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Farhana Sana Huda Laiba Sharmeen Bina Ying Rubeena Urosha Sheema Asma Sahir Rocio Lisa Li Nazeera Romana Uroj Taranum Margau
Emilie Tatum Tatyana MATHILDE Teagan Thalia Pamela Madison Theresa Madalyn Tia Tiana Maeva Amelie Louise Amanda Amadine Madalynn Teres
Rebecca Melanie Eva Noemie Elodie Clemence Margot Celia Mallory Claire Alice Elisa Madelyn Romane Audrey Laurine Jade Marlen Elis
Valentine Magdalena Farwa Sunana Alicia Nazeera Amber Yue Sobia Alba Rokhia Zara Doris Samia Azra Salooni Mona Saima Claudia Ayashi
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Anoosha Krishma Hui Mary Aleena Sabreena Feroza Shaheen Carmenza Meena Marina Palavi Mary Sanober Naina Shaukar Tao Zobia Saman
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Carmen Tianna Michelle Geeta Michelle Catalina Rahima Tiara Sunita Wafaa Tatiana Jenny Mercedes Farhanaz Mary Elena Lucie Grace Zeena
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2006-2007 Annual Report

Celebrating 25 years of service



Vision

Women from **diverse** backgrounds are **empowered** to reach their goals and **dreams** as equal and contributing members of **Canadian** society

Mission

Calgary Immigrant Women's Association **delivers** professional **services** that facilitate the integration and full **participation** of women and their families in the **community**

Values

Inclusiveness

Equality

Empathy

Integrity

We empowered. We supported. We provided. We involved.
We encouraged. We offered. We enriched. We educated.
We enhanced. We comforted. We assisted. We envisioned.
We advocated. We referred. We counselled. We protected.
We understood. We educated. We organized. We cared.
We served. We initiated. We connected. We interpreted.
We persevered. We informed. We delivered. We developed.

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Message from the President of the Board of Directors

This has been a year of transformation and renewal. After a comprehensive and detailed organizational review, CIWA has emerged with a **revitalized** mission and a new organizational structure. We are well on our way to implementing the directions outlined in our five-year **strategic** plan.

Board activities in the past year revolved around the reorganization process, which was overseen by members of the Board and the Executive Director. The Board and staff worked together to revise CIWA's **mission**, **vision** and **value statements**. The Board updated the strategic plan to identify current priorities.

Board Members

President

Jolanta Warpechowska-Gruca

Vice President

Tammy Wong

Treasurer & Finance chair

Peter Dorrius

Secretary & Recruitment chair

Janet Burstall

Director

Susan Costello

Advocacy chair

Olivia Pavel

Self Governance chair

Liza McCoy

Program Oversight chair

Alicia Caro

Fund Development chair

Tracy Diehl

Human Resources chair

Janet Salopek

Director *Brenda Pereira-Needham*

Director *Jagjit Kaur Singh*

Reserve Director *Benjamin Rock*

Reserve Director *Chinwe Onwuekwue*

Reserve Director *Khatera Haidery*

The Board identified five priorities for the upcoming years:

1. Strengthen core services and program areas where CIWA has special expertise,
2. Establish partnerships and collaborative programs with other agencies to serve clients through the combined strengths and resources of CIWA and partner agencies,
3. Develop and implement a comprehensive fund development strategy with clear funding targets,
4. Develop and implement a comprehensive human resources plan,
5. Develop and implement a comprehensive communications strategy to increase CIWA's visibility in the community.

The **Finance Committee**, working with the financial manager, developed global budget and monthly reporting packages that support regular managerial assessment of the financial state of the organization. The **Fund Development Committee** continues to work on a fund raising strategy, and together with CIWA staff, is planning several fundraising activities that will be implemented next year. The **Advocacy Committee** assisted with external and internal communications related to the reorganization process. A section of the CIWA website dedicated to internal Board communication was updated to reflect the goal of facilitating Board members' access to key Board documents and reducing the use of paper-based communication. The **Recruitment Committee** developed an intake process for Board members to improve the recruitment process of new members and volunteers to meet the current skill needs of the Board. Work has begun on a CIWA membership strategy in preparation for membership base expansion. The **Human Resources Committee** developed a compensation policy for the Association and reviewed goals and objectives for the Executive Director's functions.

We would like to thank all our **partners**, **funders**, and other **stakeholders** who supported CIWA throughout our reorganization. We would like to extend our appreciation to all the **volunteers** who gave their time to help CIWA's clients and support CIWA in many different ways. And finally, we would like to thank all our **Board** members, including those who step down at the end of this term and those who will continue to serve CIWA in the exciting year ahead.

Jolanta Warpechowska-Gruca

Message from the Executive Director

This past year was very exciting and action packed for all of us at CIWA. We were able to strengthen our existing programs and further respond to the growing needs of our clients by expanding programs and services in the area of **literacy, language training, employability, health education and family violence prevention**. A total of 8,935 clients were served in individual counselling sessions, group workshops and through registered programs and services at CIWA. Clients from 127 countries speaking 140 different languages enriched our environment and this community.

CIWA is dedicated to strengthening the core and essential pillar of the family: women, mothers, and grandmothers. Our services **empower** immigrant women, and by extension, strengthen the entire family unit. So, while we focus on and support the needs of immigrant women, we also provide effective **support** for the immigrant family as a whole. To this end, we have generated effective collaborations with more than 200 community agencies and **offer** community based programs and services in more than 45 community locations.

To enhance CIWA as an organization, we **embarked** on an organizational review process this past year. Having recently finalized the process, we are now a **stronger** organization, creating new and exciting opportunities for our staff and clients while building on our great **successes** over the years. The combination of past experience with new and creative ideas will strengthen CIWA's role as a **leader** in the years to come. Personally, it has been a rewarding experience to work with all CIWA stakeholders during this time of change and **renewal**. One major organizational change has been the establishment of a Human Resources office. This office is updating staff recruitment and training procedures and is working diligently to make CIWA a staff-friendly environment and a **welcoming** place to work. We are dedicated to supporting our staff and, to that end, have provided CIWA employees with professional development **opportunities** related to health and safety, computer proficiency and sector specific training.

As CIWA celebrates its 25th year as an organization **dedicated** to providing services to immigrant women and their families, I pause to admire the great achievements of our clients over the years. It is always **rewarding** to see our clients taking on the role of true citizens by **contributing** fully to the fabric of the Calgary community and Canadian society as a whole.



Top 5 Client Languages

Mandarin/Cantonese	26%
Spanish	17%
Arabic.....	8%
Farsi	4%
Urdu	5%

Clients speak
140 different languages

Top 5 Client Countries of Origin

China	21%
Sudan	9%
Colombia	8%
Pakistan	5%
India.....	4%

Clients come to us from
127 countries

Staff speak
40 different languages

200
community partners

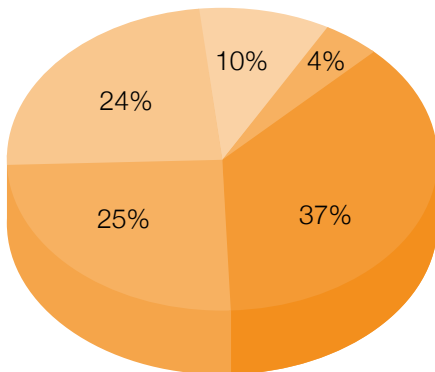
45
community locations

Beba Svigir

Settlement and Integration Department

2,215
total Settlement and
Integration clients

“With my experience at CIWA I can give encouragement to other women who are trying to start a new life in Canada.”
- Integration client



Client Immigration Categories

Independent	37%
Refugee	25%
Family Class	24%
Live in Caregivers, others	10%
Refugee Claimant	4%

Along with the continued success of Settlement and Integration's many programs and services this past year, we have focused on enhancing women's knowledge and access to pertinent health information and resources. In 2006-2007 our department implemented two new initiatives related to two important women's health issues: cervical cancer and HIV/AIDS.

Settlement Services support new immigrant and refugee women and their families to integrate successfully into Canadian society. The Integration Program assists immigrant women who experience family conflict or other barriers to basic needs by providing information on housing, social services, food and legal assistance. New Friends and Neighbourhood Groups provide a safe environment for immigrant women to meet weekly in their neighbourhood to make friends, share experiences, practice conversational English and discuss resources available in their communities. In Home Support provides direct in-home preventive services and crisis response support to high-need ethnic groups. The Legal Clinic is offered in partnership with Calgary Legal Guidance and provides free legal advice on family and immigration issues to immigrant/refugee women and/or their families.

Through the support of AIDS Calgary and the Alberta Community HIV Fund (ACHF), the I CARE Project plans, develops and produces appropriate educational materials targeted at immigrant and refugee women. We focus on educating staff and volunteers in diverse ethnic communities to enhance their understanding of HIV/AIDS and the stigma attached to this disease as well as their ability to provide culturally competent services for those who live with HIV. In addition, with the collaboration of AIDS Calgary, we provide HIV/AIDS education sessions, condoms and other HIV/AIDS resources to different Calgary cultural communities. AIDS Calgary, a member of our advisory committee, has been key to the success of the I CARE Project and, as a show of support, invited CIWA to participate in the "Giving Women Power Over AIDS" exhibit at the Glenbow Museum.

300 million dollars additional government funding for 2006-2008 to support settlement services across Canada

“I find it very important to have people who can talk to us in a way that is easy to understand because we can ask questions and don’t feel worried about that.” - Settlement client

The **Immigrant Women’s Cervical Cancer Screenings Project** is delivered in partnership with the Calgary Health Region’s Women’s Health Resources. We target under-screened and under-served immigrant women at risk of cervical cancer. Immigrant women are given the opportunity not only to learn about cervical cancer through educational talks, but to participate in the clinic and have their pap tests done right away by a female doctor, instead of waiting to find a family doctor. Women’s Health Resources have kindly supplied our organization with the cervical cancer screening clinic, follow-up client services and trained health presenters for this and other CIWA programs.

552
meetings with partners to
enhance client services

170
client workshops and
information sessions



851 average cost of renting an apartment in
Calgary in 2006

Family Services Department

3,142
total clients served

“We are able to understand the Canadian laws much better.”

-Cross Cultural Parenting client

This past year has been one of excitement, challenges and successes for **Family Services**. We expanded our network of partners and increased the breadth of several of our programs, most notably our services directed at young people. The Family Services Department continues to work collaboratively with the community to support CIWA clients and their families.

The **Cross Cultural Parenting Program** continued its success this past year by serving over 200 clients in nine parenting groups and numerous customized individual sessions. The **Healthy Families Program** continued to work in collaboration with the Calgary Regional Home Visitation Collaborative (CRHVC) to serve families in need. The **Family Conflict Program** served over 130 clients experiencing family conflict and domestic violence situations through cross-cultural therapeutic counselling and connections to various community services. The **In Home Support Program** offered services to 27 clients (referred through Child Welfare) with first language support while the **Baby Club** remained an important support for new mothers and parents. The needs of young immigrant women continued to be served through The **Girls Culture Club**, which ran over 222 workshops covering various issues of concern to this group. This year, the **Youth Program** was able to expand the number of sites in which it operates to 13 schools from both the Calgary Board of Education and the Calgary Roman Catholic Separate School District.

31
off-site community locations

The launch of the **Youth Educational Strategy (YES) Manual** in May of 2006 was a very exciting initiative arising from the Youth Program. CIWA uses this manual to support our youth coordinators when dealing with and discussing issues of violence and conflict with groups of young women. In addition, the manual has been extremely useful to mainstream agencies in helping them understand immigrant girls' issues.

The **Parent Link Centre (PLC)** partnership has been a new addition to the department this year. This is a partnership between six different agencies that came together in

20 percent of Calgary's homeless population are immigrants

“Respect and caring from you helped me see myself as a human being and increase my self-confidence and courage to face difficulties addressing and solving the issue of abuse.” - Family Conflict client

2005 to establish a PLC for the Heart of the Northeast Community Resource Centre. The PLC came into existence in 2006 and had its official launch on February 28, 2007. CIWA hosted a full-time parent coach position to work with the immigrant population in the northeast area and to assist in the smooth functioning of the PLC. This has proven to be a unique and a very successful partnership.

The **Crossing the Bridge Project** embodies CIWA's efforts to collaborate with the community to combat family violence and family conflict. Going into its third year, the project has recently secured partnership with the Muslim Association of Calgary. This partnership will open more doors for women and families from this ethnic community experiencing family conflict issues. Finally, our partnership with the North of McKnight Multicultural Domestic Violence Committee allowed us to organize and participate in a Forum for the South Asian population in February, which focused on issues of domestic violence. In total, this project has touched the lives of over 95 immigrant women.

533
total workshops delivered to clients



32,600 immigrant youth living in Calgary in 2006

Language Training and Childcare Department

1,021

total number of clients and
their children

*“Before I didn’t believe in
myself but now I am not
afraid, thank you CIWA.”*

- Pebbles in the Sand participant

This year the [Language Training and Childcare Department](#) was pleased to receive extra funding and community support to expand two of its programs – Language Instruction for Newcomers to Canada (LINC) and the Pebbles in the Sand Program. We also received funding to spearhead an exciting and innovative research project around literacy issues to benefit both students and teachers.

Our language training programs offer a number of distinct opportunities to mirror the needs of our increasingly diverse client base. In 2006-2007, the [Pebbles in the Sand Program](#), which supports the literacy development of immigrant women with zero to six years of education in their home country, served a total of 282 women. Funding from Citizenship and Immigration Canada (CIC) is allowing us to reach more clients in three new Calgary communities. We are currently offering nine Pebbles classes in eight different community locations. We also added two evening [LINC](#) classes this past year to accommodate clients unable to attend during the day. In total, our LINC classes served a record 268 clients over the year. Our ongoing accent reduction training program, Canadian Pronunciation, helped improve speech patterns of 16 clients. Our clients’ childcare needs were met through our [Small Multicultural Immigrant Learning Early Strategies \(SMILES\)](#). We served over 36 Calgary community locations, where qualified staff minded 441 immigrant children ages six months to six years.

2,010

language classes

The [Enhanced Business English Program \(EBE\)](#) assists professional immigrant women enter the Canadian workforce in their field of expertise via business English instruction and interpersonal communication skill building workshops. We had two very successful intakes, serving 30 clients from 15 different countries. Participants from this program have gone on to professional positions in various fields including banking, accounting and health care.

67.6 percent of new immigrants cannot speak
either of Canada’s official languages

“As immigrant professional women, we face a lot of challenges going back to work in Canada. We have been confused and sometimes frustrated. But we are smart and lucky. We took the EBE program, and we have made great progress in the last six months.” - excerpt from a speech made by an EBE student

We are excited to introduce a new project funded by Alberta Employment, Immigration and Industry (AEII) to enhance student-teacher rapport by increasing teachers' cultural knowledge and ability to foster respectful communication in the classroom. *Knowing your Literacy Students: a Curriculum and Cultural Manual for Literacy Programs* will generate a curriculum and cultural resource manual to enhance teachers' understanding of the culturally sensitive needs, traditions and beliefs of their students. The manual will be piloted in collaboration with other language service providers in a literacy class at CIWA. The findings will be disseminated in 2008.

6,066
hours of language instruction



5 years until we are 100% reliant on the immigrant population for economic and social growth in Canada



Our Clients

Cynthia never considered the value of volunteerism when she emigrated from Asia with her husband and young son. Upon her arrival in Canada, she attended CIWA's Volunteer Orientation session and learned how volunteering could benefit herself, her family, and her new community. Cynthia began volunteering at CIWA as a way to acquire Canadian work experience. She was an English teacher in her home country and was well suited as a teaching assistant for CIWA's LINC classes. In addition to this, she served as a volunteer interpreter for CIWA clients.

Volunteering helped build Cynthia's self-confidence in a Canadian context. She soon felt ready to enter a mainstream Canadian work environment and applied for a job as a lunchroom supervisor with the Calgary Board of Education (CBE). Cynthia was offered the position and continues to work with the CBE five days a week. According to Cynthia, she is pleased with her accomplishments and now feels like a productive member of Canadian society. She continues to give back to CIWA and to her new community.



Jane arrived in Calgary with her husband and nine-year old son 2 years ago. She was eager to find employment. However, she had no idea where to start her job search because she had no defined career goals. With the help of one of CIWA's employment counsellors, Jane came to the conclusion that her skills and previous work experience in her home country were best aligned with the administrative field. Although she had some administrative experience, she needed to improve her skills and understanding of Canadian workplace culture. She attended workshops and training sessions that helped her learn how to communicate with

confidence in English, establish networks and improve her resume, among other skills. Jane received additional individualized job search support from the counsellor. She actively sought out employment opportunities until she was successfully hired as an engineering assistant at a large engineering firm. Her duties include producing reports and managing engineering data. CIWA is proud of her accomplishments and how she was able to empower herself to secure and retain meaningful employment.

Skills Training and Employment Services Department

1,083

employment counselling sessions

Another outstanding year for the Skills Training and Employment Services Department has come to an end. We would like to thank our funders and partners for their continued support of our efforts to make a difference in the lives of immigrant women. Our services address the employment barriers faced by immigrant women in their efforts to secure employment in Canada.

2,064

participants in workshops

This year the department continued to offer our core services of Individual Employment Counselling and Pre-employment Workshops. These services assist women to become self-sufficient in the areas of job search, career exploration, skill enhancement and job maintenance. Participants learn to write resumes, cover letters and thank you letters, and practice job interview skills. More than 100 employment

“CIWA always functioned as ‘My mother’s home’. Whenever I have some problems and difficulties, I always go back to CIWA for support and solution. Thank you for all the encouragement!” - Employment Counselling client

324

total employment workshop hours

workshops were held in 2006-2007 with an average of 20 women participating in each. In addition to this, 256 women received individual counselling.

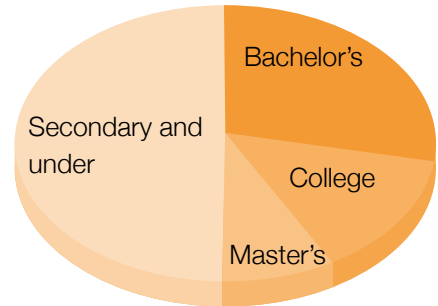
In light of current labour market trends, we have focused many of our services on supporting trained professionals gain meaningful employment in their chosen profession. We are working hard to connect immigrant women to corporate Calgary and vice versa. Our Networking Breakfast Meeting has seen a 10% increase in corporate partner participation; close to fifty companies have participated in the network meetings over the past year. We receive positive feedback from our

33 percent of immigrants find work in their intended occupation within their first year in Calgary

“CIWA helped me strengthen my self-confidence and empowered me to think more positively about my future career.” - Employment Workshop client

partners and participants, both of whom benefit from the service. So far this year over fifty women have secured employment.

We have also expanded our skills training component to include **Accounting Training** alongside our very successful **Receptionist Training**. This new program facilitates the transition of foreign trained bookkeepers and accountants into the Canadian job market. Another new initiative involves collaboration with Nova Chemicals whereby a professional engineer provides individual assistance to professional immigrant women seeking employment in the fields of engineering, geophysics, and geology.

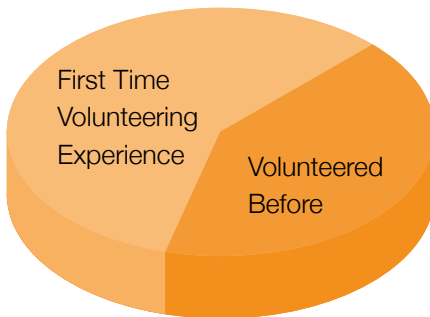


Client Higher Education	
Bachelor's Degree.....	28%
College Certificate/Diploma....	14%
Master's/Doctorate	8%
Secondary and under.....	50%

2 billion dollars are lost annually due to under-utilizing immigrant skills

Volunteer Training and Community Development Department

New CIWA Volunteers



The Volunteer Training and Community Development Department experienced a year full of new opportunities and challenges. Calgary community volunteers from all walks of life continue to support the successful integration of immigrant women into Canadian society. In the past year, we had 361 volunteers contribute 27,419 hours to our initiatives. Many of our volunteers are immigrant women themselves; out of 191 new volunteers, 111 were immigrant women volunteering for the first time in Canada.

The Volunteer Program, Volunteer Cooperative and Arts and Crafts Market are still running strong. The programs are enhancing activities in the community and involving more immigrant women in volunteering initiatives. The Community Development Program for the Sudanese community continues to provide services, referrals and bridging to available community services. Moreover, we have increased our focus on Sudanese youth experiencing challenges in school and home life.

361

CIWA volunteers

“I like CIWA because it gives me the opportunity to meet new people, learn and understand other cultures while gaining more work experience and enhancing my skills. Thank you.” - Volunteer from the Philippines

27,419

volunteer hours

This past year we were able to expand beyond regular program activities. The Nickel Foundation helped our Toy and Interactive Book Bag Library update its resources to meet the demands of our clientele (children ages zero to ten). We are promoting our library services and vision through story reading presentations

30 percent of immigrants volunteer for not-for-profit or charitable organizations

“Volunteering at CIWA gave me the opportunity to reinforce my sagging self-confidence. It has also introduced me to people who can help, advise, sympathize, and give ideas and information. I think I got more out of volunteering than I put in. Recognition and appreciation of my work was wonderful.” - Volunteer from the Middle East

to a kindergarten class at Connaught Community School. We were also able to update and re-organize our **Clothes Hangar** service for those families living in the Connaught Community.

Our partnership with the **Connaught Community School** continues to expand to meet the needs of their growing immigrant population: over 85% of the school's student population are new Canadians. CIWA and Connaught are working together to respond to the immediate needs of the Karen speaking population that arrived in September. With the generous support of the United Way, we are now offering weekly drop in cross cultural parenting classes with childcare support and computer training to families and individuals at our expanded community access computer station. These two initiatives serve not only Karen but also other parents in the community.

1,053
clients served by Community
Development Initiatives



449 million volunteer hours reported by
Alberta organizations annually

Traditional Funders

Citizenship and Immigration Canada (CIC)
United Way of Calgary and Area
City of Calgary (FCSS)
Alberta Employment, Immigration and Industry (AEII)
Region 3 Calgary and Area Child and Family Services Authority
Calgary Regional Home Visitation Collaborative
Community Donor
Calgary Learns
Alberta Gaming
Status of Women Canada
Alberta Children's Services
Alberta Advanced Education and Technology
Catholic Charities
Hand-in-Hand Parent Link Centre
Alberta Community HIV Fund

Thank You

Donors

Alberta Cervical Cancer Screening Program
Alliance Pipeline Limited Partnership
Burns Memorial Fund
Canadian Pacific Railway
ConocoPhillips Canada Resources Corp.
The Co-operators
Enbridge Pipelines Inc.
EnCana Cares Foundation
First Calgary Savings and Credit Union
FirstEnergy Capital Corp.
Gibson Energy Ltd.
Harry and Martha Cohen Foundation
Intergulf-Cidex Development Corp.
Knox United Church
Martha G. Billes Family Foundation
Neteller
Nexen Inc.
Petro-Canada
RBC Foundation
Shell Chemicals
Sorooptimist International of Calgary Society
Southland Transportation Ltd.
Sun Down Consulting Inc.
Sunnyside Greenhouses Ltd.

Merci

Partners

AAISA
 About Staffing
 Acadia Elementary **School**
 Accountemps
 African Sudanese Association
 AIDS Calgary
 AISEC – EnCana
 AISH
 Alberta Children’s Hospital – Multicultural Steering Committee
 Alberta Energy and Utilities **Board**
 Alberta New Sudan Association
 Alberta Teacher’s Association
 Alberta Works
 ALTA Gas
 Ann-Louise Jewelers
 APEGGA
 Astro Oil
 ATB **Financial**
 ATCO Structures Inc.
 Bantrel Inc.
 Beddington Church
 Belle Vie
 Best Beginning **Program**
 Bethel Baptist Church
 Bow West Community Resource Centre
 Bowen Workforce Solutions
 Boys and Girls Club
 Calgary Alliance for Promoting Harmonious Families
 Calgary Board of Education
 Calgary Bridge **Foundation** for Youth
 Calgary Roman Catholic Separate School District
 Calgary Catholic Immigration **Society**
 Calgary Chamber of Commerce
 Calgary Children’s Initiative
 Calgary Chinese Community Services Association
 Calgary Church of Christ
 Calgary **Coalition** for Equal Access to Education
 Calgary Coalition on Family Violence
 Calgary Co-op
 Calgary Counseling Centre
 Calgary Domestic Violence **Committee**
 Calgary Family Services Society
 Calgary Health Region
 Calgary Housing Company
 Calgary Immigrant Aid Society
 Calgary **Immigrant** Educational Society
 Calgary Interfaith Food Bank
 Calgary **Interfaith** Furniture
 Calgary Learning Centre
 Calgary Learning Village Collaborative
 Calgary **Legal** Guidance
 Calgary Police Service
 Calgary Public Library
 Calgary Training Inc.
 Calgary Urban Project Society
 Calgary Women’s Centre

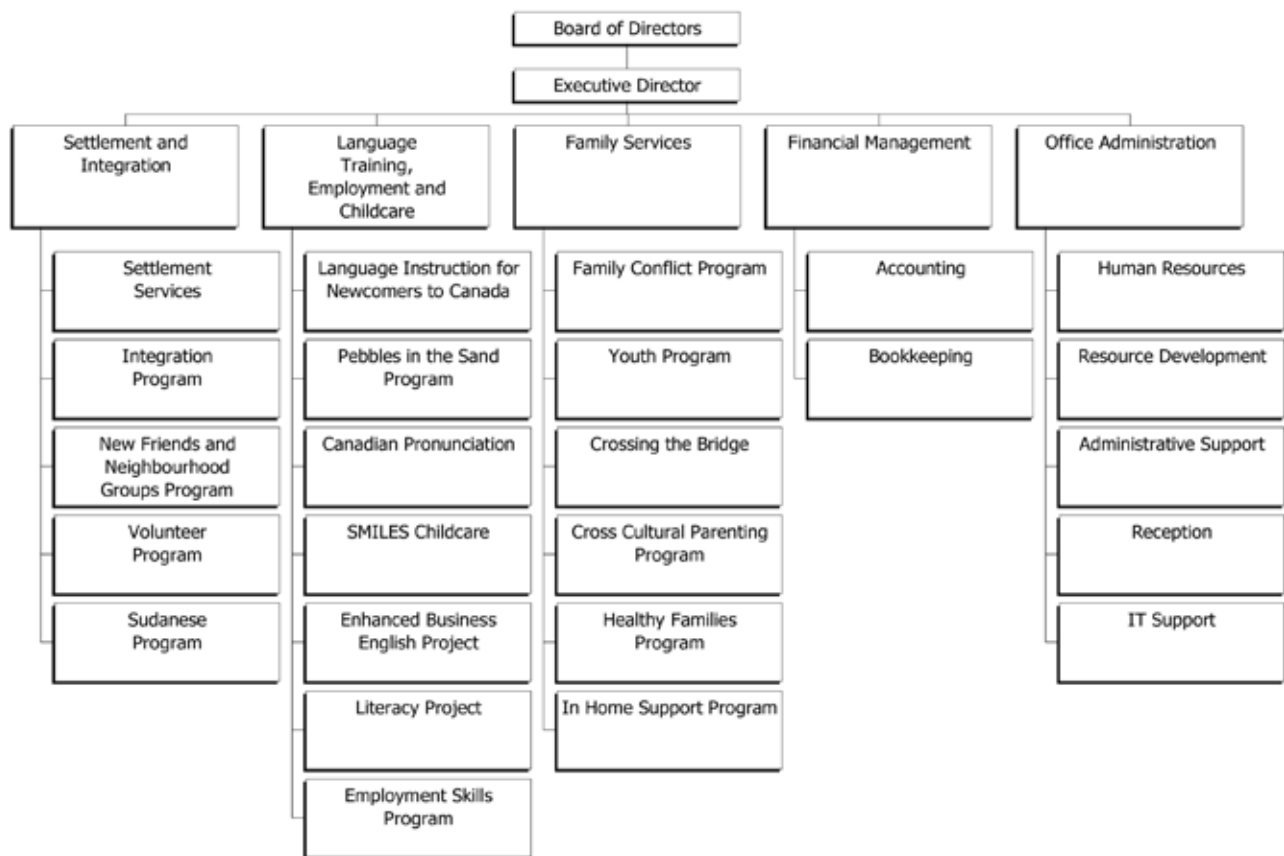
Calgary Women’s Emergency **Shelter**
 Calgary Women’s Wellness Centre
 Canada **Post**
 CBC
 Canadian **Immigration** and Refugee Board
 Canadian Pacific Railways
 CANAF
 CareConnect
 Catherine Nichols Gunn Elementary School
 Catholic Family Services
 Centre for Newcomers
 Centre Point
 Changing Together...A Centre for Immigrant Women
 Child Welfare Diversity Working Group
 City of Calgary Transport **Assistance** Program
 Community Kitchen Program of Calgary
 Connaught Community School
 ConocoPhillips
 The Coalition **Group**
 Co-op Midtown Market
 Credit Counseling of Alberta
 Deerpark United **Church**
 Discovery House
 Duke Energy
 The Dunvegan Group
 Ethno Cultural Council of Calgary
Faith Link Steering Committee
 Family Resource Network
 First Baptist Church
 Foothills Alliance Church
 Forest Lawn Public Library
 Full Gospel Church
 Glenbow **Museum**
 Grace Baptist Church
 Gulf Canada Square
 Heart of the Northeast **Community** Resource Centre
 HomeFront
 Husky Energy
 IHS Energy
 ILVARC
 INTUIT Canada
 IQUAS
 Ismaili Muslim Community
 Jewish Family **Services**
 Keeler School
 Kids Up Front
 Knox United Church
 Legal Aid Society of Alberta
Literacy Alberta
 London Drugs
 Making Changes Employment **Association** of Alberta
 Manpower International

McDougall United Church
 Mohid Maghany Chartered **Accountants**
 Momentum
 MOSAIC Cultural **Festival**
 Mount Royal College
 Multicultural Centre
 Muslim Association of Calgary
 Nazarene University **College**
 New Life Evangelical Free Church
 NEXEN
 North of McKnight Community Resource Centre
 Nova Chemicals
 OAS Oilfield Accounting Services Office Team
 Optima **Engineers** and Constructors
 Parent Link Centre
 Petro-Canada Oil and Gas
 Pineridge School
 RBC Royal Bank
 Region 3 – Calgary and Area CFSA
 Resources **Professional**
 Robert McClure United Church
 Safeway
 Salvation Army
 Shaganappi Public **Library**
 Shell Canada
 Sleep Country Canada
 Somali Canadian Association of Calgary
 SAIT
 Southwest Community Resource Centre
 Stay Focused Group
 STD **Clinic**
 Stem Communications Limited
 St. Andrews United Church
 St. Michael Catholic Community
 Summit Care **Corporation**
 Suncor
 Sunrise Community Link
 Symons Valley United Church
 Talisman Energy
 Toastmasters of Alberta and Saskatchewan
 The Salvation Army
University of Calgary
 Varsity Acres Presbyterian Church
 Village Square Public Library
Volunteer Calgary
 Walk-In Closet
Wellness Centre at Forest Lawn High School
 West Canadian
 West Central Community **Resources** Centre
 Westin Bakeries
 Women in Need Society
 Women’s Health Resource
 YMCA Calgary
 YWCA Family **Violence Prevention** Centre and Sheriff King Home

Organizational Review

CIWA went through a period of transformation and renewal during 2006-2007. A capacity-building grant from the **United Way** made it possible for CIWA to **embark** on an organizational review process. It was clear that a revised operational framework was necessary to increase the effectiveness of CIWA and **improve** client service. To that end, the agency **engaged** Centre Point Non-Profit Management to facilitate an organizational restructuring plan. The process required multiple steps and began with initial **consultations** involving the CentrePoint consultant and the CIWA Organizational Review Committee to establish a **plan** of action.

The CentrePoint consultant **evaluated** programs and services through focus groups with staff and interviews with department managers and the Executive Director. External interviews with stakeholders helped **assess** CIWA's role and public image within the non-profit sector and led to an **analysis** of CIWA's major strengths, weaknesses, opportunities and threats. Following an



intensive and comprehensive organizational review, CIWA's mission, vision, and value statements were **redefined** and a new organizational structure was **generated**.

The new organizational structure and mandate are currently being communicated to our funders, stakeholders and community partners. The **success** of the restructuring process is already evident in new projects, the **enhancement** of existing programs and a noticeable increase in staff job **satisfaction**. CIWA remains one of the leading immigrant serving agencies in the city of Calgary. This review has empowered CIWA to **improve** its delivery of professional services to facilitate the integration and full participation of immigrant **women** and their families in the community.

CIWA 25th Anniversary

The seeds of CIWA were sown by a group of dedicated and passionate immigrant women **twenty-five** years ago. From humble **beginnings** CIWA has become one of the leaders in the immigrant serving sector and remains the only immigrant agency run for women by women. Although there are many challenges to running a not-for-profit, CIWA has experienced growth and sustainability with a lot of hard work and **commitment**.

CIWA began as a home away from home for immigrant **women** and their families in Calgary. Immigrant women in Calgary wanted to keep in touch and build a community in their new city. The centre was opened in 1982 with this mandate: to empower immigrant women by providing information, enhancing their self-esteem, making them aware of their rights and by encouraging them to be directly **involved** in the process of decision making, thereby becoming more active participants in

“The women who helped CIWA grow always placed immigrant women first before anything else.” - Kamal Seghal, early CIWA coordinator

Canadian society. The women discussed issues around multiculturalism, making **connections**, finding their place in Canada and what impacted their lives in general. Today CIWA employs over seventy full-time and part-time staff and offers twenty-nine different programs at the main office and in 45 community locations, enhancing the lives of thousands of immigrant women and their families. As we celebrate our 25th anniversary we would like to **thank** all those who contributed to CIWA's **successes** over the past quarter century. We look forward to seeing you at our **gala** celebration in October.

Board Presidents

1982 *Christine Lasalle*
1983 *Jehad Abu-Albeh*
1983 *Saro Zachariah*
1984 *Sally Shah*
1984 *Eleanor Cooper*
1985 *Amal Umar*
1985 *Noreen Nimrod*
1987 *Marissa Poon Tip*
1988 *Rosa Buno Joffre*
1989 *Yuki Shimizu*
1990 *Guadalupe Salguero*
1991 *Isabela Gasparini-Soares*
1992 *Hilary G Randall*
1994 *Aradhana Parmar*
1996 *Marva Ferguson*
1998 *Nancy Hetherington*
Pierce
1999 *Louise Griep*
2000 *Carol Sinanan*
2002 *Adriana Saenz*
2004 *Zemeta Chefeke*
2005 *Parviz Mohamed*
2006 *Jolanta Warpechowska-Gruca*

Dear past and present staff, volunteers, clients and Board members,

We salute you for your commitment and dedication yesterday, today and tomorrow.

Thank you!



imagine what we will do next year...

.....with your support

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Statistics- Ela Kostanecka
Photography- Bob Cooper
Layout Support - Kiran Birdi
Editors - Beba Svirig, Isabel Cascante,
Susan Rose (volunteer)
Board representation - Jagjit Kaur Singh, Tammy Wong

On behalf of the Annual Report Team, I would like to thank Stem Limited graphic designers for their guidance through this process and West Canadian printing. Your support for non-profits in Calgary does not go unnoticed. Thank you.

- Emma

