



Multicultural & Immigrant Services Association of North Vancouver Island

ANNUAL REPORT FOR 2019-2020



Funded by:

Financé par :



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

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LOCATIONS



Campbell River:
A114-740 Robron Road,
Campbell River, BC V9W 6J7
250-830-0171
info@ImmigrantWelcome.ca

Comox Valley:
407 A 5th Street,
Courtenay, BC V9N 1J7
250-338-6359
admin@ImmigrantWelcome.ca

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

www.ImmigrantWelcome.ca



MISSION

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 MESSAGE

Oh what an interesting year it has been... what an understatement that is! This has been a banner year for MISA in terms of sustaining and enhancing our current and future operations. In addition to this, MISA has had an unprecedented year of challenges and opportunities with the arrival of COVID 19. My message to the membership this year will provide you with the key achievements, challenges and opportunities and how they have impacted our ability to continue to maintain and grow our past and current successes.

Achievement Area 1: Diverse, Secure Funding Sources

MISA secures for the first time ever two, 5 year regional North Vancouver Island contracts with Immigration, Refugees and Citizenship Canada (IRCC)

These five year contracts provide MISA with a sustained enhancement of our core services until 2025. Included in these contracts are the following services and foundational capacity for MISA's operations:

- Settlement Services for Permanent Residents & Refugees
- Language Instruction for Newcomer Canadians (LINC)
- Local Immigrant Partnerships (LIPS) AKA Welcoming Communities Coalition (WCC)
- Sustained services for the region including North Vancouver Island integration with WCC in the North Island starting in 2023-2025
- Maintain and Increase professional workforce via enhanced budget
- Enhanced focus on rural communities

MISA was also successful in securing the regional British Columbia Settlement and Integration Services (BCSIS) for North Vancouver Island for 2020-2021.

This contract supports MISA with funding to provide settlement and language services to support naturalized citizens, refugees, temporary foreign workers, post-secondary international students and provincial nominees looking to pursue pathways to citizenship. MISA secured another year of fee for service funding for specialized employment services with two community partners: North Island Employment Foundations (NIEFS) and Creative Employment Access (CEAS).

In addition to this, MISA increased the diversity of its funding to pursue our constitutional purposes: City of Campbell River – International Welcome, MOSAIC - Regional Temporary Foreign Workers, BC Multiculturalism - Organizations Against Racism & Hate (OARH), BC Gaming – MISA social programs (Women's Group, Seniors Group, International Co-Ed soccer, Book Club, Citizenship Classes), Campbell River Foundation – Passport to Success, Comox Valley Foundation - Canadian Newcomer Workplace Culture Training.

Achievement Area 2: Nominations/Awards/Partnerships

MISA again received the nomination as one of the top settlement agencies across Canada – unsuccessful this year again, but maybe the third time will be the charm. Congratulations staff, Board, volunteers and community members in recognition for all of your efforts!

MISA was again recognized for striving for excellence with nominations for three Campbell River Chamber of Commerce Awards: Not for Profit of the Year, Workforce Development and Business of the Year.

MISA has continued to forge partnerships with several community partners with the focus on creating and implementing community development initiatives that jointly enhance all of our lives in the region.

Continued next page

EXECUTIVE DIRECTOR'S MESSAGE

Here is a partial list of those partnerships: Campbell River Chamber of Commerce, Comox Valley Chamber of Commerce, Campbell River Museum, North Island College Faculty of Trades, Volunteer Campbell River, Strathcona Regional District, Comox Valley Foundation, Campbell River Foundation, City of Campbell River, North Island College Faculty of Global Engagement, School Division 71 International Student Program, School Division 72 International Program, Campbell River Community Foundation, City of Campbell River Parks & Recreation, Campbell River R.C.M.P, Laichwiltach Family Life Society, North Island Employment Foundation Society, Creative Employment Access Society,

Challenges/Opportunities: COVID 19

It goes without saying – I am going to say it anyway - this past year's biggest challenge was the onset of COVID 19; a worldwide pandemic. This pandemic has touched all of our lives in profound ways. MISA is a forward looking and working organization which means that we got busy early in creating and implementing a Pandemic Response Plan that would help guide us through this process keeping everyone safe and continuing to provide MISA's essential services. I truly need to thank both of our primary funders (IRCC & BCSIS) for their exemplary support during this pandemic. Both IRCC and BCSIS provided clarity of their support and our essential role very early into the pandemic which was crucial for both effective planning and implementation of the Pandemic Response Plan. Although COVID 19 has been a challenge, MISA has risen to meet this challenge and continues to find new ways to support our clients, staff and communities in ways that will enhance our services for the long term.

Thank You's:

The MISA staff are a team of "Business Partners" that have been chosen to be a part of a team that strives to be the best at what we do. The MISA team is made up of people from all over the world who bring a wealth of experience and knowledge to the work we do every day, we cannot do this without you!

At MISA we have a lot to be grateful for. We have had the privilege to work with many wonderful community development minded organizations and individuals in providing settlement services to our communities for over 28 years, we cannot do this without you! All along the way volunteers have been an integral part of MISA's journey and to say we cannot do this without you is an underestimation of your impact; thank you! It is funny but I sometimes have to remind myself and others that we exist because of volunteers. That's right, MISA was founded by volunteers and it has been strategically governed by volunteers since it began. So, thank you to all of the board members that have been part of this journey and a special thank you to our current Board of Directors for supporting MISA through this difficult year of change and progress, we cannot do this without you. I also want to say that I am particularly proud of the board for their ongoing commitment to making MISA better but also for trying to improve our community's commitment to diversity and inclusion. Recently the board committed to the "Different Together Pledge" and MISA's operations team has supported this pledge in the work we do everyday – Thank you! If you are interested in taking this pledge and being a part of this worthwhile initiative please check out our Facebook page and website which will instruct you on how to participate. We truly are better together.



JIM BRENNAN
Executive Director

BOARD CHAIR'S ANNUAL REPORT

MISA has the privilege each year of assisting over a thousand newcomers, immigrants and refugees to settle and integrate into their new homes in the Comox Valley, Campbell River and North Island communities. As a new board chair, it has been truly rewarding to see how MISA works collaboratively with its stakeholders to achieve our vision of, "A North Island region that embraces diversity and inclusivity while actively engaging the vibrant cultures in the region, and where newcomers feel welcome, safe and respected". What a year it has been. All of us are experiencing unprecedented change as we live through a global pandemic and experience 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 newcomers, immigrants and refugees who are seeking to adapt, contribute and become involved and included in our communities.

The staff and membership of MISA are a special group of people who share a common belief in racial and social equality for all. The work of fulfilling MISA's purposes has continued despite the pandemic and the challenges inherent in providing socially distant services. MISA's services have never been more needed and our staff never more challenged to find creative and effective ways of reaching out to continue to assist those we serve.

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 the recruitment of new board members, policy development, establishing strategic directions in response to the pandemic, and identifying best practices in governance to update the society's by-laws and internal governance processes.

Many people have contributed to achieving MISA's purposes and I would like to acknowledge and thank long time board members Cathy Reyno, Cathy Voth and Lorraine Theron who are completing their terms as MISA directors and directors Maria Ji and Ruwan Kanaththage for your contributions over the past year. Your leadership, commitment and volunteerism have provided MISA with the needed guidance and support to help the organization remain strong.

I think it was Gandhi who stated, "If you want people to live together, have them build a house together". 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 volunteerism contributes to the building of our community and our community's capacity to support diversity and inclusion so that all may contribute to our social, economic and cultural well being.



DOUG PRESTON
Board Chair July 2020

MISA STAFF 2019-2020

Jim Brennan,
Executive Director

Settlement Services

Thuy Sin, **Manager**

Doris Ball

Marie Beaulne

Gordon Bowbrick

Carie Curran

Claudia Figueroa

Amy Gibson

Chris Gunn

Deborah Hall

Babe Hancock

Marie Irving

Esther Karasova

Julie Kosolofski

Lori Koyanagi

Zeny Lim

Ann McLeod

Ana Mena

Rayna Nalleweg

Lex Swanson

Ai Guo Zhang

Welcoming Communities

Coalition Coordinator

Colin Funk

Toyin Kareem



MISA BOARD OF DIRECTORS 2019-2020

Cathy Reyno, **Board Chair 2019-2020**

Cathy Voth, **Board Vice Chair**

Lorraine Theron, **Treasurer**

Doug Preston, **Secretary**

Ruwan Kanaththage, **Director**

Maria Ji, **Director**

Adam Wile, **Director**

MISA 2019-2020 Vital Statistics



28

**Years serving the
North Island region**



122,000

**Total population
of region served**



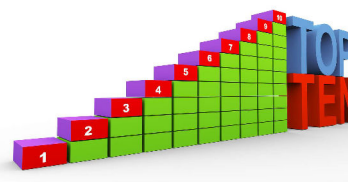
40,301 km²
total area served



89 Countries of
origin represented
by our clients

Top Ten Countries of client origin

- | | |
|----------------|------------------|
| 1. Philippines | 6. USA |
| 2. Vietnam | 7. Great Britain |
| 3. China | 8. Syria |
| 4. India | 9. France |
| 5. South Korea | 10. Mexico |



MEMBERS

Kevin John • Brenda Wagman • Layne Marshal • Beatrice Bruni •
Mary Ercika Avinante • Khate Menchavez • Catherine Voth •
Lorraine Theron • Maria Ji • Cathy Reyno • Adam Wile • Doug
Preston • Mitzi Ogasawara • Sharon Elia • Cornelius Kahiamoe •
Mary Janson • Thi My Pham • Birgit Ferguson • Wendy Burke •
Darien Duck • Comox Valley Family Services Association • Shakila
Manzoor • Gillian Normandin • Nina Baksh • Lonni Baker •



FUNDERS

Campbell River Community Foundation

Creative Employment Access Society

Immigration, Refugees and Citizenship Canada

North Island Employment Foundations Society (NIEFS)

Province of BC Community Gaming Grants Branch

Province of BC Ministry of Jobs, Economic Development and
Competitiveness

Province of BC Ministry of Tourism Arts and Culture

Thank You!

Canada



WelcomeBC

This project is made possible through funding from the Government of Canada and the Province of British Columbia

COMMUNITY PARTNERS

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

Angel Tree Society
Boys And Girls Club Comox Valley
Campbell River Chamber of Commerce
Campbell River Family Services Society
Campbell River Literacy Association
Campbell River Syrian Refugee Support Committee
Campbell River Transition Society
Campbell River Women's Resource Centre
Christmas Hamper Program
City of Campbell River
Community Futures Strathcona
Comox Valley Chamber of Commerce
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
North Island College
School District 71
School District 72
Service BC, Campbell River Office
Service BC, Courtenay Office
Service Canada Campbell River
Service Canada Courtenay
Strathcona Regional District
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
Work BC Campbell River
Work BC Courtenay
World Community Development Education Society



MISA 2019-2020 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 and International Students. For a list of our services see below.



986
Clients served



Clients from **89**
countries of origin



41 Employment
Clients served



69
Total Language
Students



125
Hours of language
interpretation



4120
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 2019-2020 PROGRAMS & COMMUNITY ENGAGEMENT



869 Client
Program Sessions



40 Volunteers



1286 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.

89
Coalition Members in
Campbell River &
Courtenay



CLIENT PROGRAMS:

- Academic English Discussion Group
- International Seniors Group
- International Women's Group
- International Adult Co-ed Soccer
- International Family Recreation Group
- Conversation Group
- Book Club
- Citizenship Preparation Classes
- WorkSafe BC Workshops

LANGUAGES SPOKEN BY STAFF:

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

MISA 2019-2020 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 2019-2020



Language Classes

2 classrooms

11 classes

34 Students - Campbell River

35 Students - Comox Valley

Canadian Language Benchmark Placement Tests - Assessment Centre



59 Language Assessments Provided

19 Clients registered for LINC
Home study

Quotes from our program participants

"You have provided us with tremendous help,
this was the best we could have hoped for!!
10/10, Thank you for your patience and
kindness!"




Our Financial Highlights

Multicultural & Immigrant Services Association of North Vancouver Island Statement of Financial Position

As at March 31, 2020
(Unaudited)

	2020	2019
Assets		
Current		
Cash	143,321	382,756
Accounts receivable	91,115	30,127
Prepaid expenses	9,919	4,721
Goods and Services Tax recoverable	2,042	1,445
	246,397	419,049
Capital assets (Note 3)	20,233	25,901
Long-term deposits (Note 4)	266,099	-
	532,729	444,950
Liabilities		
Current		
Accounts payable and accruals	5,062	4,819
Wages payable	52,589	34,454
Government remittances payable	19,803	2,729
Deferred contributions (Note 6)	69,610	52,000
	147,064	94,002
Significant event (Note 11)		
Net Assets		
Capital equity fund	20,233	25,901
Unrestricted fund	53,333	62,948
Internally restricted fund (Note 7)	312,099	262,099
	385,665	350,948
	532,729	444,950

Approved on behalf of the Board


Director


Director

The accompanying notes are an integral part of these financial statements

Our Financial Highlights

Multicultural & Immigrant Services Association of North Vancouver Island

Statement of Operations

For the year ended March 31, 2020
(Unaudited)

	2020	2019
Revenue		
Grants - Federal (Note 8)	684,226	885,775
Grants - Provincial (Note 8)	123,128	108,450
Community and other contributions	107,310	123,702
Gaming grants	52,004	53,004
Donations	1,990	2,381
Fundraising	1,255	261
Fees and sundry	176	110
	970,089	973,683
Expenses		
Advertising	5,253	3,769
Amortization	6,764	8,319
Facilitators and workshops	-	2,520
Insurance	3,120	2,848
Interpreter and translator services	3,750	5,139
Materials and supplies	13,488	12,207
Office and miscellaneous	36,634	36,788
Professional development	5,405	8,384
Professional fees	5,783	8,900
Rent	77,500	66,004
Travel	19,876	16,969
Utilities	11,789	9,979
Wages and benefits	746,010	736,040
	935,372	917,966
Excess of revenue over expenses	34,717	55,717

The accompanying notes are an integral part of these financial statements

Quotes from Clients

I became a proud, law abiding Canadian citizen on August 30, 2018. Looking back, it was the yearbook of my friend and the assistance of then Immigrant Welcome Centre in Campbell River that helped me attain my status in Canada. I am forever grateful to them as I love Canada and am now living and enjoying my retirement in beautiful Campbell River, BC.

“

“

My husband and I are now working in the jobs we love while my son's passion for playing hockey is ongoing. All of these are the results of the community generosity which started with the services of the Immigrant Welcome Centre at Campbell River.

I was trying to renew my PR card online but it was very confusing. My saving grace was I found the Immigrant Welcome Centre. The staff at the Centre was very friendly, effective and professional. Therefore I owe huge gratitude and thanks for making this process possible and easy.

“



MISA NORTH VANCOUVER ISLAND HISTORY HIGHLIGHTS



1992

MISA is Incorporated

2005

Safe Harbour
program introduced
to the community

1997

Hosted the first
annual Walk for the
Elimination of
Racism

2007

First International
Dialogue on Racism
is hosted

2002

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

2009

Youth 4 Diversity
received the Nesika
Award

2003

Youth 4 Diversity
started

2011

Opening of the
Comox Valley office

MISA NORTH VANCOUVER ISLAND HISTORY HIGHLIGHTS



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

2014

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

2015

MISA appoints new Executive Director, Jim Brennan

2015

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



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

thank
you!



Thank You!



A114 -740 Robron Road
Campbell River, BC
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