peace Foundation
• Saint Elizabeth Health Career College
• Sandler Training
• Sands Funeral Homes
• Seniors Serving Seniors Association of BC
• Shaw Communications
• Shekinah Homes Society
• Sidney and North Saanich Memorial Park Society
• Silver Threads Victoria and Saanich
• Skilled Trades Employment Program (STEP)
• Society of Indian Classical Arts (SICA)*
• Songhees First Nation
• Sooke RCMP
• Sooke School District
• South Island Catholic Schools
• Spiritual Assembly of Bahai Saanich
• Spiritual Assembly of Bahai Victoria
• Sport For Life
• Sport for Life*
• Stigma-Free Society*
• Stocksy United*
• Stopover.Ca
• STS Pain Pharmacy Services
• Success By 6
• Ten Thousand Villages
• The You in You Consulting
• Tourism Victoria
• Township of Sidney
• United Way of Greater Victoria
• University of Victoria, Faculty of Social Sciences - Community Engaged Learning Office
• University of Victoria, Geography Department
• University of Victoria, Human Rights and Equity Office
• University of Victoria, International and Exchange Student Services
• University of Victoria, International Office
• University of Victoria, Peter Gustavson School of Business
• University of Victoria, School of Child and Youth Care
• University of Victoria, Vikes Athletics and Recreation*
• University of Victoria, Writing Department
• VanCity Savings
• Vancouver Island Health Authority (VIHA)
• Vector Marketing
• Victoria Brain Injury Society*
• Victoria Chamber of Commerce
• Victoria Chapter of Canadian Women in Afghanistan
• Victoria Chinese Seniors Association
• Victoria Environment Mother and Child Education Organization (VEMCEO)*
• Victoria Hospice
• Victoria Immigrant and Refugee Centre Society (VIRCS)
• Victoria International Development and Education Association (VIDEA)
• Victoria Iranian and Persian Society
• Victoria Micro Lending Society
• Victoria Police Department
• Victoria Real Estate Board (VREB)
• Victoria School District #61
• Victoria Women’s Sexual Assault Centre
• View Street Pharmacy
• WCG Services*
• WestShore Chamber of Commerce
• Westshore Parks and Recreation
• Westshore RCMP
• Westshore Yoga
• World Financial Group*
• Young Parents Support Network

— INTER-CULTURAL ASSOCIATION OF GREATER VICTORIA — 2017 - 2018 ANNUAL REPORT

INTER-CULTURAL ASSOCIATION OF GREATER VICTORIA — 2017 - 2018 ANNUAL REPORT
FUNDERS

- Immigration, Refugees and Citizenship Canada
- Service Canada
- BC Ministry of Children and Family Development
- BC Ministry of Finance – Gaming Policy and Enforcement Branch
- BC Ministry of International Trade and Minister Responsible for Asia Pacific Strategy and Multiculturalism
- BC Ministry of Jobs, Tourism and Skills Training
- BC Ministry of Public Safety and Solicitor General - Office to Combat Trafficking in Persons
- United Way of Greater Victoria
- Victoria Foundation
- Canadian Council for Refugees
- Canadian Red Cross
- Hamber Foundation
- Capital Regional District
- J.W. McConnell Family Foundation
- VanCity Community Foundation - Innoweave
- Wheeler Family Foundation
- Power To Be
- Quadra Village Community Centre
- Queen Alexandra Centre for Children’s Health
- Royal BC Museum
- Royal Roads University
- Saanich Parks and Recreation
- School Districts 61, 62, & 63
- South Island Multicultural Outreach Counselling Program
- The Belfry Theatre
- The Fig Mediterranean Deli
- Thrifty Foods
- University of Victoria
- VanCity
- Vancouver Island Alliance of Immigrant Welcome Centres - members of alliance include ICA; Immigrant Welcome Centre of North Vancouver Island; Central Vancouver Island Multicultural Society; and Cowichan Intercultural Society
- Vancouver Island Counselling Centre for Immigrants and Refugees
- Victoria Conservatory of Music
- Westshore Parks and Recreation

PARTNERS & SUPPORTERS

- Accent Inns
- Anglican Diocese of BC
- BC Alliance for Manufacturing
- BC Housing
- BC Technology for Learning Society
- BC Transit
- Camosun College
- Capital Regional District
- Compost Education or Lifecycles
- Fernwood Community Association
- First Metropolitan United Church
- Global Village Store
- Google Translate
- Greater Victoria Housing Society
- Greater Victoria Police Diversity Advisory Committee
- Here! Magazine
- Island Health (Vancouver Island Health Authority)
- iSSofBC
- KidSport - Greater Victoria
- Landlord BC
- Market on Yates
- Masjid Al-Iman
- McAllister Marketing
- Office to Combat Trafficking in Persons (OCTIP)
- Pacific Opera Victoria
- Pacifica Housing Society

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FINANCIAL HIGHLIGHTS

REVENUES $5,557,766

GRANTS & CONTRACTS $5,432,203
OTHER INCOME & INTEREST $28,538
FEES FOR SERVICES $94,030
FUNDRAISING $2,995

EXPENSES $5,606,752

STAFF $4,195,267
OPERATING EXPENSES $1,410,440
FUNDRAISING $1,045
The Inter-Cultural Association of Greater Victoria (ICA) helps individuals and organizations to connect across cultures. We provide information, support and tools to help immigrants and refugees reach their goals. By engaging people through networks, education, employment, and arts programming we create a welcoming community.

ICA IMMIGRANT WELCOME CENTRE + MAIN OFFICE
930 Balmoral Road (at Quadra Street)
250-388-4728
info@icavictoria.org

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ica victoria.org

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