



# Multicultural & Immigrant Services Association of North Vancouver Island

ANNUAL REPORT  
FOR 2020-2021



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# LOCATIONS



## **Campbell River:**

200-1170 Shoppers Row,  
Campbell River, BC V9W 2C8  
250-830-0171  
[info@ImmigrantWelcome.ca](mailto:info@ImmigrantWelcome.ca)

## **Comox Valley:**

407 A 5th Street,  
Courtenay, BC V9N 1J7  
250-338-6359  
[admin@ImmigrantWelcome.ca](mailto:admin@ImmigrantWelcome.ca)

## **North Island:**

Call toll free 1-855-805-0171  
Video conferencing by appointment

[www.ImmigrantWelcome.ca](http://www.ImmigrantWelcome.ca)



# MISSION

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## **Vision Statement**

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 Statement**

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

# EXECUTIVE DIRECTOR'S REPORT

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Hello everyone and we hope everyone is staying safe and maintaining your mental well being! This past year, not unlike our last year, has been both challenging and rewarding. MISA has continued its growth while working hard to find innovative ways to better serve our clients and communities within an environment of compounding social issues. My message to the membership this year is two-fold, I'll address the strategic priorities we have achieved over the last year and provide a brief statement about our future strategic directions.

## **Strategic Priority 1: Enhance our Services**

The challenge of providing "essential services" to newcomers and our communities within a pandemic means that we have had to proactively adapt to meet the changing needs of newcomers and the communities in which they live. We have enhanced our services to "reach out" more often and in a timelier fashion to ensure needs are being met. This past year we saw fewer clients, but we connected with them more often and more intensely than in the past.

In addition to this, we have committed to building a "Hybrid" delivery of services for our clients throughout the region. MISA has and will continue to invest in the development of a services system that will include both our traditional face to face services as well as the option to receive services regionally via virtual means.

## **Strategic Priority 2: Enhance our Organizational Capacity**

In order to meet our goal of enhancing services we have invested in technology and the skills needed to use it effectively for both our staff and clients. MISA has invested in professional consultations on how to achieve this goal and successfully acquired a new part time position to assist us with this transition. MISA is continuing to provide professional development opportunities for staff and management to garner the necessary knowledge and skills needed to build our capacity to manage these changes effectively.

## **Strategic Priority 3: Data Driven Decision Making**

MISA's culture is based on the "learning organization" model. As part of this model, MISA has worked diligently to build the "business partner" culture that embraces best practice methods on how to be an effective MISA team member. This culture also extends to our relationships with funders whereby we provide them with the best partnership we can by meeting and exceeding our contractual promises. We also proactively assist and advise our funders in making the best decisions they can by having timely and accurate data on the needs across North Vancouver Island. As a result we have successfully worked with our funders on a significant increase in our long term funding to enhance our services across the region. Thank you to our funders for your continued commitment to being such great business partners!

## **Strategic Priority 4: MISA is a Community Partner of Choice**

One of MISA's constitutional purposes is "to provide workshops and programs to educate the public in: a) valuing diversity in society in general and b) the effects of racism." MISA provides fundamental services for supporting the development of welcoming communities. However, we do not do this in isolation, the active engagement of our supporting community partners is vital. Therefore, MISA is committed to the development and provision of services that reflect both the needs of newcomers and the community partners who support, connect and engage with newcomers. To this effect and to fully achieve our constitutional purposes, MISA has instituted the following successful initiatives:

*Continued next page*



# EXECUTIVE DIRECTOR'S REPORT

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- A plan to increase our Membership in order to expand the communities understanding and commitment to MISA's purposes – come and join us!
- A region wide research project led by our Welcoming Communities Coalition that identified community issues affecting newcomers. The results of this survey will be shared with our community partners and a priority focused action plan will be developed to address the most significant issues;
- MISA greatly increased its efforts in providing education and support for all of our communities around racism and diversity as a result of receiving additional anti-racism funding from Resilience BC.

## **Strategic Priority 5: Diversify our Funding**

As mentioned above, MISA had an exceptional year of change, innovation and growth. Part of this past year MISA focused on the maintenance and enhancement of our current relationships with our primary funders. MISA was also successful in acquiring several other new funding contracts to support our constitutional purposes. MISA will continue to focus on our primary funding sources while looking for additional opportunities to support the provision of our essential services.

## **Thank You's and Forward Looking Strategies**

I would like to thank the management and staff for their continued dedication to providing our client centered services during an unprecedented pandemic: Your efforts to work as a “business partner” within the team is sincerely appreciated. I can personally speak to the considerable stress and potential burnout we have all experienced throughout the past year all the while being there for our clients and communities, you are all stars! THANK YOU! MISA has the privilege of being part of a vast network of community minded organizations who truly work together to enhance the cultivation of welcoming communities. A great big thank you to all of those individuals and organizations we worked with and for those who we are set to continue to work with over the next year.

To all of our funders, you make all of this possible through the funding you provide us to do the work. More than that, MISA appreciates your partnership commitment in building our country, our province and our communities to be truly welcoming places respected throughout the world.

Last and certainly not least, I would like to thank the board for their commitment and engagement over the past year. Similar to MISA operations, the MISA board embarked on a path of considerable change and innovation. They strategically revamped processes, tools and protocols and developed a clear, concise strategic plan for operations to achieve over the next year. This planning will provide MISA with a positive, collaborative strategic path forward. The board team are some of the most thoughtful, caring, diverse, engaged and focused individuals that I have personally had the fortune to work with. Thank you all so much! The board is walking the walk with their support of the “Different Together Pledge”. If you are interested in taking this pledge and being a part of this worthwhile initiative please check out our Facebook page and website to participate.



**JIM BRENNAN**  
Executive Director

# BOARD CHAIR'S ANNUAL REPORT

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What a year it has been.

All of us are experiencing unprecedented change. We are living through a global pandemic and experiencing global reaction and condemnation of the loss of life of black people, indigenous people and people of colour through the people and institutions that are meant to protect them. These changes have been particularly hard on immigrants and refugees as they seek to build a better life for their families, and to adapt, contribute and participate in the lives and well-being of our communities.

MISA has the privilege each year of assisting nearly a thousand newcomers, immigrants and refugees to settle into their new homes in the Comox Valley, Campbell River and North Island communities.

MISA's services have never been more needed, and our staff and volunteers never more challenged to find creative and effective ways of reaching out to continue to provide services. I am truly in awe of the resiliency, flexibility and creativity that you all have brought to your work in supporting those we serve. You have the board's admiration and respect for all that you do.

The board too has had to adapt to change. The board has moved to on-line platforms for the board and committee meetings needed to fulfill our governance role. The board has continued the work of developing MISA's governance through meeting national standards for Canadian non-profit organizations, the recruitment and orientation of new board members, policy development, the development of a new strategic plan, and implementing best practices in governance that support leadership of organizations serving immigrants and refugees.

Many people have contributed to achieving MISA's purposes and I would like to acknowledge and thank board member Adam Wile, who is completing his term as a MISA director. I would also like to thank directors Gillian Normandin and Shakila Manzoor for your willingness to take on leadership for the board's finance and governance committees.

As we look forward, I would like to thank all the volunteers, staff, and board members old and new for your willingness to become involved in your community and for choosing to actively support the purposes and goals of MISA. Your work contributes to the building of our community and our community's capacity to support diversity and inclusion so that all may contribute and participate in our social, economic and cultural well-being.



**DOUG PRESTON**  
Board Chair

# GOVERNANCE COMMITTEE REPORT

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## Shakila Manzoor, Committee Chair

**Committee Membership:** Shakila Manzoor, Lonni Baker, Karen Evans, Nina Bash, Lois McNestry, Doug Preston, Jim Brennan (Executive Director)

**Committee Mandate:** The Governance Committee is a standing board committee that acts in an advisory capacity to MISA's Board of Directors. The mandate of the Governance Committee is to establish, review and maintain MISA's Governance systems, policies and the membership of the Board of Directors.

MISA's Governance committee was formed following the election of 6 new directors at MISA's Annual General Meeting in October 2020. The committee has met monthly and began our work by reviewing MISA's governance practices against the Standards for Canadian non-profit organizations developed by Imagine Canada. Due to the COVID pandemic our meetings took place via ZOOM so a big thank you goes out to everyone for mastering on-line meeting technology!

This year we focused on the review of MISA's governance policies and by-laws in order to keep MISA current with the new BC Society Act and current with changes initiated by the Canada Revenue Agency. An important task was the development of a new strategic planning process and the hiring of Dr. Ken Hammer to facilitate MISA's annual planning retreat. The committee also reviewed risk management practices and the monitoring framework for organizational performance.

The committee is currently developing our board recruitment and orientation process for new directors and will be working to create an on-line MISA's board of director's governance resource site.

It has been a busy year and I so appreciate the knowledge and commitment that director's have brought to our work. It has been fun to work with you all!



SHAKILA MANZOOR  
Vice Chair



# FINANCE AND AUDIT COMMITTEE REPORT

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## Gillian Normandin, Committee Chair

**Committee Membership:** Gillian Normandin, Kevin John, Adam Wile, Doug Preston, Jim Brennan (Executive Director)

**Committee Mandate:** The Finance Committee is a standing board committee that acts in an advisory capacity to MISA's Board of Directors. The mandate of the Finance and Audit Committee is to assist the Board in carrying out its duties regarding financial reporting and legal compliance that support the mission of MISA.

MISA's Finance committee was formed following MISA's Annual General Meeting in October 2020. The committee has met monthly and began our work by reviewing MISA's financial practices against the Standards for Canadian non-profit organizations developed by Imagine Canada. Meetings were held using Zoom because of COVID, and in the future we may continue to use video conferencing along with in-person meetings.

One of the first things we reviewed was our Terms of Reference, then using MISA Board Committee Work Plan as our guide we moved ahead to review other financial areas. We reviewed and updated Financial Policies which were taken to the Board for approval. Board training in Fundamentals in Financial Governance and Fund Development was taken by two committee members. Two great new tools are pie charts that show MISA distribution of monies by our constitutional purpose and income (our funding mix). We are currently focusing on financial literacy for the whole Board, so that all board members can read and understand the relevance of all financial statements and financial reports, which in turn will assist us to move forward with our strategic plan and mission.

Thank you to all the dedicated Finance committee members and we wish to thank Jim - Executive Director, Doug -Board Chair, Amy- MISA Finance Coordinator and Kent Larden - financial consultant with Strategic Natural Resource Consultants, for all their expertise and assistance this past year as we continue to grow and learn.



GILLIAN NORMANDIN  
Treasurer

# MISA STAFF 2020-2021

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Jim Brennan,  
**Executive Director**

## **Settlement Services**

Thuy Sin, **Manager**

Gordon Bowbrick

Carie Curran

Claudia Figueroa

Amy Gibson

Chris Gunn

Deborah Hall

Marie Irving

Julie Kosolofski

Lori Koyanagi

Zeny Lim

Ann McLeod

Ana Mena

Rayna Nalleweg

Mitchell Ryan Gelz

Lex Swanson

Ai Guo Zhang

## **Welcoming Communities Coalition**

Toyin Kareem, **Coordinator**

Laurel Megalli



# MISA BOARD OF DIRECTORS 2020-2021

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Doug Preston, **Chair**

Shakila Manzoor, **Vice Chair**

Adam Wile, **Secretary**

Gillian Normandin, **Treasurer**

Lonni Baker, **Director**

Kevin John, **Director**

Lois McNestry, **Director**

Nina Baksh, **Director**

Karen Evans, **Director**

## **Term Completed:**

Cathy Voth, **Secretary Treasurer**

Lorraine Therron, **Director**

Maria Ji, **Director**

# MISA 2020-2021 Vital Statistics



**28**

Years serving the  
North Island region



**122,000**

Total population  
of region served



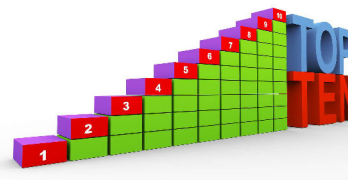
**40,301 km<sup>2</sup>**  
total area served



**77** Countries of  
origin represented  
by our clients

## Top Ten Countries of client origin

- |                |                  |
|----------------|------------------|
| 1. Philippines | 6. Great Britain |
| 2. Vietnam     | 7. U.S.A.        |
| 3. China       | 8. Syria         |
| 4. India       | 9. Mexico        |
| 5. South Korea | 10. Germany      |



# MEMBERS

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Adam Wile • Brenda Wagman • Catherine Kilner • Chanya Parsons  
• Chau Luong • Chovie Salo • Comox Valley Community Health  
Network • Comox Valley Family Services Association • Daniel &  
Gillian Nagle • Darien Duck • Doug Preston • Gillian Normandin •  
Hae Sook Chung • Holly Brading • Jaylene Kuo • Joanna Zhang •  
Karen Evans • Kevin John • Kuo Chun Chi • Layne Marshal • Lois  
McNestry • Lonni Baker • Lorna Walker • Maggie O'Sullivan •  
Marie del Rosario Romero Hernandez • Mercedes Hayduk • Mitzi  
Ogasawara • Nina Baksh • Nong Yao Chang • Norie Asuncion •  
Rania Nassar • Rumbidzai Gavhure • Shakila Manzoor • Stephen  
Gallo • Tansy Rogers • Wendy Burke



# FUNDERS

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Immigration, Refugees and Citizenship Canada

Province of BC Ministry of Jobs, Trades and Technology

Province of BC Ministry of Attorney General & Minister  
Responsible for Housing

Province of BC Community Gaming Grants Branch

WorkBC: North Island Employment Foundations Society  
(NIEFS) & Creative Employment Access Society (The JobShop)

**Thank You!**



WelcomeBC



ResilienceBC



Immigration, Refugees  
and Citizenship Canada

Funded by:

Immigration, Réfugiés  
et Citoyenneté Canada



# COMMUNITY PARTNERS

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Our Community Partners provide ongoing direct measurable support to the Immigrant Welcome Centre and our clients.

Angel Tree Society  
Campbell River & North Island Transition Society  
Campbell River Art Gallery  
Campbell River Chamber of Commerce  
Campbell River Family Services Society  
Campbell River Literacy Association  
Campbell River Syrian Refugee Support Committee  
City of Campbell River  
Community Futures Strathcona  
Comox Valley Community Health Network  
Comox Valley Community Justice Centre  
Comox Valley Family Services Association  
Comox Valley Lifelong Learning Centre  
Comox Valley Refugee Support Group  
Comox Valley Transition Society  
Creative Employment Access Society  
North Island College  
North Island Employment Foundation Society  
School District 71  
School District 72  
Service BC  
Service Canada  
The Shoebox Project  
Tidemark Theatre Society  
Town of Port McNeill  
Vancouver Island Regional Library, Campbell River  
Vancouver Island Regional Library, Comox Valley  
VIVRS Discover Your Abilities  
Volunteer Campbell River  
World Community Development Education Society





# MISA 2020-2021 SETTLEMENT SERVICES



We provide free client services to all immigrants and refugees who are new to the community. Our services can help both English speaking and non-English speaking newcomers settle, adapt and thrive. Our services support Permanent Residents, Naturalized Citizens, Refugee Claimants, Temporary Foreign Workers, International Students, International Mobility workers and International Students with work permits. For a list of our services see below.



**735**  
Clients served



Clients from **77**  
countries of origin



**45** Employment  
Clients served



**47**  
Total Language  
Students



**24**  
Hours of language  
interpretation



**3223**  
Services Provided

## Client Services:

- Help with Forms & Documents
- Citizenship, Immigration & Refugee Protection Support
- Employment Services
- LINC English Classes
- Interpretation & Translation
- Housing Information
- Health Care Information
- Addressing Education Needs
- Citizenship Preparation
- Child Care & Family Concerns
- Income Tax Intake and Referral
- Access to Legal Advocate & Canadian Law
- Human Rights



# MISA 2020-2021 PROGRAMS & COMMUNITY ENGAGEMENT



**17** Client  
Program Sessions



**15** Volunteers



**568** Volunteer Hours

## Welcoming Communities Coalition

*The Welcoming Communities Coalition* is a regional community development initiative coordinated through the Immigrant Welcome Centre. Our goal is to create more welcoming and inclusive communities in Campbell River and the Comox Valley. The Coalition seeks to collaborate with, strengthen and work together with local residents, community agencies, initiatives, organizations, businesses and government agencies in the region.

A highlight for 2020-2021 was the completion of the Needs Assessment Survey identifying gaps in services for newcomers. The report will assist in tailoring local programming and service delivery while supporting a coordinated, comprehensive and strategic approach to immigration and integration in the Campbell River and Courtenay regions.

**61**  
Coalition Members in  
Campbell River &  
Courtenay



### CLIENT PROGRAMS:

MISA's adult and youth in-person programming and events had to be put on hold, however In November of 2020 we were able to begin offering two of our adult programs, Book Club and Conversation Group and one of our youth programs Meaningful Media using a virtual format.

Newcomers' Conversation Group - 5 Zoom Sessions  
Newcomers' Book Club - 5 Zoom Sessions  
Beginners' Conversation Group - 5 Zoom Sessions  
Beginners' Book Club - 5 Zoom Sessions  
Meaningful Media - 1 movie screening

### LANGUAGES SPOKEN BY STAFF:

English, French,  
Japanese, Mandarin,  
Spanish, Vietnamese,  
Tagalog, Russian

# MISA 2020-2021 LINC



Language Instruction for Newcomers to Canada, also called LINC, is a formal classroom style, government approved program, led by a qualified instructor. Students make measured progress through Canadian Language Benchmark levels based on four categories: listening, speaking, reading, and writing.

## LINC - Language Instruction for Newcomers to Canada 2020-2021



Language Classes  
**2** classrooms  
**17** classes

**26** Students - Campbell River  
**21** Students - Comox Valley

## Canadian Language Benchmark Placement Tests - Assessment Centre



**30** Language Assessments Provided  
**13** Clients registered for LINC  
Home study

“

## Quotes from our program participants

“You have helped me so much. Before IWC I felt homesick. Now I have a job, friends and I want to stay here for a long time.”

”



# Different Together Pledge 2020-2021



Racism and hatred have no place in our community and so we have encouraged our communities to take the "Different Together Pledge". By taking the pledge and sharing it on social media we can raise awareness while encouraging others to participate.



## #DifferentTogether Pledge

*Our B.C. is inclusive and respects people of all ethnicities, cultures and faiths and their contributions to our collective well-being.*

*Our B.C. holds diversity as a fundamental value at the heart of the success, strength and resilience of our communities, workplaces, schools, public and private institutions.*

*I pledge to uphold and promote these values and I commit to speaking up to oppose racism and hate in all its forms.*

## Thank you Donors

Thank you to **Wayward Distillery** in Courtenay and **Shelter Point Distillery** in Campbell River for donating hand sanitizer to help us maintain services throughout the COVID 19 pandemic.

Thank you to all our donors for supporting our work.

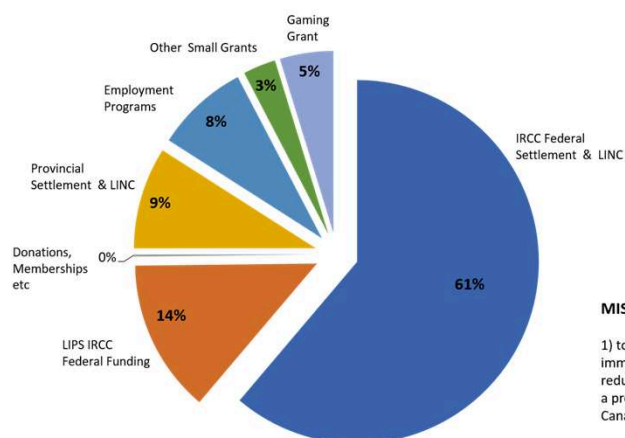
# Thank you!



# Our Financial Highlights

Year ended March 31	2021	2020
<b>REVENUES</b>		
IRCC Federal Funding	\$ 866,571	\$ 684,226
Provincial Funding	\$ 120,221	\$ 123,128
Gaming Grant	\$ 36,740	\$ 52,004
Employment & Other Funding	\$ 103,826	\$ 107,310
Donations & Memberships	\$ 2,521	\$ 3,245
Interest	\$ 4,701	\$ 176
<b>Total Revenue</b>	<b>\$1,134,580</b>	<b>\$ 970,089</b>
<b>EXPENSES</b>		
Amortization of property & equipment	\$ 9,199	\$ 6,764
Personnel	\$ 857,317	\$ 746,101
Office and general	\$ 47,641	\$ 47,293
Occupancy	\$ 107,831	\$ 89,288
Client services	\$ 32,627	\$ 39,147
<b>Total Expenditures</b>	<b>\$1,058,504</b>	<b>\$ 935,372</b>
<b>Excess of revenues over expenditures</b>	<b>\$ 76,076</b>	<b>\$ 34,717</b>
<b>Net Assets, beginning of the year</b>	<b>\$ 385,665</b>	<b>\$ 350,948</b>
<b>Net Assets, end of year</b>	<b>\$ 461,741</b>	<b>\$ 385,665</b>

**MISA Funding Mix 2020-21**

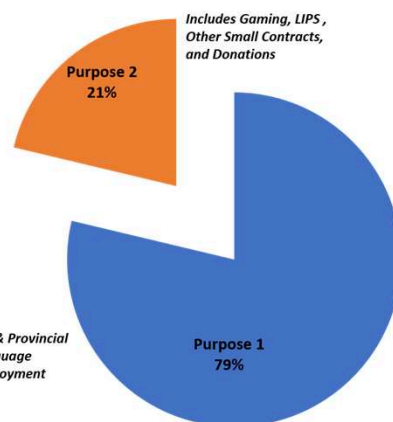


**MISA Constitutional Purposes Funding Mix**

**MISA Constitutional Purposes:**

- 1) to provide education and services to immigrants through programs designed to reduce the risk of poverty by assisting in a productive and healthy adaptation to Canadian Life; and
- 2) to provide workshops and programs to educate the public in:
  - a) valuing diversity in society in general and
  - b) the effects of racism.

*Includes Federal & Provincial Settlement / Language funding and Employment Contracts.*



*Includes Gaming, LIPS, Other Small Contracts, and Donations*



# Quotes from Clients

**“I appreciated the help and support I received. I had applied twice for Citizenship, my application having errors which were resolved when I used your services and experience.”**

“

“

**“The staff at the Centre were very friendly, effective and professional. Therefore I owe huge gratitude and thanks for making this process possible and easy.” (Annett Stark)**

**“Everything worked out and after some time with the dedicated support of the Immigrant Welcome Centre team everything worked out satisfactorily. I have my Permanent Resident card and my renewed driver’s license.” (Thomas Lagemann)**

“



# MISA NORTH VANCOUVER ISLAND HISTORY HIGHLIGHTS



**1992**

MISA is Incorporated

**1997**

Hosted the first annual Walk for the Elimination of Racism

**2002**

Started the English Conversation and Social Group for immigrants 50 years and older

**2003**

Youth 4 Diversity started

**2005**

Safe Harbour program introduced to the community

**2007**

First International Dialogue on Racism is hosted

**2009**

Youth 4 Diversity received the Nesika Award

**2011**

Opening of the Comox Valley office

**2012**

MISA accepted the Welcoming Communities Award on behalf of Campbell River

**2013**

MISA awarded Not-for-Profit of the Year by Campbell River Chamber of Commerce

# MISA NORTH VANCOUVER ISLAND HISTORY HIGHLIGHTS



**2014**

Funding transition to CIC  
MISA awarded the Riasat Ali Khan Diversity Award by AMSSA

**2015**

MISA appoints new Executive Director, Jim Brennan

New Staff position created for settlement in North Island

**2016**

20th Anniversary of the "Walk Away From Racism"

**2017**

MISA celebrates their 25th anniversary and new logo

**2018**

Successful completion of LINC pilot program.  
MISA represents BC LIPS at National Settlement Conference

**2019**

E.D. appointed to National Advisory Committee for the Community of Practice

**2020**

Largest ever funding contracts received, two 5 year regional contracts with IRCC

**2021**

Completed the Welcoming Communities Coalition Needs Assessment Survey

Successfully recruited new Board members

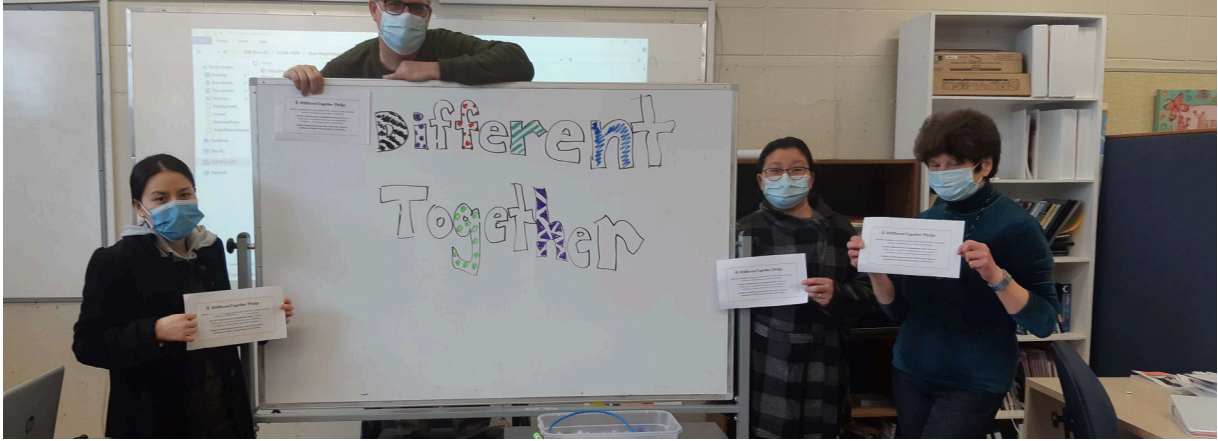
Successfully managed the safety of clients and staff while continuing to provide services during COVID 19 pandemic.

Awarded the contract to become the ResilienceBC Hub for North Vancouver Island

Ended a challenging year with preparations to move into a larger, more professional office space offering privacy for client meetings.







## Join Us

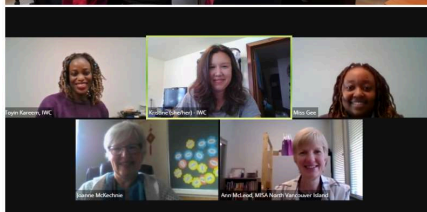
As an award winning organization, The Immigrant Welcome Centre is a respected leader in immigrant services and an active proponent for the sector. By fostering strategic partnerships and working to create welcoming, inclusive communities that attract and retain newcomers, we are an effective business partner in the communities we serve.

What can you do to show your support and help make your community more welcoming and inclusive?

- Become a Member of the Immigrant Welcome Centre
- Refer newcomers to the Immigrant Welcome Centre
- Join the Welcoming Communities Coalition
- Donate

Stay connected with us through our email and/or Facebook at [www.ImmigrantWelcome.ca](http://www.ImmigrantWelcome.ca)

# Thank you!





# Thank You!



## Locations

200 -1170 Shoppers Row  
Campbell River, BC  
V9W 2C8  
T: (250) 830-0171  
F: (250) 830-1010

407 A 5th Street  
Courtenay, BC  
V9N 1J7  
T: (250) 338-6359  
F: (250) 331-9032

[www.ImmigrantWelcome.ca](http://www.ImmigrantWelcome.ca)