



NORTH SHORE  
**MULTICULTURAL**  
SOCIETY

2018 - 2019

**ANNUAL REPORT**

We believe in the strength and capacity of newcomers to thrive and succeed in Canada.



# YEAR AT A GLANCE

The North Shore Multicultural Society has once again demonstrated incredible commitment and dedication to supporting newcomers to settle in our North Shore communities. In 2018-2019 record numbers of clients accessed our broad range of settlement, employment, language, and family programming. We were proud to launch new services for temporary foreign workers, post-secondary international students, and refugee claimants.

Another highlight of the year has been innovative work we have done to build immigrant inclusion and healthy communities through dialogic, arts, and education initiatives. Through new innovation funding, NSMS has hosted learning workshops on Reconciliation led by local Indigenous leaders, and a highly successful community conference focusing on the dynamics and impacts of racism and exclusion in our local communities.

We are incredibly appreciative of our outstanding staff, board, volunteers, community partners, and funders whose vision, dedication, and support make our work possible. We are honoured to serve our North Shore communities. Thank you!

John Wray, Chair of the Board & Wendy McCulloch, Executive Director

## 8,300+ Lives were touched by NSMS in 2018-2019

**5,078**

Newcomers and immigrants accessed services and programs

**1,146**

Clients received case management and other 1-1 employment support

**4,113**

Clients received Settlement services

**2,190+**

North Shore residents participated in diversity and inclusion education and volunteering

**171**

Volunteers contributed over 4,000 hours

**7,307**

Visits for 1-1 settlement support

**2,316**

Students participated in English language learning

**200+**

Community partners and services, and employers worked with us

### OUR MISSION

NSMS is dedicated to building a harmonious and inclusive North Shore community that helps immigrants and refugees integrate successfully into life in Canada.

### OUR VISION

We envision a harmonious and inclusive North Shore community.

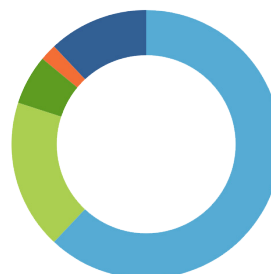
### OUR VALUES

**Diversity:** We believe that together our many voices build healthy communities where everyone belongs.

**Excellence:** We strive to be extraordinary in everything we do.

**Respect:** We strive to ensure our relationships with our clients and community partners are collaborative, accountable, and compassionate.

100% of newcomers have an increased knowledge of life in Canada as a result of using our services.



Our clients speak 43 languages

61.36% Farsi (Persian)  
18.20% Mandarin  
6.32% Korean  
2.48% Tagalog  
11.63% 39 other languages

## SETTLEMENT SERVICES

As Canada has increased its immigration targets to address the anticipated shortfalls in the economy due to the lowering birth rate and high rates of retirement, we have seen significantly higher numbers of immigrants seeking our services over the last year. Tensions in countries of origin have also increased the numbers of temporary migrants seeking permanence in Canada. As North Shore immigrants settle, most often as families, the demand for our settlement, parenting, women's, seniors, health, and healthy relationship programs have all exceeded capacity resulting in many additional workshops and long wait lists. Much appreciation to our fantastic settlement staff who ensure clients receive the information, services, and supports they need.

**1,140**

Clients attended information and orientation workshops

**217**

Clients attended parenting programs

**251**

Senior's received specialized services

**105**

Clients learned about health, relationships, and family law

## EMPLOYMENT SERVICES

This year we saw increased funding to our Career Paths program that supports immigrant professionals to receive educational upgrades and skills training free of cost so they can work in their professional fields in Canada. We also launched the Employment Program for Professional Women that supports women to manage and overcome the unique barriers they experience and gain professional standing in Canada. We proudly offered settlement and English learning opportunities for local immigrant entrepreneurs in the Immigrant Entrepreneurship program we co-deliver with the YMCA. Our Work BC and Settlement-Employment programs continued to assist large numbers of immigrants to learn about and attach to the local job market. Congratulations to our skilled and knowledgeable employment staff!

**4,222**

Clients accessed the employment resource centre

**180+**

Clients participated in employment mentoring workshops

**286**

Specialized employment workshops were delivered

**1,610**

Clients accessed employment support information

*"With NSMS' support you will never feel alone in Canada. There is always a helping hand or voice at NSMS."*



We support immigrant families to be healthy, happy, and integrate into their North Shore community



## SETTLEMENT WORKERS IN SCHOOLS & YOUTH SERVICES

NSMS' Settlement Workers in Schools (SWIS) service continues to thrive as it supports both immigrant families and local schools to bridge information and knowledge gaps in relation to the needs of immigrant children and youth. Our Back to School orientation sessions for newcomer parents are highly popular as they provide a foundational overview of the school system. Outstanding work by this team!

**837**

Client families were supported by the SWIS program

**2023**

1-1 orientation and information services were provided to client families

**61**

Settlement and community connections support sessions for immigrant youth were delivered

**158**

Immigrant youth connected to the community

## ENGLISH LANGUAGE SERVICES

We continue to service increasing numbers of newcomers in community and workplace English language classes. This year we have offered additional language programs to refugee claimants and temporary workers in addition to community learning circles for seniors and women. A highlight of this year has been the development of English language learning curricula for immigrant entrepreneurs. We continue to support the settlement and community connection needs of federally funded language programs in the LINC program.

**1,060+**

Students attended LINC classes

**208**

Students attended 24 ESL classes

**193**

Clients participated in English Language conversation circles

**847**

Students accessed our CELPIP testing centre

## COMMUNITY CONNECTIONS SERVICES

Community Connections activities provide opportunities for immigrants to learn about life on the North Shore and develop their social networks. We support newcomers to learn about and participate in local services, festivals, and cultural activities and learn about volunteering in Canada. As a result of using our services, 85% of immigrants report that they have made friends in their local community; 100% reported feeling more comfortable to access programs in the community.

**193**

Community Connections activities, tours, and workshops were delivered

**580**

Immigrants participated in Community Connections activities

**233**

Participants learned about volunteering in Canada

# OUR SERVICE PHILOSOPHY

Our comprehensive service approach allows for innovation, excellence, and ensures that immigrants achieve their settlement goals.

## Integrated Service Models

Immigrants benefit most from a client-focused service approach that supports their unique settlement goals, barriers, and experiences. NSMS offers multiple service options for language, employment, and community connections services. We test and deliver a wide range of innovative service approaches. We offer services grounded in the local community.

## Continual Service Improvements

Continual assessment of our services through client surveys, participant feedback, focus groups, and through our Immigrant Advisory Council ensures our services stay relevant and useful to immigrants transitioning to life on the North Shore.

## Strengths-Based Approaches

Immigrants thrive when their assets and strengths are highlighted. A goal-orientated approach assists clients to have confidence in their settlement process and also highlights the importance of progress in their transition. Outcomes and impact measures help us to reflect on how well we deliver services.



Template adapted from PresentationGO



## Whole Family Approaches

The settlement experience of immigrants is closely linked with life stage. We recognize the unique needs of all members of the family and offer settlement services that address the settlement concerns of the most vulnerable life stages: postpartum and early childhood, older youth, couples, and seniors.

## Supporting Vulnerability

Vulnerable clients who experience complex challenges and experiences need specialized support. We offer in-depth service options for immigrants experiencing family breakdown, mental health and health challenges, trauma, poverty, and other vulnerabilities. All immigrants need service approaches that center on wellbeing.

## Trustworthy Services

Immigrants benefit greatly from getting the right services at the right moment in their settlement journey. NSMS ensures we offer the most up-to-date information in the most appropriate service delivery format that allows immigrants to integrate information and develop the new skills they need.

## Building Connection

We believe that connecting immigrants with the 35+ community service providers on the North Shore and with over 200 employers helps them to adapt and integrate quickly into our local communities and economies.

## CENTRE FOR DIVERSITY AND INNOVATION

The Centre for Diversity and Innovation (CDI) utilizes innovative and evidence-based approaches to educate and empower individuals, communities, and organizations about diversity and inclusion. We base our approaches on the values of inclusion, curiosity and compassion, and engage dialogic, arts and design-based methodologies to discover new pathways of learning. This year, with innovation funding provided by the federal government, we delivered two arts-based community engagement activities – Weaving our Humanity and This is Us: Diverse North Shore. We hosted multiple community and workplace dialogues on belonging and inclusion and held a highly successful conference called 'Brave Conversations'. Through our youth services, we engaged youth in discussions around bullying, racism, and discrimination and we provided multiple fee-for-service education sessions.

**1,500+**

Youth participated in diversity education workshops

**67**

Neonology workshops were delivered in public schools

**40**

North Shore residents participated in diversity education

**560**

North Shore residents attended community building events

**55**

People attended Reconciliation training sessions



## WEAVING OUR HUMANITY

The North Shore Multicultural Society hosted a public story-telling event “Weaving Our Humanity: An Evening of Stories” in February 2019. Six local residents bravely shared their thoughts on place, belonging, and what inclusion means to them personally. We were very proud to center the voices of Indigenous residents and newcomers, and to hear their stories experiences of resilience, connection, and hope. The event included an opening by an Indigenous elder, an interactive weaving exhibit by our esteemed local artist and leader Chief Janice George, and an art display on “Acceptance” created by newcomer youth. The Rhythm ‘n Roots choir expanded the themes of the evening with songs of place and connection. Much appreciation to our wonderful NSMS community engagement staff, community event design team, Vena Sood, our story coach and event host, and to our friends at Presentation House Theatre who all helped to create an inspiring opportunity for our community to hear and contemplate stories of place and home that have historically been separated and disconnected.



*Lions Gate in Fog* by Ali Haghightajoo  
This Is Us: Diverse North Shore Photo Contest Selected Artist



## THIS IS US: DIVERSE NORTH SHORE

“This Is Us: Diverse North Shore” a community-led arts competition showcased the talent of local residents who explored themes of transition, identity, and belonging through photography. Community jurors selected 8 images to receive ‘special mention’ at a reception event at the North Vancouver City Hall in honour of the UN Day for the Elimination of Racial Discrimination. Digital reels of all submissions were displayed in 5 North Shore locations including city halls, community centres, and local galleries to celebrate our collective diversity.

In speaking on his award-winning photograph of the Lion’s Gate Bridge, Ali Haghightajoo, who immigrated to Canada from Iran 17 years ago, shared that as he took the photo he was reflecting on the unity between humankind – one of the things that he thinks about all the time, no matter what. We do too, Ali, no matter what.

## BRAVE CONVERSATIONS CONFERENCE

Our Centre of Diversity and Innovation was honoured to host the “Brave Conversations: Shifting Systems Towards Inclusivity” Conference for over 65 North Shore organizations, institutions, local residents, and students. Esteemed thought leaders Kamala Todd, Natasha Arulia, and Cicely Blain led the conference in themes of meaningful reconciliation, implicit bias, and systemic change in panel presentations and dialogues. The conference was well received and highly celebrated.

*“The conference was very powerful and thought-provoking. I was right in the learning zone. I was challenged, inspired, and we are ready for change.”*

## NORTH SHORE IMMIGRANT INCLUSION PARTNERSHIP

The North Shore Immigrant Inclusion Partnership (NSIIP) works with 35+ community partners to support the integration and active participation of immigrants in our North Shore communities. NSIIP includes representation from municipal governments, libraries, recreation centres, school districts, emergency responders, and well as from the seniors, youth, children, family, health and mental health, legal advocacy, education, literacy, and settlement sectors. Together, we leverage our collective strength, resources, and knowledge to create inclusive spaces that reduce systemic barriers to newcomer inclusion. This year we collaborated with indigenous partners and elders to increase our knowledge about the lived experiences of indigenous communities, and our collective role in Reconciliation as we work to build healthy, brave, and equitable communities for all. We are very proud of the work NSIIP will continue to do around reconciliation.

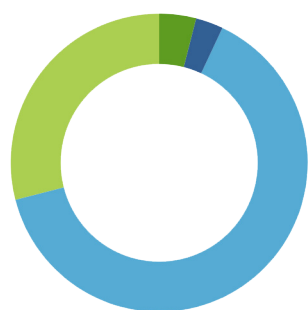
*“Through my participation in NSIIP, I strengthen my understanding of the broader social impact challenges and I look at the programming I am involved in through a wider lens.”*

We believe that together our many voices build healthy communities where everyone belongs.



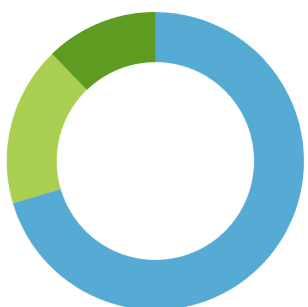
## FINANCIALS 2018 - 2019

TOTAL REVENUE: \$4.035M



64% Federal  
29% Provincial  
4% Municipal  
3% Donations, Membership Fees

TOTAL EXPENDITURES: \$3.931M



69% Salaries & Benefits  
17% Building Occupancy  
12% Program Expenses

Excess of revenue over expenditures to be used for service continuity and program development.

## BOARD OF DIRECTORS

**John Wray**, Chair  
**Shelina Neallani**, 1st Vice Chair  
**Elizabeth Kanji**, 2nd Vice Chair  
**Mary Macdonald**, Co-Secretary  
**Marcus Wong**, Co-Secretary  
**Irene Chan**, Treasurer  
**Vera Radyo**, Past Chair  
**Andy J. Krawczyk**, Board Member  
**Joan Coert**, Board Member  
**Ramin Izadi**, Board Member  
**Sunney Bains**, Board Member

98% of newcomers report being better connected to their community and public institutions as a result of using our services.

## THANK YOU

NSMS gratefully acknowledges the funders, donors, and volunteers who supported our programs and services in 2018-2019. Your support allows NSMS to continue to deliver quality services that help newcomers to fully participate in Canadian life.

### GOVERNMENT OF CANADA

Immigration, Refugees and Citizenship Canada (IRCC)

Service Canada

Canadian Heritage

### PROVINCE OF BRITISH COLUMBIA

Ministry of Jobs, Trade and Technology

Ministry of Children and Families

Ministry of Social Development

Ministry of Finance – Gaming

Ministry of Health – Vancouver Coastal Health

### MUNICIPAL GRANTS

City of North Vancouver

District of North Vancouver

District of West Vancouver

School District 44

School District 45

### COMMUNITY DONORS

Jane and Michael Millard  
Arnel Benavides  
Nikki Nassiri  
John Wray  
Mary MacDonald  
Vera Radyo  
Elizabeth Jones



NORTH SHORE  
**MULTICULTURAL**  
SOCIETY



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