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#CIWA

2019 - 2020

“ #CIWA ”

The theme of this year’s annual report, #CIWA, reflects the growing influence of technology and social media in the modern age. As the world focuses more on building the foundations of the virtual community, we too must adapt and change with it. The advent of new technologies allows CIWA to not only empower immigrant women locally - within Calgary - but also empower immigrant women on a global scale.

From the #metoo movement to the #heforshe movement, social media grants those who are underrepresented, and often unheard, a platform to speak out against injustices and advance human rights such as gender equality and freedom from discrimination. Not only has social media allowed these voices to be heard, but it has also allowed these messages to spread far beyond local communities and impact change globally.

Engaging with this global community through social media means that CIWA can build a culture of inclusivity and diversity, advance our vision of empowering immigrant women and enriching Canadian society, and foster new and existing relationships with women and agencies all around the world.

Particularly in light of the COVID-19 pandemic, communicating on social media and other online platforms is vital to ensuring that CIWA can continue to serve newcomer and immigrant women and further our mission of engaging and integrating all immigrant women and their families in the community.

As you read this report, you will learn about how CIWA has contributed to the #immigrationmatters movement as well as shown #leadership in the community by creating #changemakers and making an #impact in Calgary.

This is why #CIWA matters!

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“ #LEADERSHIP ”

“Leaders don’t create followers, they create more leaders.” - Tom Peters

CIWA Board of Directors and senior management team are pleased to report to its stakeholders and the Calgary community that we finalized 2019-2020 fiscal year with exciting #accomplishments and excellent #outcomes for our clients and their families.

During the time of austerity and limited financial resources, this #leadershipteam managed to secure \$14.6M funding to transition immigrant women to successful integration. Our sound #governancepractices provide for agency stability, effective #riskmanagement and client focused approach in everything we do. #Innovation and ability to adjust, coupled with our staff and volunteer resources, have been instrumental in our ability to produce #results, support and #mentor others and share our knowledge and resources.

As we learn and adjust to the new COVID-19 reality, we continue to focus on the art of the possible, alternative and equitable options for successful integration for our clients during this challenging time.

We thank all our funders and partners for the support we received in the past year.

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CIWA Board produced a Fund Development Policy to guide #fundraising initiatives and engage the community to support immigrant women.

Fund Diversification

CIWA #leadership team successfully provided one year of formal #mentoring support for Francophonie Albertaine Plurielle (FRAP) from Edmonton.

Mentoring Supports

CIWA supported the ability of employers to promote #inclusivity by developing the Diversity and Inclusion Resource Guide.

Diversity Resources

As part of #leadership #successionplanning, CIWA produced formal PD plans for senior and middle management.

Professional Development

CIWA provided access to certified #interpretation and #translation services to 39 agencies in Calgary.

Language Venture

“ #IMMIGRATIONMATTERS

“It is time for parents to teach young people early on that in diversity there is beauty and there is strength.” - Maya Angelou

Immigrants make up 70.4% of the labour force in Calgary;¹ CIWA transitioned more than 700 clients to employment in the past year. #economiccontribution

Over 144K private incorporated businesses in Calgary are owned by immigrants;² CIWA's Easy Reading Business Development Tool helps immigrant women become entrepreneurs in 4 industries: beauty and body, childcare, cleaning and food. #socialinnovation

Immigrants account for 1 out of every 4 health-care sector workers;³ more than 500 clients served this past year come from this professional background. #strengthindiversity

Over 400K foreign born residents call Calgary home;⁴ last year, CIWA served more than 17K clients through individual & group services at the main office as well as at 81 locations across the city of Calgary. #welcomenewcomers

One-third of all immigrants in Canada volunteer and two-thirds are members of social organizations;⁵ of the total number of 971 volunteers at CIWA, 95% are immigrants that bring years of skills and experience from their home countries. #communitydevelopment

¹Do and Stroick, Calgary Immigration Data, Summer 2019, 7

²Do and Stroick, Calgary Immigration Data, Summer 2019, 21

³Immigration Matters, <https://www.canada.ca/en/immigration-refugees-citizenship/campaigns/immigration-matters/growing-canada-future.html>

⁴Statistics Canada, Linguistic integration of immigrants and official language populations in Canada, October 2017

⁵Statistics Canada, Census Profile, 2016 Census

⁶Immigration Matters, <https://www.canada.ca/en/immigration-refugeescitizenship/campaigns/immigration-matters/track-record.html#integration>



“ #CHANGEMAKERS

“Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only that ever has.” - Margaret Mead

Equally Safe is a #socialimpact partnership between CIWA, Calgary Police Service, Awo Taan Healing Lodge, Calgary Women's Emergency Shelter, Kerby Centre and YW Calgary aimed to address the current epidemic of domestic violence in Calgary.

CivicAction from Toronto and CIWA, #influencers and #changeleaders in their own right, partnered to host an event that brought together service providers and employers from Calgary to promote the benefits of youth employment through two national initiatives: YouthConnect and HireNext.

The idea of #innovation resonated strongly with health professionals from Mosaic Refugee Health Clinic and literacy practitioners as well as learners from CIWA who developed a series of tools to increase health access and improve health outcomes for all newcomers in Calgary.

Economic Security Alliance for Vulnerable Immigrant Women project connects employers and service providers as #changeleaders committed to enhancing workplace policies that support employment security of women fleeing domestic violence.

#Bethechange is the mission of those past CIWA Youth Program participants who are leading a gender equality initiative for immigrant girls in Calgary in collaboration with the Plan International Canada's Speakers Bureau Hub.



“ #CIWAYYGIVESBACK ”

“Remember that the happiest people are not those getting more, but those giving more.” - H. J. Brown Jr.

#Generosity of CIWA staff, clients and volunteers shone in the more than \$30K fundraised in support of the Cure Foundation and United Way of Calgary and Area.

Line Cook Training program clients contributed 110 volunteering hours to Brown Bagging for Calgary's Kids to ensure that no kids go hungry and to demonstrate that #communitymatters.

CIWA certified interpretation and translation volunteers services delivered more than \$185K of in-kind value to #payitforward and support agencies and businesses in Calgary.

#Buildingcapacity is at the core of CIWA bridging programs whose 355 clients provided 54K hours of volunteer support though job placements for a total in-kind value of \$1.35M.

Senior volunteers from the Arts & Craft Group produced hundreds of masks to support and show their #gratitude to COVID-19 frontline workers.



#Givingmatters for the 971 volunteers who contributed almost \$600K of in-kind value through 24K hours of volunteering support to CIWA.

Over 70 CIWA volunteers contributed \$18K of in-kind value through 724 volunteer hours to support Cerebral Palsy Association, Elbow River Casino, ETHNIK Festival of Arts and Culture, Families Matter, NAR 10 Women's Conference, Shaw Charity Classic and Spectrum Events, proving that #volunteersrock.

A total of 48 volunteers, including senior women, raised over \$3K while doing #socialgood through arts & craft projects.

Our 24 former youth clients returned to support their peers through #civicengagement and #communityservice during field trips, as well as planning and brainstorming sessions to help improve youth experience.

“ #VOLUNTEERS ”

“Volunteers don't get paid, not because they're worthless, but because they're priceless.” - Sherry Anderson



“ #GIVINGISGOOD

“Giving is not just about making a donation. It is about making a difference.” - Kathy Calvin

A unique #philanthropy initiative by Certus Developments allowed CIWA to raise more than \$60K at the Planet Organic closeout sale to support SMILES free childcare program.

More than 40 lawyers and accountants performed 565 hours of #socialgood amounting to \$56K worth of legal and accounting services to #support low-income immigrant women and their families.

#Donors demonstrated that #givingisgood during the Adopt-a-Family initiative at Christmas, which saw over \$37K of in-kind donations providing relief to 44 low-income families.

#Charity is at the core of Burns Memorial Fund whose \$20K of financial support allowed immigrant families to access health, education and recreational services at no cost.

A total of 554 newcomer children received toys and teddy bears during the holiday season from Christmas Toy Drive #donors and Scott Land and Lease.

“ #IMPACT

“One child, one teacher, one book, one pen can change the world.” - Malala Yousafzai

Seven Youth Program clients were all #passion and #purpose as they represented CIWA on Calgary Foundation Youth Council, IRCC Youth Advisory Group, Plan International Canada Speakers Bureau, and #SheGoverns Model City Council.

A total of 60 youth mentors became #influencers and made #impact by promoting multiculturalism and hosting Youth Forum 2020: “Confident Daughters Dynamic Leaders.”

Four #impactmakers shared their lived experiences to #inspire other newcomers by participating on advisory committees hosted by Aspire Calgary and CIWA's Economic Security Alliance for Vulnerable Immigrant Women project.

A staggering number of 295 men and boys engaged through CIWA programs and services proving that they too can become #impactmakers, driven by the #purpose to support the settlement of immigrant women and their families.



Funded by the Government of Canada / Financé par le gouvernement du Canada



Immigration, Refugees and Citizenship Canada

Canada

Financé par :

Funded by Government of Canada's Skills Link program



Funded by Employment and Social Development Canada

Canada

Canada

Funded by Department of Justice

Alberta Government

Innovation and Advanced Education
Children's Services
Community and Social Services
Culture, Multiculturalism and Status of Women
Labour and Immigration

Calgary



fcss
family & community support services

CALGARY FOUNDATION
FOR COMMUNITY, FOREVER

Along with:
Tamarack Endowment Fund at the Calgary Foundation
Turner Family Foundation at the Calgary Foundation
DT Kaya Fund at the Calgary Foundation

United Way
Calgary and Area

CANADIAN WOMEN'S FOUNDATION

ALIGN
Association of Community Services

CALGARY LEARNS

ConocoPhillips

PLAN INTERNATIONAL

firstcalgary

momentum

Ted Rogers Community Grants



RBC

RBC Foundation*

ROGERS

TELUS

Calgary community board*

#FINANCEMATTERS”

“An entrepreneur without funding is a musician without an instrument.” - Robert A. Rice Jr.

CALGARY IMMIGRANT WOMEN'S ASSOCIATION

Statement of Operations

Year ended March 31, 2020, with comparative information for 2019

	2020	2019
Revenue:		
Program grants	\$13,962,613	\$13,651,036
Service fees	152,919	147,194
Partnership grants	151,310	200,846
Donations	115,088	135,681
Casino	40,812	44,219
Fundraising	27,691	17,392
Interest income	16,107	5,398
Merchandise sales	3,048	5,732
Other income	727	11,836
Membership	670	1,020
Amortization of deferred contributions related to property and equipment	170,478	187,289
	14,641,463	14,407,643
Expenses:		
Salaries and benefits	10,689,510	10,560,247
Rent	1,333,611	1,289,030
Materials and supplies	1,130,646	1,022,326
Contract fees	320,570	391,732
Travel	308,120	355,499
Repairs and maintenance	193,108	174,606
Photocopying and printing	119,628	119,065
Staff and volunteer development	56,691	48,957
Miscellaneous	53,409	51,653
Meetings	48,815	17,492
Professional fees	38,871	42,980
Equipment and equipment rental	38,850	25,616
Telephone, postage and courier	38,019	33,576
Goods and service tax	34,562	34,871
Insurance	31,646	33,743
Advertising and publicity	6,737	10,508
Memberships and fundraising	6,394	6,165
Amortization	170,478	187,289
	14,619,665	14,405,355
Excess of revenue over expenses	\$ 21,798	\$ 2,288

Scholarships and Awards Contributors



Gerda R. Bloemraad Scholarship Fund
Shirley Turnbull

“#SOCIALGOOD

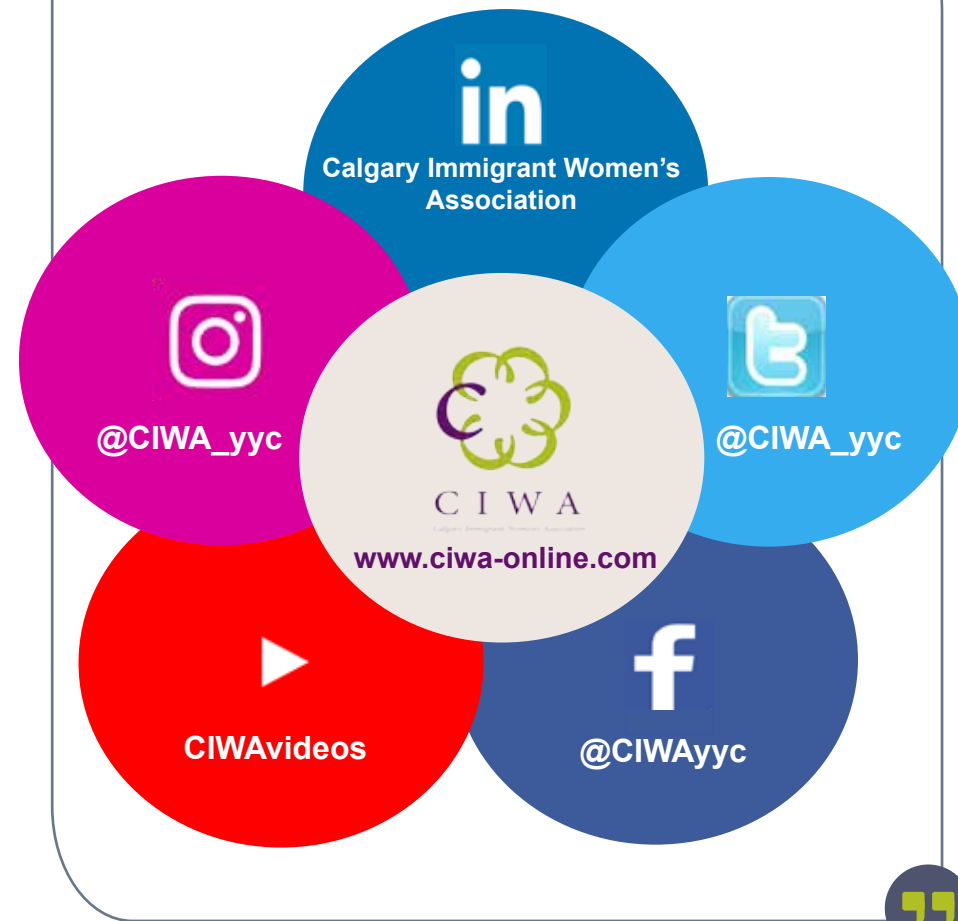
“We make a living by what we get. We make a life by what we give.” - Winston S. Churchill



1000 Voices at Genesis Centre 2-4-U General Contracting Ltd A Helping Hand Staffing Services A&W Accessible Housing Achieve Daycare Centre Action Dignity Active Start Childcare Agape Language Centre AgeCare Corporation Aida's Bistro Restaurant Air Canada Alberta Association of Immigrant Serving Agencies Alberta Court Interpreters' Association Alberta Energy Regulator Alberta Health Services Alberta Institute for Wildlife Conservation Alberta International Medical Graduates Association Alberta Theatre Projects Alberta Utilities Commission Alberta Women Entrepreneurs Allied Universal Security Services ALSA Road Construction Ltd. Alzheimer Society of Calgary An East-West Image Consultancy ANTYX Community Arts Aramark Arbour Birth Centre Associa Association for Integration and Migration Association for the Rehabilitation of the Brain Injured Association of Translators and Interpreters of Alberta ATB Financial AVANTech Inc. Avanti Software Inc. Avmax AXIS Developments BabyWorks Centre Baitun Nur Mosque Bank of Montreal Basha Foods International Bay River College BDO Canada LLP Bellatrix Exploration Ltd. Best Western Premier Hotel Better Business Bureau Between Friends Big Brothers Big Sisters Big Fish BitWide Blackfoot Hotel Booster Juice Bow Valley Christian Church Bow Valley College Bowness Community Association Boys and Girls Clubs of Calgary Bredin Centre for Learning Brentwood Childcare Centre BrightPath Kids Brown Bagging For Calgary's Kids Burnet, Duckworth & Palmer LLP Burns Memorial Fund Business Link BYU Management Society CalgaRIG Corporation Calgary Airport Authority Calgary Board of Education Calgary Catholic Immigration Society	Calgary Catholic School District Calgary Childcare Centre Calgary Chinese Community Service Association Calgary Communities Against Sexual Abuse Calgary Counselling Centre Calgary Distress Centre Calgary Emergency Women's Shelter Calgary Fire Department Calgary Food Bank Calgary Health Trust Calgary Healthy Families Collaborative Calgary Housing Company Calgary Legal Guidance Calgary Marlborough Community Association Calgary Parking Authority Calgary Philharmonic Orchestra Calgary Police Service Calgary Public Library Calgary Region Immigrant Employment Council Calgary Residential Rental Association Calgary Stampede Calgary West Central Primary Care Network Callow & Associates Canada Revenue Agency Canadian Food Safety Group Canadian Heritage Canadian Mental Health Association Canadian Pacific Railway Canadian Parks and Wilderness Society - Southern Alberta Chapter Canadian Rocky Mountain Resorts CanaDream RV Rentals & Sales CanLearn Society Canlin Energy Corporation Capital Power Carewest Carstar MK Group carya Cash Money Cassis Bistro Catalyst Condo Management Cedars Deli Centre for Canadian Language Benchmarks Centre for Newcomers Centre for Sexuality C-ERA Property Management & Realty Cerebral Palsy Association in Alberta Certified First Aid Certus Developments Inc. Cervus Equipment Chartered Professional Accountants of Alberta Chartwell Colonel Belcher Chianti Cafe & Restaurant Child Development Dayhomes Children's Cottage Society Children's Place Daycare Chinese Alliance Church Chinese Cultural Centre Chrysalis Accounting and Business Solutions Churchill Park Family Care Society Cintas Circle Cardiovascular Imaging City of Calgary Clarion Hotel Classic Building Systems & Disaster Restoration Inc. ClearBakk Water Solutions	Clever Daycare Clown Around Before and After School Care Club Demonstration Services Coast Mountain College COBS Bread Bakery Colpitts Ranches Columbia College Community Kitchen Program of Calgary Community Natural Foods Ltd. Concorde Maintenance Connect Community Services Costco Wholesale Covenant Christian Reformed Church Critical Mass Marketing Cross Iron Mills (Guest Services) Cultural Interpretation Services for Our Communities Dairy Queen Dalhousie Community Church Davar Child Development Centre Deaf and Hear Alberta Deerfoot Inn Casino Delizia's Pasta Ltd. Delta Hotels by Marriott Direct Energy Directions for Immigrants Discovery House Diversified Staffing Services Domino's Pizza Dulux Building Maintenance Ltd. Early Explorers Learning Centre Early Foundations Daycare and Preschool East of Asia Eden Bistro Edgemont Childcare Centre Edgemont Community Association Edo Japan Effortless Marketing EFW Radiology Emergency Medical Services EmergiTEL Empower Me Engage Legal Services ESG Child Playcare Expressive Arts Families Matter Family Resource Facilitation Program Fantastic Kidz Daycare Federation of Calgary Communities Fine Machine Works Finney Taylor Consulting Group First 2000 Days Network First Book Canada Fluor Canada Four Points by Sheraton Hotel & Suites Fresh Direct Produce FunnyFest Calgary Comedy Festival Society Futures by Design Inc. G4S Secure Solutions Get Assist Inc. Glenbow Museum Global Canuck Energy Global Connections Global Maxfin Investments Inc. Global Talent Accelerator Good Earth Coffeehouse Good Food Market Corp Goodwin Hanson LLP Graham Construction & Engineering Inc. Grand & Toy Grow and Learn Childcare and Preschool H&W Produce	Hage's MidEast Foods & Halal Meats Hallmark Housekeeping Services Inc. Hand in Hand Parent Link Centre Happy Time Daycare Hays Calgary Health Canada Healthy Babies Network Heart and Stroke Foundation Heart of the Northeast Heartland Agency Hedkandi Helia Technologies Hindu Society of Calgary HIV Community Link Hotel Alma Hotel Elan House of Mandi Huntington Child Development Centre Husky Energy HydrEra Water Services Immigrant Services Calgary Immigration and Refugee Board Indulge Catering IronOak IT Italian Supermarket Ltd. Jays Care Foundation Jelly Mountain Doughnuts Jewish Family Services Calgary Job Jar Just For You Daycare Kaimanu Fund Karim G. Punja Professional Corporation K-Bro Linen Systems Kerby Centre KFC Kids & Company Kids R Fun Daycare Kids Stop Children's Centre Kids U Kids Up Front Kids@ Bright Lights Child Care Centre Kids@ Churchill Park Kidsland Daycare Centres Kyooka Ohe Arts Centre Knox Presbyterian Church Knox Theatre Collective Knox United Church Kodiak HVAC KPMG Calgary La Coccinelle Preschool LAN Solutions Corp. Languages in Motion Ltd. Leftovers Rescue Life Savers Canada Lina's Italian Market Little Lebanon Little Treasures Liu SuQing Memorial Education Fund Loblaws LOUD Marketing M T and T Accounting Making Changes Association Manpower Marlborough Mall Optometry Center Mary Mother of the Redeemer Parish Mayfair Diagnostics McBride Career Group Inc. McDonalds Mercatino Milestones Minhas Micro Brewery Mission Thrift Store	MNP Money Mentors Montreux Child Care Centre Mosaic Primary Care Network Mount Royal University MSJ Tax Accounting Services Mustard Seed Nation's Vision Norfolk Housing North East Family Connections NPower Canada NSTEP (Nutrition Students Teachers Exercising with Parents) Nutrien Nuvo Hotel Suites Oasis Wellness Centre and Spa Old Dutch Foods Ontracks Consulting Ltd. Origin at Spring Creek Osuij & Smith Lawyers Outland Carillion Paladin Security Panda Child Development Centres Paramount Resources Ltd. Parkland Fuel Corporation PFC Accounting Philippine Consulate General in Calgary Pita Corner Shawarma & Donair Planta Landscape Play 'N Learn Childcare Center Pregnancy and Infant Loss Support Centre Premier Best Western PricewaterhouseCoopers Inc. Primary Care Networks Primavera Resources Corp. Project Warmth Propellus Pump-kin Patch Child Care Centre Purses of Hope Randstad Raydius Digital Real Canadian Wholesale Club Redbloom Salon Renfrew Educational Services Resolve Accounting Professional Corporation Resolve Legal Group Revera The Edgemont Retirement Residence Ricoch Rise Education River Park Church Robert Half Robert McClure United Church Royal Bank of Canada Saddleridge Daycare Sagesse Sandman Hotel Satori Management Corp. Sauce Italian Kitchen & Market Scot Young (Western) Limited Scott Land & Lease SE Calgary Community Resource Centre SEPHORA Service Canada ServiceMaster Servus Credit Union SG Chartered Professional Accountants Shaw Communications Inc. Shawcor Shearer Licensed Interior Design Inc. Shell	Shoppers Drug Mart Silvera for Seniors Sinbad Shawarma SMART Technologies Soul Studios Southern Alberta Institute of Technology Spectrum Hospitality Spruce Meadows St. Mary's University Starbucks Canada Charitable Fund Stargate Physical Therapy Inc. STEP Energy Services Strides Running Store Summit Kids Sun Life Financial Suncor Energy Sunshine Daycare Sunterra Quality Food Markets Inc. Talent Pool Talentcor Tavernetta TD Canada Trust TD Wealth TECTERRA TELUS Spark The Blossoms Daycare The Calgary Bridge Foundation for Youth The Car Salon Group of Companies The Child Enrichment Centre The Children's Place The Heart and Solar The Immigrant Education Society The Palomino The Salvation Army The Spark of Hope Foundation Thomas Fresh Tim Hortons Torys LLP Turcator Household Unison Realty Group Ltd. United Way of Calgary and Area Univar Solutions University Child Care Centre Society University of Calgary Uplift Youth Urban Fare Varsity Acres Presbyterian Church Vertigo Mystery Theater Vesta Energy Visions Electronics Visual College of Arts and Design Walmart WCG Services Webber Academy WestJet Whitefield Daycare Wild Orchid Flower Shop Windmill Microlending Women's Centre of Calgary Workers' Resource Centre WorldServe Thrift Store YMCA Calgary Youth Central Youth Employment Centre YW Calgary Zanjani Cleaning Services Inc. Zelos Capital Ltd. Individual and anonymous donors
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“#STAYCONNECTED

“Alone, we can do so little; together, we can do so much.” - Helen Keller



#Communicationmatters became front and center with over 40K engagements and interactions on social media platforms.

Connecting with CIWA

CIWA delivered all our programs and services virtually during COVID-19 pandemic to #stayconnected and #stayintouch.

Remote Services

Three virtual graduations for 74 alumnae from 5 different bridging programs during March 2020 underscored the importance of #virtualcommunity.

Virtual Graduations



Designed and compiled by:
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CIWA
Calgary Herald
LCR Photography

Printed by: CopyRepro





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