CIWA has migrated its programs and services online and over the phone. Majority of classes, workshops, and group sessions are being delivered virtually through Zoom and Microsoft Teams. Please see the list of programs for specific remote services and contacts.

Our general communication lines are open. Please feel free to contact us with any questions regarding services and programs. Frequent updates are being provided on our website and all social media platforms.

### Settlement and Integration Services

<table>
<thead>
<tr>
<th>Program(s)</th>
<th>Services</th>
<th>Delivery</th>
<th>Contact</th>
</tr>
</thead>
</table>
| Intake, Settlement and Referral Services & Integration Program | • Information, orientation and referral services for all immigrants  
• Supports with completing online documents (i.e. PR renewal, EI application, etc.)  
• Interpretation support  
• Supportive counseling  
• Advocacy support | • Phone  
• Email  
• Phone  
• Email | Lucy Natana  
LucyN@ciwa-online.com  
403-263-4414 ext. 137 |
| Emergency Housing & Find Me a Home | • Support with the cost of rent for immigrant women at risk of eviction during COVID-19 outbreak  
• Emergency support for immigrant women escaping abusive situations | • Phone  
• Email | Lucy Natana  
LucyN@ciwa-online.com  
403-263-4414 ext. 137 |
| Filipino Community Development Program | • One on one support and family reunification services  
• Group sessions on parenting courses, resume writing clinic, and family reunification workshops  
*community based group programming suspended at this time | • Phone  
• Email  
• Phone  
• Email  
• Online | Maria Chelo Galay  
MariaG@ciwa-online.com  
403-263-4414 ext. 156 |
| Financial Coaching                  | • Support services to help immigrants with managing finances | • Phone  
• Email | Lucy Natana  
LucyN@ciwa-online.com  
403-263-4414 ext. 137 |
| Legal Clinic                        | • Access to immigration related legal support provided by Calgary Legal Guidance lawyers for low income immigrant women | • Phone  
• Email | Titi Memar  
TitiM@ciwa-online.com  
403-263-4414 ext. 145 |
| My Community My Home                | • One on one support for immigrant senior women  
*community based group programming suspended at this time | • Phone  
• Email | Sameena Arif  
SameenaA@ciwa-online.com  
403-263-4414 ext. 264 |
| New Friends and Neighborhood Groups | • One on one support for existing clients  
*community based group programming suspended at this time | • Phone  
• Email | Debra Colley  
DebraC@ciwa-online.com  
403-263-4414 ext. 156 |
|------------------------------------|-------------------------------------------------|-----------------|-----------------|
| Pre-employment Skills Program      | • Ongoing one on one employment counselling session  
• Pre-employment support through mock interviews, resume critiques, and job search strategies  
• Computer class intake and registration  
• Accounting software training intake and registration  
• Workshops and information and orientation sessions | • Phone  
• Email  
• Online | Saifan Kosheryan  
SaifanK@ciwa-online.com  
403-263-4414 ext. 287 |
| Pursuit of Happiness for immigrant seniors | • One on one support for existing clients  
*community based group programming suspended at this time | • Phone  
• Email | Allison Bajt  
AllisonB@ciwa-online.com  
403-263-4414 ext. 156 |
| RESP Support                      | • RESP information and orientation for immigrant mothers | • Phone  
• Email | Tseday Mamo  
TsedayM@ciwa-online.com  
403-263-4414 ext. 245 |
| Tax Clinic                        | • Tax filing services for low income families | • Phone  
• Email | Hellen Tesfai  
HellenT@ciwa-online.com  
403-263-4414 ext. 131 |
| Volunteer Program                | • Limited services available at this time | • Phone  
• Email | Janeth Alonso  
JanethA@ciwa-online.com  
403-263-4414 ext. 144 |

### Language Training & Childcare Department

<table>
<thead>
<tr>
<th>Program(s)</th>
<th>Services</th>
<th>Delivery</th>
<th>Contact</th>
</tr>
</thead>
</table>
| HIPPY - Home Instruction for Parents of Preschool Youngsters | • Ongoing one on one support for existing clients | • Phone  
• Online | Luz Buritica  
luzb@ciwa-online.com  
403-263-4414 ext. 185 |
| Language Instruction for Newcomers to Canada (LINC) | • Virtual classes and one on one support for students in place  
Classes started on April 6th via Zoom | • Phone  
• Online | Marcela Alfonso  
marcelaa@ciwa-online.com  
403-263-4414 ext. 122 |
| Learning Support Services               | • Ongoing support for LINC learners and instructors  
• Accepting referrals from partner agencies | • Phone  
• Email | Fiona Lowes  
fional@ciwa-online.com  
403-263-4414 ext.152 |
| Pebbles in the Sand                    | • Virtual classes and one on one support for students in place  
Classes started on April 6th via virtual platforms | • Phone  
• Online | Anna Ermakova  
annae@ciwa-online.com  
403-263-4414 ext.115 |
# Employment Services Department

<table>
<thead>
<tr>
<th>Program(s)</th>
<th>Services</th>
<th>Delivery</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Training for Professionals</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Bridge to Success for Professional Immigrant Women</strong></td>
<td>Ongoing recruitment for May 18th start date (Intake 2)</td>
<td>Phone, Email, Online</td>
<td>Tijana Jovanovic <a href="mailto:TijanaJ@ciwa-online.com">TijanaJ@ciwa-online.com</a> 403-263-4414 ext. 274</td>
</tr>
<tr>
<td><strong>Career Services for Foreign Trained Professionals</strong></td>
<td>Ongoing recruitment for July 13th start date (Intake 2)</td>
<td>Phone, Email, Online</td>
<td>Roma Akram <a href="mailto:RomaA@ciwa-online.com">RomaA@ciwa-online.com</a> 403-263-4414 ext. 127</td>
</tr>
<tr>
<td><strong>Child Development Worker Training for Immigrant Women</strong></td>
<td>Virtual classes and one on one support for students</td>
<td>Phone, Email, Online</td>
<td>Vanessa Listana <a href="mailto:VanessaL@ciwa-online.com">VanessaL@ciwa-online.com</a> 403-263-4414 ext. 266</td>
</tr>
<tr>
<td><strong>Labour Market Bridging for Volunteers: Interpretation and Translation</strong></td>
<td>Ongoing recruitment for Oct 5th start date (Intake 2)</td>
<td>Phone, Email, Online</td>
<td>Elaine Lawson <a href="mailto:ElaineL@ciwa-online.com">ElaineL@ciwa-online.com</a> 403-263-4414 ext. 281</td>
</tr>
<tr>
<td><strong>Links to Young Adult Employment</strong></td>
<td>Ongoing recruitment for Oct 5th start date (Intake 2)</td>
<td>Phone, Email, Online</td>
<td>Punam Dalal <a href="mailto:PunamD@ciwa-online.com">PunamD@ciwa-online.com</a> 403-263-4414 ext. 143</td>
</tr>
</tbody>
</table>

| **Training for Employment Entry** | | | |
| **Childcare Training for Low Literacy Immigrant Women** | Virtual classes and one on one support for students | Phone, Email, Online | Farzana Mubashir [FarzanaM@ciwa-online.com](mailto:FarzanaM@ciwa-online.com) 403-263-4414 ext. 128 |
| **Childcare Training Pathway** | Virtual classes and one on one support for students | Phone, Email, Online | Shahitha Maideen [ShahithaM@ciwa-online.com](mailto:ShahithaM@ciwa-online.com) 403-263-4414 ext. 163 |
| **Fast Track Employment Training for Immigrant Women** | Ongoing recruitment for Administrative Support track, May 25th start  Ongoing recruitment for Protection Skills track (security guard), July 6 start  Ongoing recruitment for Front-line Customer Service track, Aug 4th start | Phone, Email, Online | Ketaki Wani [KetakiW@ciwa-online.com](mailto:KetakiW@ciwa-online.com) 403-263-4414 ext. 270 |
| **Food Service Training** | Ongoing recruitment for July 6th start date (Intake 2) | Phone, Email, Online | Myla Felipe [MylaF@ciwa-online.com](mailto:MylaF@ciwa-online.com) 403-263-4414 ext. 250 |
| **Line Cook Training** | Ongoing recruitment for July intake | Phone, Email | Susan Milford [SusanM@ciwa-online.com](mailto: SusanM@ciwa-online.com) 403-263-4414 ext. 273 |
| Modular Employment Training | Inquiries welcome  
| Virtual classes start every Monday | Phone  
| Email | Jocelyn Echenique  
| JocelynE@ciwa-online.com  
| 403-263-4414 ext. 170 |
| Retail Training Program | Ongoing recruitment for July 27th start date (Intake 2) | Phone  
| Email | Marie Solange Bebandoue Evehe  
| MarieB@ciwa-online.com  
| 403-263-4414 ext. 229 |

### Family Services Department

<table>
<thead>
<tr>
<th>Program(s)</th>
<th>Services</th>
<th>Delivery</th>
<th>Contact</th>
</tr>
</thead>
</table>
| Cross Cultural Parenting Program | Ongoing one on one support for immigrant parents and grandparents  
| Virtual group parenting sessions | Phone  
| Email  
| Online | Fiona Hayes  
| FionaH@ciwa-online.com  
| 403-263-4414 ext. 160 |
| Civic Engagement | Ongoing one on one follow up support to all existing clients  
| Virtual Train the Trainer sessions for adult and youth  
| Youth Leadership Course | Phone  
| Email  
| Online  
| Social media | Shannon Edeonu  
| ShannonE@ciwa-online.com  
| 403-263-4414 ext.199 |
| Employment Security Alliance for Vulnerable Immigrant Women | Ongoing one on one support to all existing clients  
| Limited group sessions for employer participants | Phone  
| Email  
| Online | Satbir Kaur  
| SatbirK@ciwaaa-online.com  
| 403-263-4414 ext. 233 |
| Family Conflict Prevention Program | Ongoing one on one counseling services for immigrant women and men  
| Accepting new intakes and appointments  
| Virtual support groups | Phone  
| Email | Bela Gupta  
| BelaG@ciwa-online.com  
| 403-828-4968 |
| Family Resource Network Hub | Accepting referrals for the following spoke services:  
| o HIPPY  
| o Home Visitation  
| o Immigrant, Girls, Boys and More  
| o Individualized parenting support | Phone  
| Email  
| Online | Veronica Aliu  
| VeronicaA@ciwa-online.com  
| 403-263-4414 x 280 |
| Healthy Relationships for Immigrant and Refugee Families | Ongoing one on one support to all existing clients  
| Limited virtual Train the Trainer practice runs | Phone  
| Email  
| Social media | Julie Moreno  
| JulieM@ciwa-online.com  
| 403-263-4414 ext. 296 |
| In Home Support | Ongoing one on one support to existing clients  
| Initial needs assessment  
| Critical services referrals  
| Accepting referrals from Children’s Services | Phone  
| Email | Kashmira Zala  
| KashmiraZ@ciwa-online.com  
| 403-263-4414 ext. 195 |

Updated on May 1, 2020
| **One-on-One Counselling** | • Ongoing one on one counseling services for female immigrant youth and seniors  
• Accepting referrals via phone and email  
• Virtual group sessions | • Phone  
• Email | Azita Afsharnejat  
AzitaA@ciwa-online.com  
403-263-4414 ext. 147 |
|---|---|---|---|
| **Pathways to Success for Immigrant Youth** | • Ongoing one on one support to existing clients  
• Virtual support groups | • Phone  
• Email  
• Social media | Raidah Noshin  
RaidahN@ciwa-online.com  
403-263-4414 ext. 283 |
| **Supports for Immigrants with Mental Health and Addiction Issues** | • Ongoing one on one mental health and addictions support for immigrant women and men  
• Accepting new intakes and appointments  
• Virtual support groups | • Phone  
• Email | Vandana Sharma  
VandanaS@ciwa-online.com  
403-263-4414 ext. 255 |
| **Youth Mentorship Program** | • Ongoing one on one follow up support to all existing clients  
• Ongoing recruitment for new mentees and mentors  
* group & mentorship sessions suspended at this time | • Phone  
• Email | Sirine Morra  
SirineM@ciwa-online.com  
403-263-4414 ext.217 |
| **Youth Program** | • Daily home activities for female immigrant youth  
• Ongoing one on one support to existing clients  
• Virtual group sessions for Girls Culture Club and homework support  
*community based programming suspended at this time. | • Phone  
• Email  
• Online  
• Social media | Amarjit Parmar  
AmarjitP@ciwa-online.com  
403-263-4414 ext. 148 |
| **Victims Support Outreach Program** | • Ongoing one on one support  
• Accepting referrals from Children’s Services | • Phone  
• Email | Catherine Kurishingal  
CatherineK@ciwa-online.com  
403-561-0549 |

For general inquiries, contact the following:

| **Settlement and Integration Services** | Email: settlement@ciwa-online.com  
Phone: 403-444-1757 |
| **Language Training** | Email: language@ciwa-online.com  
Phone: 403-444-1756 |
| **Employment Services** | Training for professionals:  
Email: careerservices@ciwa-online.com  
Phone: 403-444-1751  
Training for employment entry:  
Email: workplaceservices@ciwa-online.com  
Phone: 403-444-1821 |
| **Family Services** | Email: familyservices@ciwa-online.com  
Phone: 403-444-1759 |