



CIWA Remote Services

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Contact 403-263-4414 or reception@ciwa-online.com

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Settlement and Integration Services			
Program(s)	Services	Delivery	Contact
Intake, Settlement and Referral Services & Supporting Newcomer Integration	<ul style="list-style-type: none"> 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 <i>Services available in French</i> 	<ul style="list-style-type: none"> In person or online Phone Email 	Lucy Natana LucyN@ciwa-online.com 403-263-4414 Ext. 137
Find Me a Home	<ul style="list-style-type: none"> 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 <i>Services available in French</i> 	<ul style="list-style-type: none"> Phone Email 	Lucy Natana LucyN@ciwa-online.com 403-263-4414 Ext. 137
Financial Coaching	<ul style="list-style-type: none"> Support services to help immigrants with managing finances <i>Services available in French</i> 	<ul style="list-style-type: none"> In person or online Phone Email 	Lucy Natana LucyN@ciwa-online.com 403-263-4414 Ext. 137
Legal Clinic	<ul style="list-style-type: none"> Access to immigration related legal support provided by Calgary Legal Guidance lawyers for low income immigrant women <i>Services available in French (interpretation support)</i> 	<ul style="list-style-type: none"> In person or online Phone Email 	Titi Memar TitiM@ciwa-online.com 403-263-4414 Ext. 145
Immigrant Women Matched Savings Circle	<ul style="list-style-type: none"> <i>Services available in French</i> 	<ul style="list-style-type: none"> In person or online Phone Email 	Lucy Natana LucyN@ciwa-online.com 403-263-4414 Ext. 137
My Community My Home	<ul style="list-style-type: none"> One-on-one support for immigrant senior women <p><i>*community based group programming suspended at this time</i></p> <ul style="list-style-type: none"> <i>Services available in French</i> 	<ul style="list-style-type: none"> In person or online Phone Email 	Sameena Arif SameenaA@ciwa-online.com 403-263-4414 Ext. 264
New Friends and Neighborhood Groups	<ul style="list-style-type: none"> One-on-one support for existing clients <p><i>*community based group programming suspended at this time</i></p>	<ul style="list-style-type: none"> In person or online Phone Email 	Debra Colley DebraC@ciwa-online.com 403-263-4414 Ext. 156

Pre-Employment Skills Program	<ul style="list-style-type: none"> • 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 • <i>Services available in French</i> 	<ul style="list-style-type: none"> • In person or online • Phone • Email • Online 	Saifan Kosheryan SaifanK@ciwa-online.com 403-263-4414 Ext. 287
Pursuit of Happiness for Immigrant Seniors	<ul style="list-style-type: none"> • One-on-one support for existing clients <p><i>*community based group programming suspended at this time</i></p>	<ul style="list-style-type: none"> • In person or online • Phone • Email 	Noreen Mahmood NoreenM@ciwa-online.com 403-263-4414 Ext. 302
RESP Support	<ul style="list-style-type: none"> • RESP information and orientation for immigrant mothers • <i>Services available in French</i> 	<ul style="list-style-type: none"> • In person or online • Phone • Email 	Tseday Mamo TsedayM@ciwa-online.com 403-263-4414 Ext. 245
Tax Clinic	<ul style="list-style-type: none"> • Tax filing services for low income families • <i>Services available in French</i> 	<ul style="list-style-type: none"> • In person or online • Phone • Email 	Hellen Tesfai HellenT@ciwa-online.com 403-263-4414 Ext. 131
Volunteer Program	<ul style="list-style-type: none"> • Limited services available at this time 	<ul style="list-style-type: none"> • In person or online • Phone • Email 	Janeth Alonso JanethA@ciwa-online.com 403-263-4414 Ext. 144

Language Training & Childcare Department			
Program(s)	Services	Delivery	Contact
Everyday English for Seniors	<ul style="list-style-type: none"> • Online classes via Zoom 	<ul style="list-style-type: none"> • Online 	Yulia Lvova YuliaL@ciwa-online.com 403-263-4414 Ext. 153
HIPPY - Home Instruction for Parents of Preschool Youngsters	<ul style="list-style-type: none"> • Ongoing one-on-one support (online and in-person) for existing clients 	<ul style="list-style-type: none"> • Online • Phone 	Luz Buritica LuzB@ciwa-online.com 403-263-4414 Ext. 185
Language Instruction for Newcomers to Canada (LINC)	<ul style="list-style-type: none"> • Online classes since November 30, 2020 	<ul style="list-style-type: none"> • Online 	Amy He AmyH@ciwa-online.com 403-263-4414 Ext. 122
Learning Support Services	<ul style="list-style-type: none"> • Ongoing support for LINC learners and instructors • Accepting referrals from partner agencies 	<ul style="list-style-type: none"> • Phone • Email 	Fiona Lowes FionaL@ciwa-online.com 403-263-4414 Ext.152
Pebbles in the Sand	<ul style="list-style-type: none"> • Virtual classes and one-on-one online support for students in place 	<ul style="list-style-type: none"> • Phone • Online 	Golshid Pourviseh GolshidP@ciwa-online.com 403-263-4414 Ext.115

Employment Services Department			
Program(s)	Services	Delivery	Contact
Training for Professionals			
Career Services for Foreign Trained Professionals	<ul style="list-style-type: none"> Ongoing training/recruitment 	<ul style="list-style-type: none"> In person or online 	Roma Akram RomaA@ciwa-online.com 403-263-4414 Ext. 127
Child Development Worker Training for Immigrant Women	<ul style="list-style-type: none"> Ongoing training/recruitment 	<ul style="list-style-type: none"> In person or online 	Vanessa Listana VanessaL@ciwa-online.com 403-263-4414 Ext. 266
Labour Market Bridging for Volunteers: Interpretation and Translation	<ul style="list-style-type: none"> Ongoing training/recruitment 	<ul style="list-style-type: none"> In person or online 	Elaine Lawson Elainel@ciwa-online.com 403-263-4414 Ext. 281
Links to Young Adult Employment	<ul style="list-style-type: none"> Ongoing training/recruitment 	<ul style="list-style-type: none"> In person or online 	Punam Dalal PunamD@ciwa-online.com 403-263-4414 Ext. 143
Training for Employment Entry			
Childcare Training for Low Literacy Immigrant Women	<ul style="list-style-type: none"> Ongoing training 	<ul style="list-style-type: none"> In person or online 	Farzana Mubashir FarzanaM@ciwa-online.com 403-263-4414 Ext. 128
Childcare Training Pathway	<ul style="list-style-type: none"> Ongoing training/recruitment 	<ul style="list-style-type: none"> In person or online 	Shahitha Maideen ShahithaM@ciwa-online.com 403-263-4414 Ext. 163
Fast Track Employment Training for Immigrant Women	<ul style="list-style-type: none"> Ongoing recruitment for Protection Skills track (security guard) Ongoing recruitment for Front-line Customer Service track Ongoing recruitment for Administrative Support Skills track 	<ul style="list-style-type: none"> In person or online 	Liudmila Shirdast LiudmilaS@ciwa-online.com 403-263-4414 Ext. 270
Food Service Training	<ul style="list-style-type: none"> Ongoing training/recruitment 	<ul style="list-style-type: none"> In person or online 	Myla Felipe MylaF@ciwa-online.com 403-263-4414 Ext. 250
Line Cook Training	<ul style="list-style-type: none"> Ongoing training/recruitment 	<ul style="list-style-type: none"> In person or online 	Danielle Turner DanielleT@ciwa-online.com 403-263-4414 Ext. 271
Modular Employment Training	<ul style="list-style-type: none"> Ongoing training/recruitment 	<ul style="list-style-type: none"> In person or online 	Jocelyn Echenique JocelynE@ciwa-online.com 403-263-4414 Ext. 170
Retail Training Program	<ul style="list-style-type: none"> Ongoing training/recruitment 	<ul style="list-style-type: none"> In person or online 	Marie Solange Bebandoue Evehe MarieB@ciwa-online.com

Family Services Department			
Program(s)	Services	Delivery	Contact
Cross Cultural Parenting Program	<ul style="list-style-type: none"> • Ongoing one-on-one support for immigrant parents and grandparents • Virtual group parenting sessions • <i>One-on-one support available in French</i> 	<ul style="list-style-type: none"> • In person or online • Phone • Email 	Fiona Hayes FionaH@ciwa-online.com 403-263-4414 Ext. 160
Civic Engagement	<ul style="list-style-type: none"> • Ongoing one-on-one follow up support to all existing clients • Virtual Train the Trainer sessions for adult and youth • Youth Leadership Course <p><i>*registration required for all courses</i></p>	<ul style="list-style-type: none"> • In person or online • Phone • Email 	Shannon Edeonu ShannonE@ciwa-online.com 403-263-4414 Ext.199
Employment Security Alliance for Vulnerable Immigrant Women	<ul style="list-style-type: none"> • Ongoing one-on-one support to all existing clients • Limited group sessions for employer participants 	<ul style="list-style-type: none"> • In person or online • Phone • Email 	Ayodeji Adetimehin AyodejiA@ciwa-online.com 403-263-4414 Ext. 233
Family Conflict Prevention Program	<ul style="list-style-type: none"> • Ongoing one-on-one counseling services for immigrant women and men • Accepting new intakes and appointments • Virtual support groups 	<ul style="list-style-type: none"> • In person • Online (if needed) • Phone • Email 	Bela Gupta BelaG@ciwa-online.com 403-828-4968
Family Resource Network Hub	<ul style="list-style-type: none"> • Accepting referrals for the following spoke services: <ul style="list-style-type: none"> ○ HIPPY ○ Home Visitation ○ Immigrant, Girls, Boys and More ○ Individualized parenting support • <i>Services available in French</i> 	<ul style="list-style-type: none"> • In person • Online (if needed) • Phone • Email 	Veronica Aliu VeronicaA@ciwa-online.com 403-263-4414 Ext. 280
In Home Support	<ul style="list-style-type: none"> • Ongoing one-on-one support to existing clients • Initial needs assessment • Critical services referrals • Accepting referrals from Children's Services • <i>Services available in French</i> 	<ul style="list-style-type: none"> • In person • Online (if needed) • Phone • Email 	Kashmira Zala KashmiraZ@ciwa-online.com 403-263-4414 Ext. 195
One-on-One Counselling	<ul style="list-style-type: none"> • Ongoing one-on-one counseling services for female immigrant youth and seniors • Accepting referrals via phone and email • Virtual group sessions 	<ul style="list-style-type: none"> • In person • Online (if needed) • Phone • Email 	Azita Afsharnejat AzitaA@ciwa-online.com 403-263-4414 Ext. 147
Pathways to Success for	<ul style="list-style-type: none"> • Ongoing one-on-one support to existing clients 	<ul style="list-style-type: none"> • In person 	Melody Ho MelodyH@ciwa-online.com

Immigrant Youth	<ul style="list-style-type: none"> • Virtual support groups 	<ul style="list-style-type: none"> • Online (if needed) • Phone • Email 	403-263-4414 Ext. 283
Supports for Immigrants with Mental Health and Addiction Issues	<ul style="list-style-type: none"> • Ongoing one-on-one mental health and addictions support for immigrant women and men • Accepting new intakes and appointments • Virtual support groups 	<ul style="list-style-type: none"> • In person • Online (if needed) • Phone • Email 	Vandana Sharma VandanaS@ciwa-online.com 403-263-4414 Ext. 255
Youth Mentorship Program	<ul style="list-style-type: none"> • Ongoing one-on-one follow up support to all existing clients • Ongoing recruitment for new mentees and mentors <p><i>* group & mentorship sessions suspended at this time</i></p>	<ul style="list-style-type: none"> • In person • Online (if needed) • Phone • Email 	Neha Mehta SirineM@ciwa-online.com 403-263-4414 Ext. 217
Youth Program	<ul style="list-style-type: none"> • 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 <p><i>*community based programming suspended at this time.</i></p>	<ul style="list-style-type: none"> • In person • Online (if needed) • Phone • Email 	Pauline Baysa PaulineB@ciwa-online.com 403-263-4414 Ext. 148
Victims Support Outreach Program	<ul style="list-style-type: none"> • Ongoing one-on-one support • Accepting referrals from Children's Services 	<ul style="list-style-type: none"> • In person • Online (if needed) • Phone • Email 	Catherine Kurishinal CatherineK@ciwa-online.com 403-561-0549

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