



# Celebrating 35 Years

In early 1982, a group of visionary women from Calgary exhibited the **courage** to create the first immigrant women's center to provide a space for newcomer women to connect and exchange ideas and concerns. This group of women, the founding members of CIWA, included Christine Lasalle, Barb Smith, Amal Umar, Dolores Dill, Yuki Shimizu and Swapna Gupta. Their goal was to give **hope** to marginalized women who were seeking **opportunities** to engage, participate, and feel a sense of **belonging** in the community. When they set out, there were no services in Calgary customized to address the unique **challenges** of immigrant and refugee women. With care and **diligence**, the founding members structured CIWA around the anchoring belief that it would be an organization "for immigrant women by immigrant women" – an innovative approach to support women eager to learn, develop, and contribute to their communities. With this foundation, immigrant women were given the **inspiration** and opportunity to reach **achievements** in every area of their settlement and integration process; women understood that through CIWA they would grow and develop in line with their hopes and dreams.

That is how CIWA started. Over the years and decades, CIWA has grown to become the biggest settlement agency for immigrant women in Canada. Today, as we mark our 35th anniversary, we proudly acknowledge and celebrate our founding members. Generations of Board members served the agency as volunteers, shaping our vision and mandate to foster the growth needed by tens of thousands of clients that have come through our doors. Our Board members were supported by inspirational leaders who guided generations of CIWA staff members to serve our clients and the community we live in. Thank you all.

## In Memoriam

Erlinda (Linda) E. Thomson  
March 15, 1940 – April 16, 2017  
Served as CIWA's Executive Director from 1992-1997



## Trailblazers of CIWA's past:

1983-1985	Corrie Deburres
1986-1987	Kamal Sehgal
1988-1989	Naheed Israeli
1989-1991	Esther Lau
1992-1997	(Er)Linda Thomson
1998-2006	Edna Sutherland

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# Message from the Board of Directors



**Shairoze Damji**  
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Director



**Jade Duong**  
Director



**Ray Wong**  
Director



**Bin Wu**  
Director



**Zabeda Yaqoob**  
Director

From its inception in 1982, CIWA has grown into a sector leader recognized for holistic, gender specific interventions that support thousands of immigrant women every year. The unprecedented growth CIWA has experienced is due to the visionary leadership of the Chief Executive Officer, a highly effective management team and the hard work and dedication of staff and volunteers. The Board appreciates the commitment of the leadership team and CIWA staff in responding to the needs of immigrant women and their families.

In the past year, the Board of Directors focused on finalizing all strategic goals and priorities from the previous five-year Strategic Plan, and completing the planning process for the next five years. An ad-hoc Strategic Planning Committee was established to coordinate the road map for CIWA for the next five years. The Board and management team, in consultation with stakeholders, championed the development of the 2017 – 2022 Strategic Plan that focuses on the following priorities:

- Build human and social capital for successful settlement of immigrant women
- Ensure financial stability to manage growth
- Manage risk in all areas of agency work
- Build capacity for future
- Contribute to the community as a responsive community leader

The Board also embarked on a fund development initiative in connection with our 35th Anniversary Celebration that will take place in October this year. In the human resources area, the Board implemented an accountability framework for the CEO and provided support for a salary grid review and Board assessment. Our governance focus was on updating policies to ensure alignment with the Bylaws and Objects and enhancing Board competency and capacity.

The Board appreciates the continuous support from stakeholders, funders and partners whose contributions enable CIWA to offer customized programs and services. A special thank you goes to CIWA volunteers whose countless hours of service support our daily work. I appreciate the leadership, commitment and hard work of my fellow Board members on enhancing agency governance and the integration experience of CIWA clients.

**Shairoze Damji, Board Chair**

# Message from Senior Management



Top row: Maria MacMinn Varvos, Eva Szasz-Redmond, Celestina Akinkunmi, Michael Wyman, Joan Chernoff  
Bottom row: Jennifer McColl, Beba Svigir, Rekha Gadhia

Another busy and rewarding year is behind us. We continue to augment our services and supports for immigrant women and their families. CIWA's work is supported by 25 funding partners who contributed to our 2016-2017 annual budget of close to \$11.5 million, an increase of \$1.5 million compared to the previous year.

At the heart of our efforts is the desire to provide immigrant women in Calgary with a place that they can call their home. We have created a hub of services that respond to the unique settlement and integration needs of newcomers, from customized literacy and language supports, to services for youth and seniors, counselling, health, employment and family supports. Bearing in mind the unique needs of women, our services are offered with access to childcare, transportation, and translation and interpretation support. Furthermore, we continue to offer community based programming in 99 locations throughout Calgary. Women can access literacy and parenting programs, counselling services, and customized supports for seniors and youth close to their homes.

A key highlight from the past year was CIWA's leadership in hosting and coordinating the first ever Western Canada Conference on Immigration, Gender and Integration. Representatives from 38 immigrant serving agencies from Manitoba, Saskatchewan, Alberta and Northwest Territories gathered together to discuss best practices, exchange innovative ideas and share knowledge and resources in serving immigrant women. Opportunities to collaborate and interact with our sister agencies and partner organizations provide us all with a macro view of the emerging trends in immigration and strengthen the bonds of collaboration.

As we celebrate our 35th anniversary of serving immigrant women and their families, we want to acknowledge and thank all past and present Board members, staff, partners and volunteers for their tremendous contribution to the growth and reputation of CIWA. Our 170 staff and 950 volunteers go the extra mile every day to support immigrant women and their children, customize programs and services to address unmet needs, and respond to the changing conditions of our community. Without each and every one of them we would not have become the biggest settlement agency for immigrant women in Canada.



# Statistical Overview

17,103 clients served (individual and group services)

## Immigration Categories

Economic (27.6%)	Refugees (19.3%)
Citizens (22.2%) - including children and youth	Refugee Claimants (0.86%)
Family (23.5%)	Other (6.6%)

## Top 5 Countries

The Philippines  
India  
China  
Syria  
Pakistan

## Top 5 Languages

Tagalog  
Arabic  
Mandarin  
Spanish  
Tigrinya

## Operating Revenue Sources



Government of Canada	71%
Government of Alberta	10%
United Way of Calgary and Area	6%
City of Calgary - FCSS	4%
Other Funders and Revenue	9%

# CIWA Programs

## Employment Services

- Bridging the Gap for Foreign Trained Accountants
- Links to Success: Skills Enhancement & Internships for Young Immigrant Mothers
- Office Administration Program for Immigrant Women
- Labour Market Bridging for Volunteers: Interpretation and Translation Clinic
- Employment Skills Program
- Low Literacy Modular Employment
- Employment Skills Preparation for the Retail Industry
- Childcare Training for Low Literacy Immigrant Women
- Building Futures for Low Literacy Immigrant Women
- Food Service Industry Project
- Alternative Childcare for Immigrant Women
- Building Resiliency in Uncertain Times
- Links to Success for Young Syrian Refugee Mothers
- Career Focus for Immigrant Youth

## Family Services

- Cross Cultural Parenting Program
- Family Conflict Program
- One-on-One Counselling for Immigrant Women
- Civic Engagement for Immigrant Women
- Healthy Families Program
- Youth Program
- Youth Mentorship Program
- In-Home Support Program
- Hand in Hand Parent Link Centre
- Victim Supports Outreach Program
- Grandma’s Kitchen
- After School Homework Help
- Project Footprint
- Rebuilding Lives
- Through the Eyes of Immigrant Women: Celebrating Canada 150

## Settlement and Integration

- Intake, Settlement and Referral Services
- New Friends and Neighborhood Groups
- Integration Program
- Filipino Community Development Program
- Volunteer Program
- Connecting Women from Southern Alberta to Breast Health Education and Services
- Find Me a Home Project
- Legal and Tax Clinics
- Financial Literacy for Immigrant Women
- Refugee Settlement and Community Development Project
- Healthy Relationships Project
- Immigrant Seniors in Action
- Immigrant Women’s Matched Savings Circle

## Language Training and Childcare

- Language Instruction for Newcomers to Canada (LINC)
- Pebbles in the Sand Program
- Home Instruction for Parents of Preschool Youngsters (HIPPY) Program
- Learning Support Services
- SMILES Childcare
- Skills, Needs and Progress with ESL Literacy Learners: Measurable and Informative Assessment Tools
- Identifying Skills and Addressing the Gaps for Struggling ESL Literacy Learners
- Literacy Supports for Syrian Refugee Women Initiative
- Passport to Canada: English Language, Literacy and Life Skills Preparation for Refugees

# Courage

Many define **courage** as the ability to disregard fear or to act on one’s beliefs. In the process of serving the multitude of immigrant women and their families over the course of many decades, we would like to describe **courage** as the fearless drive that immigrant and refugee women coming to Canada exhibit through their effort to achieve a brighter future for themselves and their families. Many newcomers have to start over upon arrival in Canada – some need to re-educate and re-train, others need to rebuild their community and redefine familial relationships. To honour their resilience and **courage**, CIWA innovates and adapts services to meet clients’ unique needs and equip them for a better tomorrow.

CIWA works with the greater community – funders, community partners and businesses - to deepen understanding for and appreciation of the unique needs of immigrant and refugee women. Over the past 10 years, CIWA has established a reputation for offering programs and services specifically catering to the multi-faceted needs of immigrant and refugee women with limited education and literacy skills. We all know how the lack of education and training for a Canadian born citizen can be debilitating; low literacy immigrant women’s struggles are compounded by the challenge of a new language and culture. While many would have assumed that these women may never be able to work, CIWA feels responsible to foster their innate potential. We have the **courage** to work towards the impossible and we never lose sight of our goal to transition the most vulnerable to gainful employment, to break cycles of poverty and empower multi-barriered clients to become equal and contributing members of society.

Looking forward, CIWA is confident in our crucial role as an advocate for the vulnerable and a voice for equality and equity. As of 2014, immigrants in Alberta earned on average 25.9% less than their Canadian born colleagues. For immigrant women the wage gap is even wider, as they earned 44% less than Canadian born male counterparts. As we plan for the future of our organization and our city, we have the **courage** to commit to eliminating inequality between newcomer women and Canadians and the aspiration to move forward with an ambitious gender specific agenda.

# Hope

Our vision to “Empower immigrant women. Enrich Canadian society” resonates well for the thousands of clients who access CIWA services in **hopes** of jumpstarting their integration in Canada. Women and their families enroll in programs, participate in workshops, access counseling, pursue training and embark on customized settlement paths in **hope** of reaching their goals and aspirations. We are privileged to be able to share some of our clients’ vision for themselves and their families:

*“The employment counselling session has been very helpful and informative for me and I learned so many new things like how to get a job in Canada and about the dress code. It motivated me and encouraged me and lifted up my morale. I will search for my work with more passion now.”*

Employment Skills Program client

*“Sometimes we think we can manage by ourselves but we need that extended support and network to better help ourselves and to keep going forward. The one on one counselling really helped me with my confidence and gave me a very positive outlook to life in Canada. Thank you for such a supportive program.”*

One-on-One Counselling client

*“My generation is so different and it’s good to learn new skills so I can really connect with my granddaughter.”*

Cross Cultural Parenting Program participant

*“Being away from your family, your only **hope** is to learn things and be able to communicate so that people will not deprive you of your rights.”*

Pebbles in the Sand participant

*“I have built up my confidence and now have **hope** that there is a way for me to come back to my professional field.”*

Office Administration Program participant

*“As a newcomer, I was scared and curious of what I might deal with or encounter but thanks to my mentor, she guided me on how to be successful in the path that I will choose. I am looking forward to becoming a mentor so that I too can share the things I experienced while being a mentee.”*

Youth Mentorship Program participant

# Opportunities

Whether innovation creates **opportunities** or new **opportunities** foster innovation, CIWA has always been at the cutting edge of envisioning programs and services that are responsive to client needs, are based on best practices and provide **opportunities** for growth and success. This past year has been no different: new programs and services added to our menu of available options for clients ensured that women who come to our agency in pursuit of **opportunities** are able to access options that are the most closely aligned with their settlement goals. The three programs of this past fiscal year featured below created unique **opportunities** for clients to find meaningful employment, develop a long term career plan, and become contributing members of society through customized programming.

## Career Focus for Immigrant Youth

With a focus on bridging Calgary’s volatile labour market with young immigrants ready to start their career in Canada, Career Focus for Immigrant Youth provides **opportunities** for 15 job-ready youth between the ages of 15-30 to gain employment experience and skills to facilitate their quick transition into the labour market. Participants receive workplace coaching and mentoring as additional support.

## Links to Success: Skills Enhancement and Internship for Young Syrian Refugee Mothers

The influx of Syrian refugees created unique **opportunities** for immigrant serving agencies in Calgary to create customized programming in response to the need for labour market integration for refugee women. The one-time Links to Success: Skills Enhancement and Internship for Young Syrian Refugee Mothers provided **opportunities** for young Syrian refugee mothers with sporadic education and limited work experience to acquire the skills and knowledge necessary to transition to meaningful Canadian employment.

## Immigrant Seniors in Action

Senior immigrant women seldom have a chance to embrace leadership **opportunities** like the one afforded to them through the Immigrant Seniors in Action project. Through the project, women over the age of 50 became the voice for other immigrant seniors as they collectively explored challenges faced by vulnerable seniors, learned about their experiences and became a support network for those who reached out to them with their stories of elder abuse. So intense was the connecting these women made through the project, that many had committed to continue working together after project completion.

# Challenges



provide for her family.

Originally from Somalia, Habiba Abdi Aden grew up in a refugee camp in Kenya. She completed her college diploma and worked as a lab technician there before immigrating to Canada in 2013 with her daughter Nabila. Despite the **challenging** circumstance of raising a child on her own, Habiba persevered and joined the Retail Training Program at CIWA which helped her learn relevant job skills and gain valuable Canadian work experience. Immediately upon program completion, Habiba successfully landed a position as a cashier at Walmart but the enormous **challenge** of finding weekend childcare for her two children (her family having expanded to include daughter Nawal born in 2015), was weighing heavily on Habiba’s shoulders. With the little money she was making, Habiba was unable to afford everything she needed to

Despite the arduous settlement process, Habiba found the resilience to stand on her two feet and with support from various CIWA programs, make a new life for herself and her daughters in Canada. Habiba credits CIWA’s wraparound service model for enabling her to overcome her challenges and supporting her through difficult times including CIWA’s Adopt-a-Family program for Christmas hampers and toys, referral to Women in Need Society to obtain winter clothing, and the Find Me a Home Project that ultimately secured a safe home for her and her children by covering her rent cost when she was unable to do so.

Although currently unable to work due to the flare-up in her spinal injury and the need for a costly surgery that she cannot afford, Habiba is fully committed to champion resilience in the face of adversity. Her perseverance despite the **challenging** settlement journey is an inspiration to everyone at CIWA and propels us to continue to commit resources to fully support women with complex needs similar to Habiba’s. And while Habiba anxiously awaits the time when she is able to go back to school for training in office administration and a career in this field, CIWA is committed to continue to be the place where **challenges** turn into possibilities for all our clients.



# Diligence

CIWA programs and services continue to achieve excellent results for our clients in the areas of literacy and language training, family support, youth services, seniors’ support, health, employment, counselling and intergenerational activities. We completed the past year with exceptional results in the area of both quantitative and qualitative expectations of client service while challenging ourselves to remain innovative and uphold best practices. The following are some of the highlights of CIWA’s **diligence** in action:

- Served 1,277 low literacy immigrant women in the areas of foundational literacy skills, family literacy, computer/digital, employment/workplace, financial and health literacy
- Provided specialized learning support services to 49 struggling learners
- Secured emergency housing for 10 immigrant families through Find Me a Home Project
- Connected 170 low income, isolated families and 428 children with Christmas gifts/toys/gift cards
- Provided cross cultural parenting support for 928 parents
- Supported 1,581 clients through customized one on one crisis counselling
- Provided 7,004 home visits to support highly isolated families with multiple children, isolated seniors, families involved with Children’s Services, and new mothers with babies
- Engaged 43 youth mentors to provide support to immigrant youth throughout the year
- Provided 1,216 immigrant women requiring employment supports with 6,558 unique interventions
- Partnered with 171 business partners through 230 employment related initiatives to support our clients in professional bridging programs
- Collaborated with 73 employment partners through 153 employment related initiatives to support employment access for low literacy immigrant women
- Actively collaborated with 222 community organizations to collaboratively serve immigrant families
- Offered programs and services for immigrant women in 99 community locations throughout Calgary
- Provided 4,470 referrals for clients to access community resources and services outside of CIWA
- Provided childcare services for 1,671 children at CIWA and in various community locations

# Inspiration

## Daughters’ Day Award Winner Hadiqa Jabeen



Hadiqa Jabeen immigrated to Canada in 2003 from Pakistan. She heard about CIWA through Western Canada High School and was inspired to sign up to participate in school groups run by CIWA, including Multicultural Girls in Action and Youth Standing Committee. Hadiqa has worked hard to learn English and has been on the honour roll ever since she started her education in Canada. Her commitment to her education is complimentary to her continuous involvement in the community. Hadiqa volunteers with the Calgary Public Library to share her love of learning with youth by teaching children to read. Hadiqa also assists her peers with their homework in a Homework Club. In addition to the library, Hadiqa also volunteers at Fountains of Mission Seniors’ Home to keep the elderly company, giving them a youthful perspective, and helping to combat isolation.

Hadiqa has an outstanding commitment to making her community better, with a focus on inter-generational and multicultural volunteerism. Her professional goal is to become a nurse, as she likes engaging with others and assisting them. She received a CIWA Daughters’ Day Award, recognizing her work as a community builder. Hadiqa is an **inspiration** to her peers and to other young immigrant women as she has worked hard to achieve academic success, while integrating into Canadian society and building community.

## The Shoe Project Participant Ivy Caine

Ivy Caine came to Canada in 2009 from the Philippines. She heard about CIWA and wanted to volunteer to support immigrant women and their families. Ivy was referred to CIWA’s partnership with The Shoe Project which was founded in Toronto in 2011 by award winning Canadian author Katherine Govier. The Shoe Project is a nation-wide program that amplifies the voices of immigrant women through storytelling. The participants receive extensive writing instruction, mentorship and voice coaching, culminating in a public performance where they share their stories of integration through the lens of a pair of shoes. Ivy was able to tell her tale of coming to Canada and how she began her journey of integrating into Canadian society by exploring a narrative through flip flops (slippers as they are referred to in the Philippines).



Ivy feels more confident and accomplished having crafted and written her immigration story. Her courage to get on stage to tell a very personal story is **inspirational** and allowed her to be heard. Ivy is thankful for the opportunity to participate in The Shoe Project.

# Achievements

## Awards



**Obsidian Awards**  
The African, Caribbean and Afro-Canadian  
Cultural Society of Excellence  
CIWA Community Service



**You Rock! Award**  
Calgary Youth Justice Society  
CIWA Youth Program



**Life of Learning Award**  
Calgary Learns  
Nabila Ghaffar



**Award of Appreciation**  
Welcome Centre  
Noha Elhakim



**Gerda R. Bloemraad  
Scholarship Fund**  
Mony Keo, Darartu Ahmed,  
and Wei Wei Teng



**Contemporary Women's  
Scholarship Award**  
U of C Continuing Education  
Angela Pantaleon and Anne Agbo

## Employee Milestones



**Jane Larush**  
LINC Teacher  
Celebrating 20 Years of Service



**Ouahiba Benani**  
LINC Teacher  
Celebrating 15 Years of Service

# Belonging



Cristina Balamban came to Canada with her family from the Philippines. She has a Bachelor's degree in Psychology and a Master's degree in Human Resources and was working in marketing and sales before she immigrated. Cristina's employer discouraged her from moving, telling her that she wouldn't find a job in her field, but she came to Canada full of courage to start all over. After a month of living in Canada, Cristina started to send out resumes to potential employers but was not receiving any calls back. She attended a Newcomer Resource Fair and discovered CIWA. She started volunteering for the Filipino Community Development Program and was thrilled when she was accepted in the Office Administration Program. Having done her work placement at Alberta Theatre Projects, Cristina's career began to blossom.

Upon completion of the Office Administration Program, Cristina landed a six month contract at Theatre Calgary working in fund development. As an employee, Cristina encouraged Theatre Calgary to host another CIWA client through work placement and offered to supervise her. The company hired that client and to this day Theatre Calgary continues to engage with CIWA bridging programs. When Cristina moved on to accept an administrative job at the Distress Centre, she once again encouraged her new employer to host a client from a bridging program at CIWA. The Distress Centre offered a work placement for a client from CIWA's Receptionist Training Program and continues to engage with CIWA in this capacity.

Cristina is in the process of completing her certification as a Chartered Professional in Human Resources and has obtained a position of HR Manager at the Distress Centre. She continues to give back to CIWA and is grateful for the opportunities she gained from her time with us. With a position in her field of choice, Cristina feels like she truly **belongs** in Canada and calls Calgary home.

Over the past 35 years, CIWA has provided generations of women with customized, gender-specific supports and facilitated their integration into the community through holistic, wrap-around services that have been recognized nationally as best practices in working with immigrant women. As a result, tens of thousands of clients that came through our doors over the years are now well integrated, fully functioning and contributing members of our community. For these clients, CIWA has always been more than a one-stop service provider that ensured their needs were met and goals achieved. Our former clients continue to engage with us through volunteering, supporting us as business partners, and joining us as agency staff. Clients, past and present, stay engaged with CIWA because of the sense of **belonging** they develop with our agency that enables them to thrive in Canadian society.



# Funders



### Scholarships and Awards Contributors

Gerda R. Bloemraad  
Scholarship Fund

Shirley Turnbull

UNIVERSITY OF CALGARY

# Donors and Supporters



- 1000 Voices
  - ABM College of Health and Technology
  - Afrikadey!
  - Agapé Language Centre
  - Alberta Theatre Projects
  - Alberta Children's Hospital
  - Anonymous Donor
  - Amandine Bakery
  - APO AA Calgary
  - ATB Financial
  - Avison Young
  - Boys and Girls Clubs of Calgary
  - Bow Valley College
  - Browns Socialhouse
  - Burc Intercultural Centre
  - Calgary Board of Education
  - Calgary Catholic School District
  - Calgary Church of Christ
  - Calgary Food Bank
  - Calgary Housing Company
  - Calgary Immigrant Educational Society
  - Calgary Korean Association
  - Calgary Legal Guidance
  - Calgary Marlborough Community Association
  - Calgary Newcomers Club
  - Calgary Police Service
  - Calgary Public Library
  - Calgary Stampede
  - Calgary Zoo
  - Calaway Park
  - Callow & Associates Management Consultants Inc.
  - CanLearn Society
- Cenovus Energy Inc.
  - Centre for Newcomers
  - CFUW Calgary North
  - Chartered Professional Accountants of Alberta
  - CLERC
  - Colonel James MacLeod Chapter, IODE
  - ConocoPhillips Canada Resources Corp.
  - Covenant Christian Reformed Church
  - Corporations for Community Connections
  - Dalhousie Community Church
  - David's Tea
  - Direct Energy
  - EFW Radiology
  - Ethno-Cultural Council of Calgary
  - Family Resources Facilitation Program
  - First Book Canada
  - George & Mary Turnbull Foundation
  - GlobalFest
  - Healthy Babies Network
  - Heritage Park Historical Village
  - HIV Community Link
  - Kids up Front
  - Knox United Church
  - LeftOvers Calgary
  - Making Changes Association
  - Maple Leaf Academy
  - McDonald's
  - Mercer Canada
  - Michaels
- Momentum
  - Montana's BBQ and Bar
  - Mount Royal University
  - MTG Healthcare Academy
  - Nanalysis Corp.
  - NeighbourLink Calgary
  - Olive Garden Italian Restaurant
  - PANDA - Minnesota Adult Basic Education Specialists
  - Pey Cabanting
  - Phillips 66 Canada Ltd.
  - QV Investors Inc.
  - Ranchlands Mosque
  - Robert McClure United Church
  - Robertson College Calgary
  - Russian Community Association
  - Sinopec Canada Energy Ltd.
  - St. Paul's Anglican Church
  - Strategic Realty Management Company
  - TD Canada Trust
  - Teddy Bear Challenge
  - TELUS Spark
  - The City of Calgary
  - The Comedy Cave
  - The Salvation Army
  - Theatre Calgary
  - Tibetan Community Meeting House
  - TransCanada Corporation
  - Travel Alberta
  - WinSport
  - Women in Need Society
- And numerous individual donors...

# CIWA Team



Every year CIWA staff bring hope, inspiration and guidance to the clients we serve and support. We also go beyond our regular work and engage in activities and events that support our personal development, growth of our colleagues, agency as a whole, and our community.

CIWA staff are committed to sharing knowledge and expertise with each other. Through the job performance review process, individual staff members identify their skills and talents, beyond those required for their position, which they would like to share with their colleagues at CIWA. This initiative has grown into a unique project called: “Learn it, Own it, Share it” – lunchtime gatherings and educational presentations for staff, by staff. Some recent activities offered through this initiative included presentations on Emotional Expression in Art, Effective Presentation Delivery, Guide to Working with Interpreters, PowerPoint for an ESL Audience and Diva on a Dime.

We are also passionate about engaging together as a team to fundraise for other organizations, like the annual United Way campaign and The Cure Foundation’s National Denim Day. Staff members that coordinate those events think up new and exciting ways to raise money every year. This past year we had fun organizing our hugely successful accessories sale, wine survivor game, food tasting experience, homemade parfait sales and even a cutest pet contest, raising over \$17,000 to support worthy causes in our community.

Whether at the annual Staff Appreciation Day in summer, our holiday lunch in December, agency cleaning days, events and conferences, all staff meetings or clients’ graduations, there is always the opportunity for teambuilding and promoting our collective values.

As CIWA commemorates 35 years of service to the community, CIWA staff celebrate the real and lasting impact on the lives of immigrant women and their families and our pride in their achievements.

“If everyone is moving forward together, then success takes care of itself” – Henry Ford

CIWA takes pride in the innovation and creative skills of our staff to produce this report in house.

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