



Multicultural & Immigrant Services Association
of North Vancouver Island
Annual Report 2014-2015



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MISA North Vancouver Island Annual Report 2014 - 2015

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MISA North Vancouver Island 2014-2015

Vital Statistics

23 Years
serving the North
Island region

40,301 km²
total area served

10 Languages
spoken by staff

Total population
of region served

Countries of origin
represented by our
clients: **64**

128,000

Top Ten Countries of Client Origin

- | | |
|------------------|--------------|
| 1. Philippines | 6. Mexico |
| 2. Vietnam | 7. USA |
| 3. China | 8. Thailand |
| 4. Great Britain | 9. Germany |
| 5. South Korea | 10. Columbia |

MISA Board of Directors 2014-2015

Patricia Gagnon, President
Layne Marshal, Vice President
Len Hiquebran, Treasurer
Raged Anwar, Director
Julie Chenard, Director
Lora McMartin, Director
Peter Schwartzhoff, Director
Barb Walker, Director



*Patricia Gagnon
President 2014/2015*

Report to Members 2014-2015

In April of 2014, MISA started delivering Citizenship and Immigration Canada (CIC) funded settlement services. After a successful bid for services in the Comox Valley and Campbell River, MISA started a new relationship with CIC that included a lot of hard work reviewing our service practices, re-organizing our reporting structure and training staff. With strong leadership from the board and dedicated staff, the transition has been smooth and organized.

MISA's partnership with North Island Employment Foundations Society (NIEFS), continues to be an important part of our service delivery. This year we partnered to deliver services in the North Island. In the fall of 2014, CIC funded a part time Intake Worker to work in the North Island (Port Hardy, Port McNeill and Port Alice). NIEFS opened its doors to provide space for service delivery for our staff member. Based on that success, NIEFS and MISA have partnered to increase WorkBC services to immigrants in the North Island. Now, once a month, a Settlement Practitioner travels to Port Hardy and works to increase connection with the immigrant community.

The Province continues to support services to clients who are unable to access CIC funded services. This was a relief for our staff and board, knowing that Temporary Foreign Workers, Refugee Claimants and Naturalized Citizens continue to have specific and important needs.

This has allowed MISA to have a well rounded service directive.

This year MISA started its new Welcoming Communities Coalition. With over 45 members, this project focuses on collaborating across the community to create strategies to become a more welcoming community. The project is still in its initial connecting process and the interest from the Comox Valley and Campbell River has been inspiring. There will be a group in the Comox Valley and in Campbell River.

Thank you to the Board of Directors for providing tremendous leadership through the year, thank you to an amazing staff who have learned quickly and supported clients in so many wonderful ways. And thank you to our membership for your continued support of our organization. We always welcome your questions and hope that you continue to make MISA part of your connection to the beautiful region we live in.

Patricia Gagnon, President 2014-2015

Jim Brennan, Executive Director (Interim)

MISA Staff 2014-2015

Rachel Blaney, Executive Director

Settlement Services

Thuy Sin, Manager

Amy Gibson

Deborah Hall

Phong Luong

Lori Koyanagi

Nicole Lewis

Ann McLeod

Ana Mena

Tasha Page

Jean de Dieu Tuyisenge

Ai Guo Zhang

Community Engagement

Jorgina Little, Manager

Shannon Briggs

Claudia Figueroa

Volunteer Services

Jim Brennan, Manager

Jean de Dieu Tuyisenge



Community Partners

Campbell River Arts Council

Campbell River Branch Vancouver
Island Regional Library

Campbell River Family Services

Campbell River Women's Centre

Comox Valley Branch Vancouver
Island Regional Library

Comox Valley Family Services
Association

Comox Valley Transition Society

Creative Employment Access Society

North Island Employment
Foundations Society (NIEFS)

North Island College

School District 71

School District 72

Volunteer Campbell River

Volunteer Comox Valley



Photo: Rochelle Baker

Members

Altrusa Club of Campbell River ● Raged Anwar ● Philip Asplin ● Association Francophone de Campbell River ● Gokhan Avcil ● Bonnie Blackhall ● Monsirrat Bourgoin ● Margaret Branscombe ● Bob Bray ● Brenda Wagman Consulting ● Laurence Brown ● Monica Brown ● Denny Brunt ● Margot Brunt ● Wendy Burke ● Campbell River Chamber of Commerce ● Campbell River Literacy Association ● Atikah Decque ● Gayle DeGuzam ● Anthony Divinagrach ● Helen Dolhanyk ● Donna Douglas ● Si Duong & Suong Nguyen ● John Einaudi ● Patricia Gagnon ● Stewart Goodings ● Marlea Haines ● Sandi Hengel ● Helen & Cecil Henley ● Leonard Hiquebran ● John Howard Society of North Island ● Sudesh Kumar ● Jeanne Landry ● David Lichty ● Zeny Lim ● Layne Marshal ● Nena B. McIver ● Lora McMartin ● Valerie Meaney ● Emerita Mendoza ● Loi Ngo ● Dong Nguyen ● Gillian Normandin ● Mitzi Ogasawara ● Opportunities Career Services ● Mila Penaflor ● Kim Pham ● Quyen Pham ● Jo-Ann Preston ● Khammy Quan ● Doris & Ron Richardson ● Rosalinda Schellenberg ● Peter Schwartzhoff ● Peter Schwirtlich ● Janette Smith ● Anne Stubbs ● Victoria Tumbaga ● Vancouver Island North Women's Resource ● Barb Walker ● Judy Walker ● Judy Webster ● Kim Westdorp ● Gillian Winter ● Angela York ●

Funders

Citizenship and Immigration Canada

BC Ministry of Jobs, Tourism & Skills Training & Responsible for Labour, Immigrant Integration Branch

Province of BC Gaming Policy & Enforcement Branch

Affiliation of Multicultural Societies & Service Agencies of BC

United Way

Vancouver Island Health Authority

Thank You!

Program and event sponsors:

Axé Capoeira

Chiang Rai Noodle House

Comfort Zone Foods

Eagle Radio

Kinaree Thai Restaurant

London Drugs

McDonald's Restaurant

Moxie's Grill and Bar

North Island College

Quality Foods

Real Canadian Superstore

Rhodos Coffee Roasting Company

Riptide Marine Pub

Royal Coachman Neighbourhood Pub

Save on Foods

Starbucks

Thrifty Foods

Tim Hortons

Walmart

Thank You!



Multicultural & Immigrant Services Association of North Vancouver Island

Vision

A North Island region that embraces diversity and inclusivity while actively engaging with the vibrant cultures in the region, and where newcomers feel welcome, safe and respected.

Mission

The Multicultural and Immigrant Services Association of North Vancouver Island (MISA) assists local communities in attracting and retaining newcomers by providing education and professional services to members of those communities while offering advocacy for vulnerable populations and settlement services, thereby fostering welcoming and inclusive communities.

Values Statement

MISA believes that:

- All people have a right to be treated, and feel that they are treated, with respect, dignity, and fairness
- All people have a right to privacy, and to be treated and feel that they are treated with confidentiality and respect to personal boundaries
- All people have a right to be and feel safe in their communities, neighbourhoods, and workplaces
- All people have a right to self-determination and to build their capacities to be self-reliant and independent
- All individuals, community groups, organizations, and employers need to understand and fully implement all related government statutes, regulations, and case law
- All people have a right to be included, and to not be discriminated against for reasons of gender, age, culture, race, language, religion, ability, social class, and sexual orientation
- All organizations have a responsibility for continuing to learn and implement best practices

Commitments Statement

MISA is committed to implementing and being a model for these ethics statements in all of its work, and, in addition, to being in its relations with customers, clients, funders, and stakeholders:

- Transparent
- Professional
- Accountable



Quotes from our clients

"They are all accommodating and very helpful with all our concerns. They explained every single detail and the things we need to accomplish. Kudos!"

"Smile, good information and help to make things easier."

"Helpful staff that is committed to assist you as a new immigrant."

"Its all well done! Am happy and grateful."

"Immigrant Welcome Centre truly live up to its name, they have warmly welcomed us in every way possible and extended help and assistance whenever we needed it. Kudos to these amazing people who are like family to us and genuinely care about immigrants like us."

MISA North Vancouver Island 2014-2015

Settlement Services

851 Clients served

Clients from
64
countries
of origin

27
Employment
clients served

295 Hours
of language interpretation

2344 Services provided

Client Services:

Help with Forms &
Documents

Citizenship,
Immigration &
Refugee Protection
Support

Interpretation &
Translation

Employment
Services

Housing Information

Health Care
Information

Addressing
Education Needs

Counselling Services

Child Care & Family
Concerns

Income Tax
Preparation

Access to Legal
Advocate &
Canadian Law

Human Rights

Quotes from our event participants

"The Seniors' Program provides a venue for people to meet and share. As a newcomer in Campbell River, I have found emotional and moral support among the wonderful people there."

"It's so important that you're showing these great films. In our world of twitter messages and short attention spans, it's refreshing and crucial to get in-depth stories from around the world - and just as important to share them in a public forum. Thank you!"



Welcoming Communities Coalition

The Welcoming Communities Coalition brings together local businesses, service providers, institutions, and individuals. Coalition members work together to enhance current services and to build welcoming and inclusive communities for all individuals, regardless of age, ability, gender, sexual orientation, economic status, spiritual belief, ethnicity, culture or country of origin. Members:

- stay current on local issues, opportunities and best practices involving inclusion and diversity
- identify & prioritize community needs and gaps
- share personal and professional expertise, knowledge and experience
- create innovative solutions, resulting in positive change.

MISA North Vancouver Island 2014-2015 Programs & Community Engagement

139
Client programs

1827
Volunteer hours

173 Volunteers

MISA North Vancouver Island 2014-2015 Welcoming Communities Coalition

Coalition Members:
49

Community Events:

Walk Away from
Racism
International
Potluck
Meaningful Media
Nights
International
Cooking Classes

Client Programs:

International
Seniors Group
International
Women's Group
International Adult
Co-ed Soccer
Family Place
Newcomer
Conversation Class
Book Club
HIV/AIDS Workshop
Citizenship
Preparation Classes
Financial Literacy
Workshops

**MULTICULTURAL & IMMIGRANT SERVICES ASSOCIATION OF NORTH VANCOUVER
ISLAND**

**Statement of Financial Position
March 31, 2015**

| | 2015 | 2014 |
|---------------------------------------|-------------------|-------------------|
| ASSETS | | |
| CURRENT | | |
| Cash | \$ 187,198 | \$ 137,302 |
| Accounts receivable | 38,026 | 49,296 |
| Goods and services tax recoverable | 2,936 | 4,607 |
| Prepaid expenses | 2,785 | 2,987 |
| | <u>230,945</u> | <u>194,192</u> |
| CAPITAL ASSETS (Note 2) | <u>18,294</u> | <u>14,789</u> |
| | <u>\$ 249,239</u> | <u>\$ 208,981</u> |
| LIABILITIES AND NET ASSETS | | |
| CURRENT | | |
| Accounts payable | \$ 6,207 | \$ 1,420 |
| Wages payable | 15,869 | 16,337 |
| Employee deductions payable | 191 | 560 |
| Deferred revenue | 67,000 | 50,000 |
| | <u>89,267</u> | <u>68,317</u> |
| DEFERRED CAPITAL CONTRIBUTIONS | <u>8,976</u> | <u>9,047</u> |
| | <u>98,243</u> | <u>77,364</u> |
| NET ASSETS | | |
| Equity in capital assets | 9,319 | 5,742 |
| Unrestricted | 49,278 | 125,875 |
| Internally restricted | 92,399 | - |
| | <u>150,996</u> | <u>131,617</u> |
| | <u>\$ 249,239</u> | <u>\$ 208,981</u> |

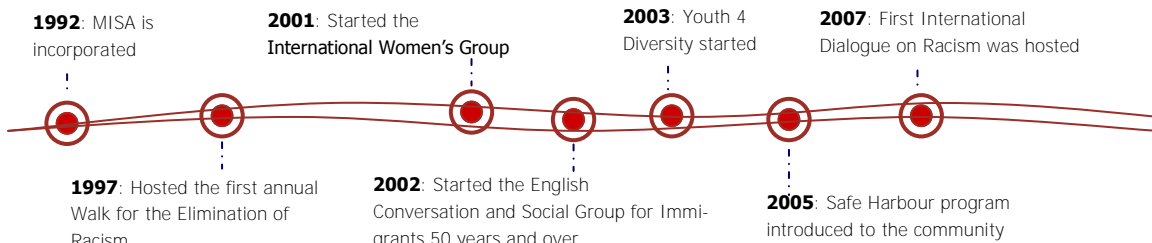
ON BEHALF OF THE BOARD

M. Marshall Director
L. Smith Director

See notes to financial statements
Morine & Co. Chartered Accountants LLP

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MISA North Vancouver Island History



MULTICULTURAL & IMMIGRANT SERVICES ASSOCIATION OF NORTH VANCOUVER ISLAND

**Statement of Revenues and Expenditures
Year Ended March 31, 2015**

| | 2015 | 2014 <i>(11 months)</i> |
|--|------------------|----------------------------|
| REVENUE | | |
| Grants - Federal | \$ 579,501 | \$ - |
| Grants - Provincial | 80,000 | 765,372 |
| Community and other contributions | 88,367 | 52,521 |
| Gaming | 50,005 | 45,005 |
| Fundraising | 1,929 | 15,050 |
| Fees and sundry | 1,428 | 3,013 |
| Donations | 9,035 | 3,593 |
| Amortization of deferred capital contributions | 3,584 | 4,216 |
| | 813,849 | 888,770 |
| EXPENSES | | |
| Advertising | 8,985 | 34,752 |
| Amortization of property, plant and equipment | 5,297 | 5,292 |
| Bad debts | - | 40 |
| Equipment rentals | 4,129 | 6,019 |
| Facilitators and workshops | 4,105 | 4,525 |
| Honoraria | 1,405 | 5,312 |
| Insurance | 2,743 | 3,296 |
| Interpreter and translator services | 4,571 | 3,035 |
| Materials and supplies | 12,765 | 14,410 |
| Office and miscellaneous | 36,348 | 22,525 |
| Professional development | 11,123 | 8,008 |
| Professional fees | 11,868 | 10,691 |
| Rental | 35,114 | 33,873 |
| Travel | 12,814 | 28,278 |
| Utilities | 9,063 | 8,178 |
| Wages and benefits | 634,140 | 608,136 |
| | 794,470 | 796,370 |
| EXCESS OF REVENUE OVER EXPENSES | \$ 19,379 | \$ 92,400 |

*Audited Financial Statements
prepared by Morine & Company
Chartered Accountants LLP*

See notes to financial statements
Morine & Co. Chartered Accountants LLP

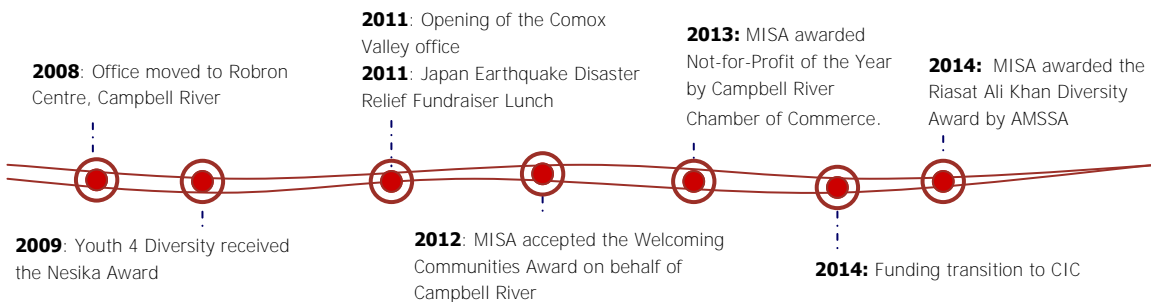




Photo: Rochelle Baker

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