



**THE IMMIGRANT
EDUCATION SOCIETY**

2019-2020 Annual Report

A NEW CHAPTER BEGINS





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Cover Design and Interior
Page Illustrations by:

Sabrina Chen

Sabrina is a grade 11 student at Sir Winston Churchill High School in Calgary, Alberta.

Her parents are originally from China, and immigrated to Canada before she was born.

Sabrina mainly works with digital art, oil painting, watercolour painting, and sketching. She also enjoys cartooning and drawing pictures on the internet.

Sabrina can be reached at roastedpickles86@gmail.com.

Annual Report

2019-2020 "A NEW CHAPTER BEGINS"

This year, we rebranded as The Immigrant Education Society (TIES) with a new name, new logo, and a renewed commitment to empowering newcomers and Canadians.

OUR VISION

An inclusive and pluralistic society

OUR MISSION

To provide innovative language education, customized employment training and placement, and integration services to newcomers and Canadians based on best practices.

OUR VALUES

Togetherness • We prioritize relationships and respect for each other

Inclusion • We welcome and embrace pluralism

Empowerment • We instill confidence and strength in ourselves & others

Service • We serve and build our community



**THE
IMMIGRANT
EDUCATION
SOCIETY**



MESSAGE FROM OUR CEO

DR. SALLY ZHAO



A New Chapter Begins at The Immigrant Education Society (TIES)

As with any great novel, there are always many dramatic highlights that make the story compelling. For all of us here at TIES, it certainly has been a very dynamic year and our story continues to have many exciting twists and turns. The journey that we are on is challenging and rewarding at the same time.

Entering our 32nd year of operation, we went through a major branding change. We evolved from the Calgary Immigrant Educational Society (CIES) to become The Immigrant Education Society (TIES) with a new name, new logo, and a renewed commitment to empowering newcomers and Canadians. We've come a long way from our humble roots in Forest Lawn. Our services are now offered at 3 different locations in Calgary. The scope of our services has also expanded across the province through e-Learning and our Research Department collaborations with partners across the country. This time of growth presented an opportunity to make a memorable change in our brand. Rest assured, who we are hasn't changed. Our Vision, Mission, and Values will always be the guiding principles on our forward journey.

We can't make this journey alone. I am grateful for the tremendous support of our funders and donors: government, foundations, individual donors, and community and corporate partners. I would like to thank our Board of Directors for their continued confidence and support for all that we undertake. I can't praise enough our dedicated core of volunteers who continue to give their time, talent, and energy to help our clients.

At TIES, I am extremely proud to be surrounded by knowledgeable, caring, compassionate, and supportive team members. Our emphasis this past year has been on growing all of our skills and becoming better leaders. We have worked with an external consultant to help us all reach the next level in our professional development.

A huge accomplishment for TIES was successfully hosting the Conference 2020 on Refugee and Newcomer Women's Emotional Wellness. This event brought together newcomers, researchers, agencies, and community leaders from around the world to share their stories and address barriers to emotional health. On January 29-30th, more than 200 participants gathered at the new Central Public Library for the conference. The event was organized in collaboration with the University of Calgary, Faculty of Nursing, and funded by a Status of Women Alberta Community Grant.

In each great story, there is a challenging obstacle that has to be overcome. This year, the major challenge that we are all still battling is the COVID-19 pandemic. The requirements for physical distancing, self-isolation, and the closing

of many community and religious facilities have led to additional social isolation and mental stress for clients and staff. To assist our clients and staff during this pandemic, we implemented the following initiatives when we moved to online learning and working from home on March 17th:

1. *Regular instructional services delivered online to keep clients connected and feeling a semblance of normalcy.*
2. *Emergency food support and transportation assistance for families in distress, plus food hampers and activity kits for families in our Care for Newcomer Children (CNC) program.*
3. *Settlement chat and online support for financial guidance, such as CERB applications and taxation assistance, plus counseling referrals to mental health resources and general health inquiries.*
4. *Hardware and software support for clients and instructors to connect online, continue learning, and access resources from outside agencies.*
5. *Creation of a comprehensive list of COVID-19 tools and resources online on the TIES website detailing the help available in the community for our clients.*
6. *Online COVID-19 information sessions in clients' first languages, offered in partnership with the Alberta International Medical Graduates Association (AIMGA).*
7. *Initiatives for staff to alleviate stress, including: a weekly pilot program of Mindfulness sessions, music therapy webinars, and a weekly staff newsletter that cultivated a positive team spirit and strengthened our emotional and social connections while apart.*

We have not completely defeated the antagonist, COVID-19, but there is light at the end of the tunnel. We are working on

appropriate health and safety protocols in anticipation of reopening our offices to our staff and adapting our classrooms to Alberta Health and Safety guidelines.

Looking into the future past COVID-19, we have many exciting new opportunities on the horizon. One area that has been eagerly anticipated for a few years has been our social enterprise initiative. We are also starting new Language Brokering and e-Learning programs. Our NICO program is ready to launch in the educational community, and we are proud to have started the Literacy Centre of Expertise. We truly have a world of opportunities on our doorsteps.

As we write new chapters in our ongoing story, we will continue to serve and build our community through innovative language education, customized employment training and placement, social enterprise based programming, and compassionate integration services to newcomers and Canadians based on best practices. I invite you to read on and discover our accomplishments from this past year.

Thank you to my 2019 EA, Alison Edwards (L) and my current EA Colleen Cory (R), who started in 2020.



OUR IMPACT THIS YEAR:



5,673+

CLIENTS SERVED THIS YEAR

34

PROGRAMS

192

STAFF

254

VOLUNTEERS



9,747 VOLUNTEER HOURS

68 COUNTRIES OF ORIGIN

Top 3: Eritrea, Syria, Ethiopia





OUR BOARD OF DIRECTORS

Message from the President of the Board of Directors

If we were writing a historical book about The Immigrant Education Society (TIES), the chapter that documents 2019-2020 would be a very interesting read indeed. In our 32nd year, we have embraced a new identity, championed new initiatives on mental health awareness, elevated our community through nearly 10,000 volunteer service hours, and bravely faced and overcome tremendous challenges including working from home and moving all of our services online during this COVID-19 pandemic.

Through it all, the dedication and commitment of our CEO, leadership team, staff, and volunteers continued to be a valuable asset in facing the many changes placed before us this past year. I would like to extend my sincere gratitude to our entire TIES team for how they have adapted to all of the challenges. I would also like to thank our funders, donors, and community partners for their continued support and collaborative efforts throughout these unprecedented times.

It has been my privilege and pleasure to be involved in various roles with TIES since it's inception in 1988. I'm also very heartened to see a new generation of caring young adults, including my own grandchildren, volunteering and advocating for the growth of our organization and in service of the needs of Calgary's new immigrant community.

With our new identity comes a new core value of Togetherness. We will continue to prioritize relationships and respect for one another, in good times and in times that challenge us all.

We will work to be more accountable to each other and the community we serve. It is only through working collaboratively, as a team, that we can overcome the obstacles that may lay ahead in the unwritten chapters of our TIES story.

**M'Liss Edwards,
President**

M'Liss Edwards



**John Li,
Vice President**



**Philip Baker,
Treasurer & Secretary**

Board of Directors

(from left to right
in alphabetical order)

First row:

**Gita Boyd
Wilson Howe
Ray Kristinson**

Second row:

**Nalini Plesche
Peter Plesche
Rabail Qasir**

Third row:

**Gerry Robitaille
Marilynne Smith
Kuldip Thind**



LANGUAGE EDUCATION

Whether it's learning English in-class or online,
we provide accessible options for all learners.

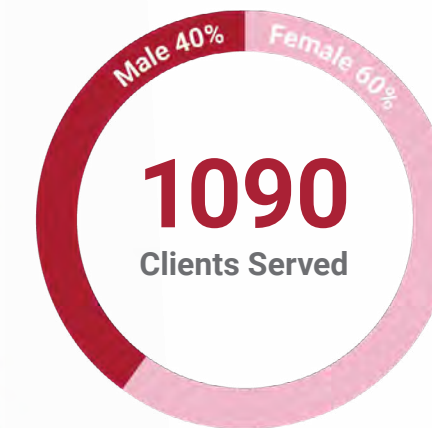


LINC & LINC LITERACY

ABOUT • Language Instruction for Newcomers to Canada (LINC) offers free English classes for newcomers to help prepare them for life in Canada. Clients learn reading, writing, listening, and speaking skills. We offer Canadian Language Benchmarks (CLB) 1-4, plus five literacy levels: CLB F Literacy - CLB 4 Literacy.

WHY • We want our clients to succeed in all the areas of life in Canada, be it employment, citizenship or education. Our LINC Program is the gate to the world of opportunities in Canada, and we hope our students will continue their journey until they achieve all the goals they once set with their first teacher in LINC.

READING
LISTENING
WRITING
SPEAKING



Top countries served:
Eritrea, Syria, Ethiopia, India



71% improved by at least one benchmark

49% graduated from CLB 4

97% reported that LINC is helping them reach their language goals

99% reported that LINC helps them feel comfortable in Canada



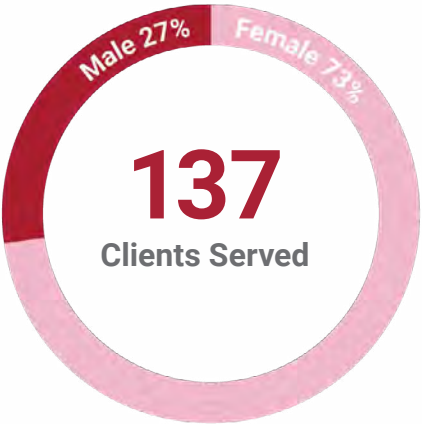
To read Amira & Jacqui's
success stories, visit
page 18-19!

LINC HOME STUDY



LINC BLENDED

ABOUT • LINC Home Study (LHS) offers online English classes for learners who are unable to attend class in person due to disability, family commitments or conflicting work schedules. This program has been one of the top-performing LINC programs in Canada for the past 7 years.



- 88% progression rate (compared to nationwide average of 82%)
- 100% would recommend the program to their friends or relatives
- 99% reported that LHS helps them feel comfortable in Canada
- 95% reported that LHS is preparing them to work in Canada

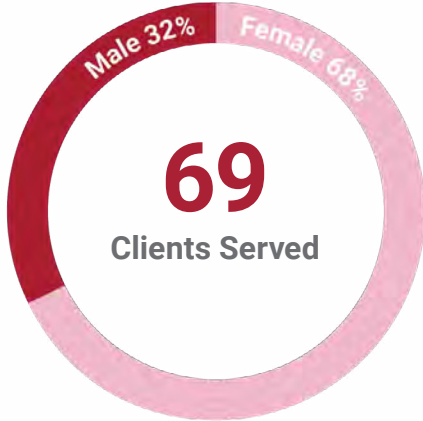
Top countries served:
India, Korea, China, Pakistan



ABOUT • LINC Blended offers the flexibility of online learning, plus the benefits of one in-person class each week. Clients complete activities online, and attend class in person once each week to receive face-to-face instruction and connect with their classmates.

100% of clients reported:

- Enjoying the topics they are learning about in LINC Blended;
- Feeling that the class is helping them reach their language goals and prepare for life in Canada;
- Enjoying learning online and finding Moodle easy to use;
- Enjoying the speaking practice and interacting with other students.



- 20 in CLB 3/4/5
- 36 in CLB 5/6
- 13 in CLB 6/7

Top countries served:
India, Mexico, Philippines, Colombia



"When I started LINC in another school, I worked daytime and I had to go to school in the evening. I spent a lot of time on the way and I was so tired. Later I was exhausted so I stopped going to school for a year. Coincidentally, I heard about LINC Home Study. It was a perfect program for me. Thanks to TIES, I can start learning English again." -Juyoung

To read Eliette's success story, visit page 18!

INDIGENOUS VOICES IN THE CLASSROOM



ABOUT • Indigenous Voices in the Classroom (IVIC) brings Indigenous knowledge, stories, and experiences into the LINC classroom. Curriculum developers from TIES and Centre for Newcomers have worked together with Indigenous elders and community members from across our prairie provinces to create these over 200 pages of lesson plans and classroom activities.

Two IVIC curriculum launch workshops were held on July 24 & 25, 2019. Over 30 participants attended on each day, including LINC CLB 3 & 4 instructors, program administrators, and community partners. Each day opened with a blanket exercise, followed by a sharing circle, discussions around Reconciliation, and the introduction of the classroom materials. The blanket exercise proved to be one of the most impactful parts of the workshop, as the immersive narrative exercise deeply moved many participants and prompted emphatic and heartfelt sharing around the circle. Each LINC instructor-participant left the workshop with a coil-bound copy of the IVIC curriculum.

WHY • It's long past time we increased the frequency, insight, and sensitivity with which we address Indigenous populations in Canadian classrooms. By bringing Indigenous voices and faces into the LINC classroom, their stories become tangible and real to newcomers. When we acknowledge one another's reality, we can begin the work of Reconciliation.

99% reported an improvement in knowledge about Indigenous topics after completing just 1 lesson



119
Newcomer Clients
Served

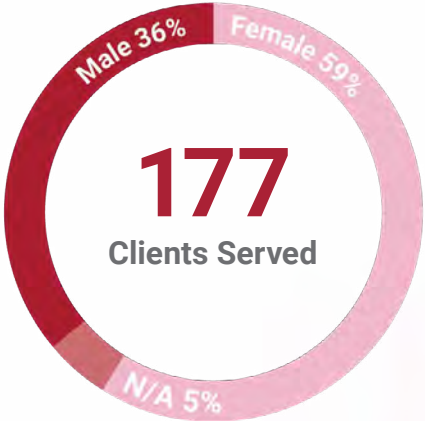
540+
Curriculum Users

200+
Pages of Lesson Plans



ENGLISH FOR EMPLOYMENT: JOB SEARCH

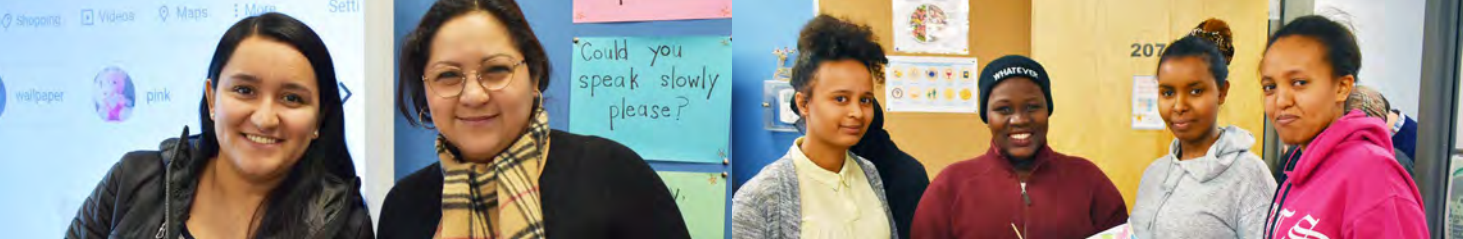
ABOUT • English for Employment: Job Search (EEJS) is an online English program run entirely by volunteers. This self-directed course helps newcomers and pre-arrival candidates improve their English and job search skills to find work in Canada.



91
clients are between
30-39 years of age



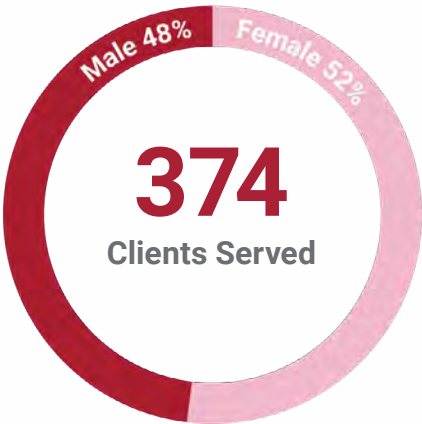
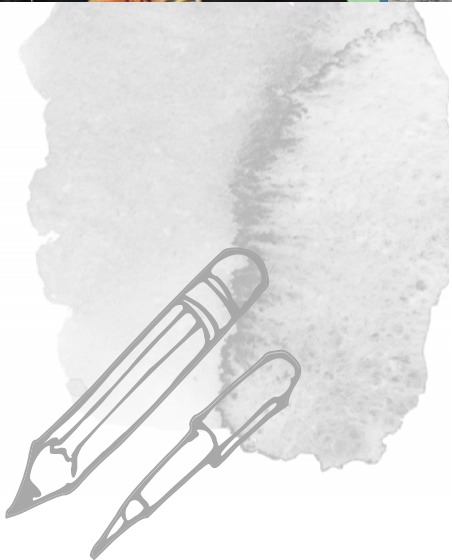
DROP-IN ESL



LITERACY & BASIC ENGLISH

ABOUT • TIES has been offering **Drop-In ESL** classes for more than 30 years. The flexible class times are convenient for adult learners who have to schedule their classes around childcare needs and work schedules.

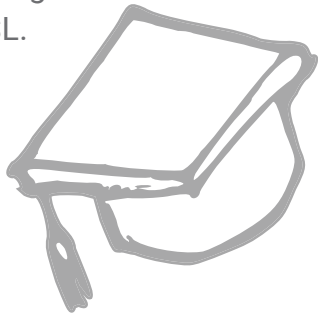
WHY • While there are many funded ESL programs for Permanent Residents, our Drop-in ESL program is unique in that it fills a gap for ESL learners who are Canadian Citizens. This program is fully run by volunteers, and many of our volunteers have been with us for more than 3 years - the longest has been volunteering with us for more than 15 years!



3330
hours of instruction

80
volunteers

- 92% of clients reported that their English has improved thanks to Drop-In ESL.
- 85% of clients reported that they are more confident communicating in English thanks to Drop-In ESL.

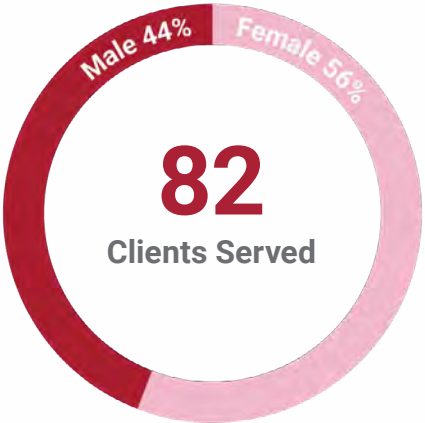


Top countries served:
Vietnam, Sudan, Ethiopia, Colombia



ABOUT • **Literacy & Basic English (LBE)** offers literacy-level classes to beginner English learners. Unlike LINC Literacy, this program is available to Canadian Citizens.

WHY • Literacy & Basic English program serves mostly Canadian Citizens, some of whom have never been to school in their lives before. We have two very dedicated literacy teachers, Joan and Joanne, who are constantly using creative ways to engage the learners in their classroom.



Top countries served:
Vietnam, Syria, Bhutan, Mexico



96% reported that LBE helps them learn English & understand life in Canada

This year, we purchased a LOFT Board and received a donation of 2 used SMART Boards from ASCEND. These tools bring innovative new teaching methods to the LBE classroom.

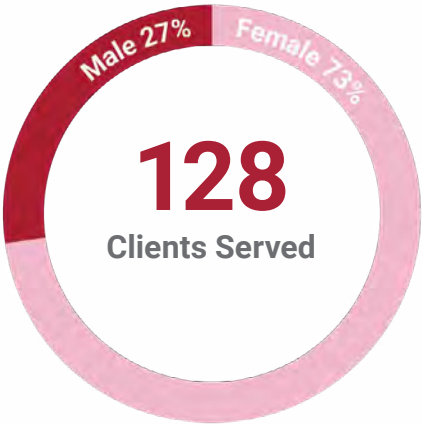
READING ROOM



COMPUTER ACCESS FOR LITERACY LEARNERS

ABOUT • Reading Room provides one-on-one tutoring for LINC clients struggling with reading and writing in English. This support is perfect for clients with learning disabilities or limited education in their home countries.

WHY • Reading Room is fully taught by volunteers, who dedicate 2 to 3 hours a week tutoring our literacy level students who need additional support to develop their reading skills. Many of the volunteers have been with us since the program launched in 2016!



2016
hours of instruction

33
volunteers

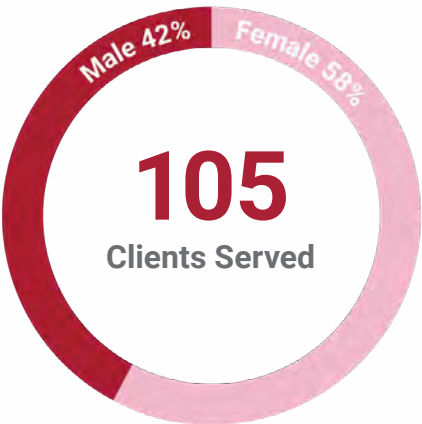
94% of learners met their learning goals
83% demonstrated increased confidence

Top countries served:
Afghanistan, Ethiopia, Eritrea, Pakistan



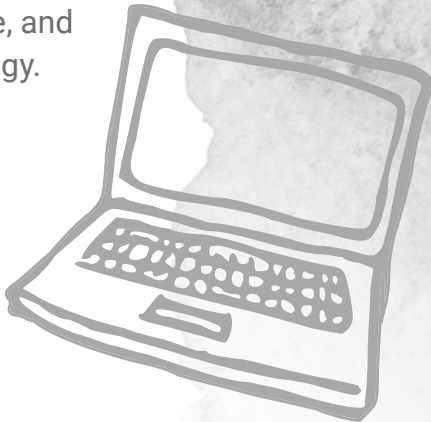
ABOUT • Computer Access for Literacy Learners (CALL) equips literacy-level learners with the basics of using a computer. Classes are beginner-friendly, hands-on, and easy to follow.

WHY • Digital literacy is essential as many everyday tasks depend on digital proficiency. Moreover, the world is becoming more digitized all the time, and many everyday functions within society are mediated through technology. Thus, it is important for the CALL program to serve our community's underprivileged students and help them attain digital literacy.



85% met their learning goals
96% reported having more confidence using technology
91% reported applying their new foundational skills

Top countries served:
Ethiopia, Sudan, India, Eritrea



To read Rosa's success story,
flip to the next page!

LANGUAGE EDUCATION: SUCCESS STORIES

AMIRA* | LINC

Having arrived from Syria in the peak of the crisis in late 2016, Amira* was a young refugee who arrived traumatized. She'd lost a father and brother to the conflict, and had been completely uprooted. As the oldest of the three remaining children, she naturally took on the role of leader (Mom had some health issues) and marched them briskly into Canadian life. Despite her own medical and emotional challenges, this student soared through the LINC levels offered at TIES, and then completed CLB 5 through 8 at Bow Valley College. She is now in the final stages of academic upgrading. With plans to enter a medical technician program, and eventually med school in the future, this firecracker goes by the motto, "just keep going." **Name changed for privacy*

ROSA | CALL PROGRAM

"In the past, I had difficulty using my emails. I didn't know how to check, send and reply emails. I often felt frustrated especially when I received something important or urgent. Fortunately, after one semester of learning, I've gained knowledge and skills of how to use my emails on the computer and my cell phone. Now I feel more confident checking, sending and replying emails. And I can also share photos I like with my friends by email. This course is helpful to me. I want to learn more computer skills!"

ELIETTE | LINC BLENDED

"One thing that LINC Blended Program has given to me that meets my particular needs is the opportunity to study to achieve level 7. Because after reaching this level, I will be able to enter to study to become a pastry chef. My life has changed. If I compare myself to how I was when I started studying, to how I am now, the difference is enormous. I'm more confident when I have to write an email, or even a text message. I'm able to follow and keep a good conversation with my neighbors. I'm very grateful to all the people who make it possible for a program like this to be available for many people like me. I hope you can continue doing a great job!"

JACQUI* | LINC LITERACY

Jacqui*, her husband and her six children arrived, as refugees, in Calgary from Congo in 2017. Upon arrival, Jacqui was in her early thirties and had only attended school in her native country for 3 years. She was placed in a full-time dedicated literacy foundation class. She began class not knowing how to write the English alphabet or a simple sentence. Jacqui applied herself, had near perfect attendance and was grateful every day for the opportunities given to her in her new country.

Being the dedicated student that she was, Jacqui moved quickly through the levels. Throughout the time Jacqui was at TIES she learned many valuable academic, cultural and social skills. She was constantly full of awe and questions about everything she was learning. She soaked up everything like a sponge. She was a leader amongst her peers and a positive force in the class.

There are so many milestones that she went through when studying. She had never bought secondhand clothes for herself or her children before a class trip to Value Village. She became a regular shopper there and proud of her appearance and that of her family. She secured a Costco card from the booth set up in our reception and now buys in bulk to feed her family. She changed her bank account plan to one with a reduced monthly fee. She got her driver's license and now lives in Calgary Housing.

We also did a unit on "Beyond LINC" and researched the options for graduating students. We had a guest speaker from the Calgary Immigrant Women's Association (CIWA) to introduce their work training programs. Jacqui immediately applied to the childcare program and started her studies one month after graduating from the LINC Literacy program at TIES. Because of all her course work, Jacqui now has a much brighter future and is on the road to a fulfilling career she could never have dreamt about in her home country.

Jacqui is not the only one who will benefit from her studies at TIES. Her children now have an advocate who acts as an example of what can be accomplished with hard work and a positive attitude and Canada will have a fully integrated new member of our society. **Name changed for privacy*

EMPLOYMENT TRAINING

We help newcomers develop the fundamental skills needed to navigate the Canadian job market.



EMPLOYMENT SUPPORT PROGRAMS

ABOUT • Employment Support Programs (ESP) are made up of two streams: Employment Skills Training and Canadian Workplace Training.

TIES has offered **Employment Skills Training (EST)** for more than 20 years. Clients receive training in four different categories (up to 80 hrs in each) to help them secure work in Canada. These categories include job search skills, Canadian business communication, computer skills for job readiness, and seminars/networking opportunities.

Canadian Workplace Training (CWT) is designed to prepare newcomers for work in one of the following entry level fields: Childcare, Warehouse/Logistics, or Hotel Housekeeping.

87 workshops held throughout the year
220+ hours of career counselling

Top countries served:
India, Philippines, Nigeria, Pakistan



To read Rohini & Hafsat's success stories, visit page 28!



88% of clients graduated
90% of graduates found work



93% of clients graduated
78% of graduates found work

EMPOWERING YOUTH THROUGH EMPLOYMENT

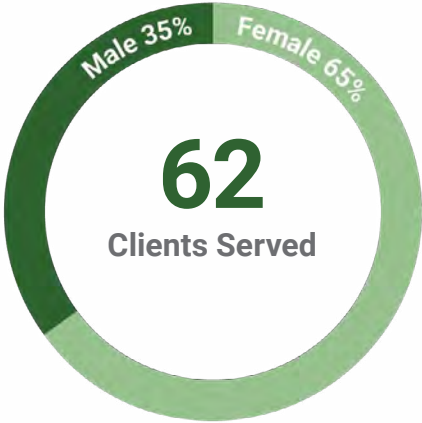


ENTREPRENEURSHIP DEVELOPMENT TRAINING

ABOUT • Empowering Youth through Employment (EYE) is designed to help Immigrant, Refugee & Canadian youth between the ages of 15-30 break barriers to employment through education & training. Clients gain valuable experience through employability skills training, career counselling, and 12 weeks of practicum placement.

40
students graduated from
the program

83%
found work or returned to
full-time school



Top countries served:
Philippines, India, Syria, China

"EYE is a life changing program. Arriving to Calgary was one of the great breakthroughs in my life. However, finding a job and understanding the work environment was a very hard challenge.

EYE program equipped me with the methods, knowledge and skills to find, apply for, get and keep a job. I suggest EYE program to newcomers and everyone about to start their career."

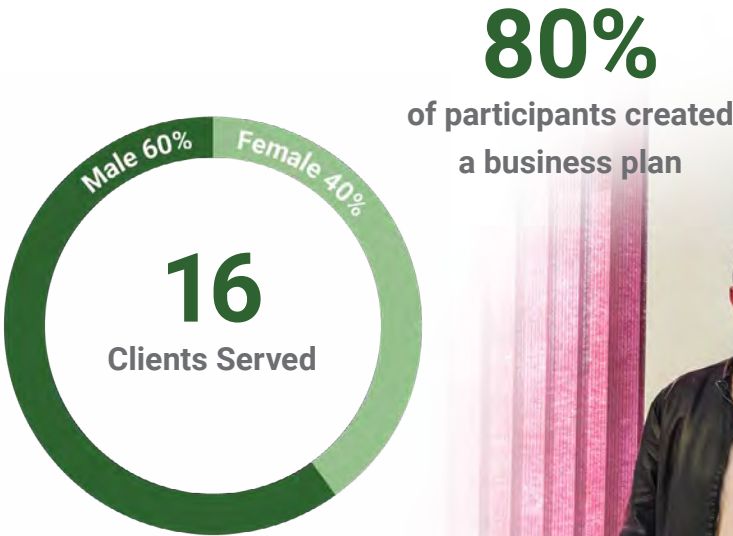
-Atallah



To read Renu & Swati's success stories, visit page 28!

ABOUT • Entrepreneurship Development Training (EDT) teaches the basics of running a business. Through this program, clients learn about business management, registration, customer service, and hiring to increase their chances of entrepreneurial success.

WHY • Many newcomers arrive in Canada with a dream to start their own business. EDT empowers clients to make their dream a reality, and build a new future for themselves in Canada.



Top countries served:
Philippines, Egypt, Iraq, Lebanon

80%
of participants created
a business plan



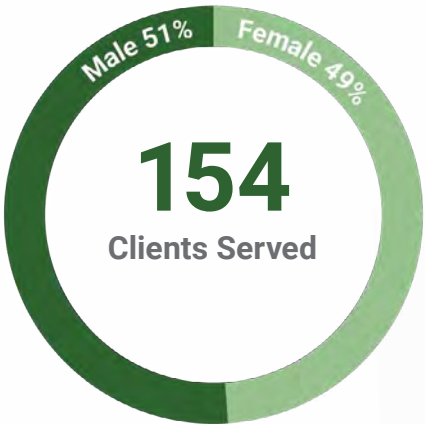
We are very proud of EDT and LINC alumni
Abdulfatah Sabouni, now Owner of Aleppo Savon

TRANSITION TO EMPLOYMENT SERVICES



ABOUT • Transition to Employment Services provides customized, one-on-one support, advocacy, and mentorship to help clients find employment they are qualified for. Financial help is provided to assist with educational courses, job equipment and daycare while attending class. This program is for anyone living in Canada who has Canadian work experience, including recipients of EI benefits within the last 5 years.

WHY • This program accepts Canadian Citizens and those who have recently been on Employment Insurance (EI), who are often ineligible for other free employment programs. Advocacy is a big part of this program: we promote our clients and connect them with a network of employers.



Top countries served:
China, Canada, Mexico, India

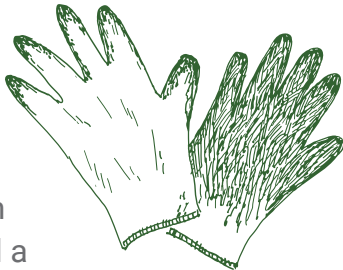


58%
of graduates
found work



FARM PROGRAM

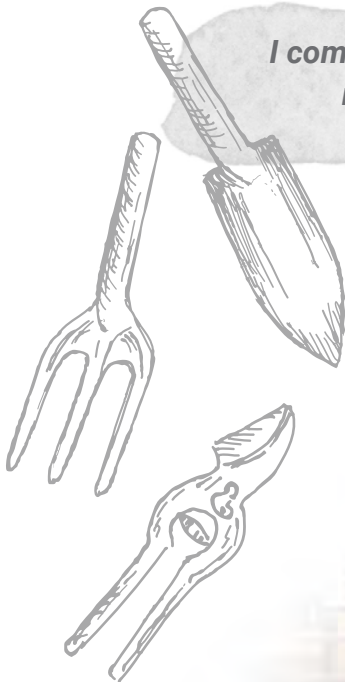
ABOUT • Foundations in Agricultural-based industries for Refugees and Migrants (FARM) builds upon a common area of newcomer interest and experience: gardening and agriculture. Through this program, clients are equipped to work in Canadian agricultural industries through in-class English language training, practical hands-on lessons, field trips, guest speakers and a 45 hour paid practicum.



44
Clients Served

76%
Employment Rate

124%
Exceeding Original
Enrollment Target



I completed my practicum with ULS Landscaping and was immediately hired as a full-time employee! - Ifa

Top countries served:
Philippines, India, Eritrea, Canada

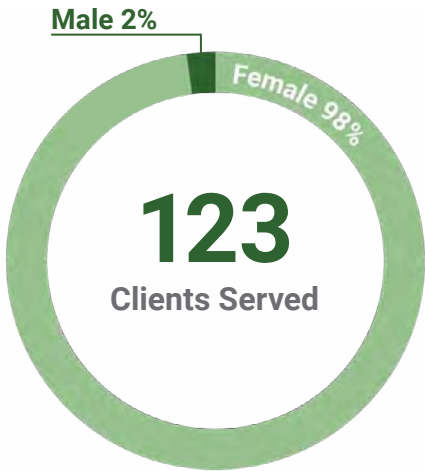
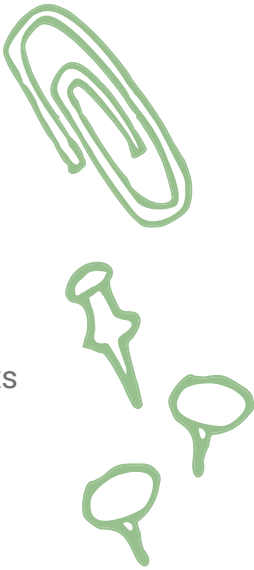


CLERICAL TRAINING



COMPUTER & ACCOUNTING TRAINING

ABOUT • Clerical Training is designed to prepare newcomers for a clerical position in a modern Canadian office environment. Training is provided in-class and includes an optional 80-hour volunteer job placement where clients are able to gain valuable hands-on Canadian work experience.



- 360** volunteer hours
- 72%** clients got hired in a related field
- 600** hours of counselling & assessment to help clients find suitable work placements
- 81%** would recommend the program to family & friends
- 95%** of clients reported that they learned the necessary skills to work in a Canadian office setting

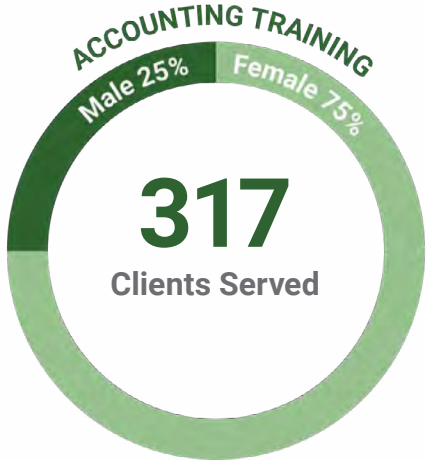
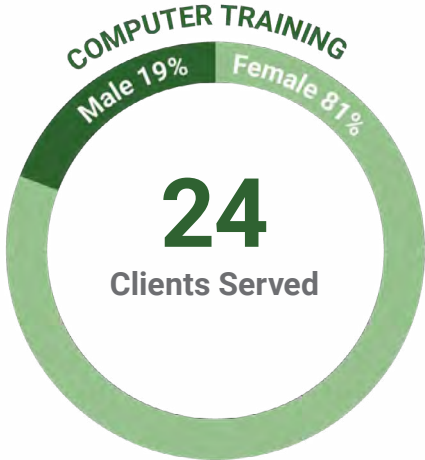
Top countries served:
India, Philippines, Mexico, Nigeria



To read Francisca's success story, visit page 27!

ABOUT • Computer Training helps clients learn the intermediate and advanced functions of using a computer, including Microsoft Office programs, keyboarding, and e-mail.

Accounting Training includes Basic and Advanced levels and accounting software classes, such as Quickbooks and Sage 50.



- 97%** of clients completed the program
- 89%** are very satisfied with the program
- 97%** reported feeling better equipped with Microsoft Office

- 28** classes held throughout the year
- 79%** got hired after finishing their training
- 89%** of clients reported being more confident in finding an accounting job

Top countries served:
India, Philippines, China, Mexico



EMPLOYMENT TRAINING: SUCCESS STORIES

ROHINI | EMPLOYMENT SKILLS TRAINING

“The EST program brought tremendous transformation of myself as an individual. It made me understand why things happen differently in Canada. I became more optimistic and confident amidst the challenges of getting a job. Big thank you to TIES management and staff for their constant guidance and encouragement in helping me in my career journey.” *Rohini is now working at National Bank of Canada as a Financial Specialist.*

HAFSAT | EMPLOYMENT SKILLS TRAINING

“The EST program improved my hard and soft skills beyond my expectations. I began to get many job interviews until I was able to get a job. This was a result of applying all the things I learned from my instructors who were very helpful in contributing to my career success.” *Hasfat is now working at Air Canada as a Customer Relations Representative.*

FRANCISCA | CLERICAL TRAINING

“My name is Francisca. I came to Calgary 4 years ago from Qatar where I worked with the British Council. I have a Master’s degree in Environmental Engineering and Project Management from University of Leeds, UK. I am currently enrolled in the University of Calgary for a certificate course in Health Safety & Environment and a certificate course in Environmental Management. I have found it a bit difficult going back to work as I spent a lot of time at home after relocating to Canada. This made me apply to this program, as I believe it would enhance my computer skills and help give me the confidence and boost that I require to go back into the job market. In the course of this program, I have learnt a lot. I can confidently work well in Excel and PowerPoint, which were the areas I struggled with before this program. The tips we learnt in interviewing skills and resume writing has been of great help to me and I am confident that it will help me in my career. My profound gratitude goes to the funder for this humanitarian effort to educate and empower people. My appreciation also goes to all the TIES staff and my classmates for their support throughout the program.”

RENU | EYE PROGRAM

“I am having great experience with EYE program. I gained lots of information in classroom training regarding Canadian culture, cover letter and resume writing, networking, job fair, follow up writing etc. I am recommending this course to all my newcomer friends as its a great start and all staff working in TIES are very supportive.”

After completing the EYE program, Renu got a job as a Quality Assurance Technician at Coca Cola Bottling, with the help of EYE staff who continued coaching her after the completion of the program.

SWATI | EYE PROGRAM

“My name is Swati. I came from India in May 2018 as a professional immigrant to Canada under the Federal Skilled Worker program. As a new immigrant, I had a number of challenges to settle myself in this new place with an entirely different social and cultural framework from the one I belonged to back home. Besides having a masters’ professional degree in healthcare from India, one of the most prominent challenges for me was to get employment.

I enrolled myself in the EYE program at TIES and consider it as the most imperative turning point in my journey to Canada till date. This program not only helped me to understand the workplace culture, norms and ethics functioning in Canada, but also provided me with an intensive training on resume writing and interview skills. The latter part of the program involved a practicum placement to give a real-time workplace experience to all the participants based on their education and previous work experiences. I started my practicum with the University of Calgary as a Research Assistant and was fortunate enough to get a job within the same faculty after the completion of my practicum. I consider this program and the inspiration from all the members of TIES involved in this program, as the only source that paved my way towards establishing a successful career in Canada and would strongly recommend it to all the new immigrants.”

SETTLEMENT ASSISTANCE

Integrating into Canadian society comes with many barriers. We provide solutions to overcome them.



REFUGEE & NEWCOMER EMOTIONAL WELLNESS

ABOUT • Refugee & Newcomer Emotional Wellness (ReNEW) provides one-on-one counselling for these challenges, as well as more serious issues like domestic abuse, alcoholism, and trauma.

WHY • Moving to another country can be a difficult and stressful experience. Newcomers often struggle with issues like culture shock, isolation, and anxiety. ReNEW seeks to examine newcomer mental health and emotional wellness across multiple agencies in the prairie provinces and establish best practices to address these issues.



IMMIGRANT ACCESS COUNSELLING

ABOUT • Immigrant Access Counseling (IAC) is designed to identify online settlement practices and apply them using multiple tools, including free live chat offered on our website.

The project identifies new strategies to support newcomer integration, and creates awareness of available resources to support their settlement, including supports for emotional wellness.



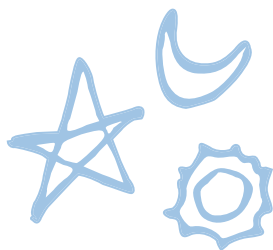
This year, we hosted a conference on Refugee & Newcomer Women's Emotional Wellness. Visit page 38 for more information!

CARE FOR NEWCOMER CHILDREN



ABOUT • Care for Newcomer Children (CNC) is a childcare service offered free of charge to LINC and EST clients at TIES. It is available for children between 12 months and 11 years of age.

WHY • By creating a welcoming environment and providing a positive experience, we help both children and parents feel Canada is their new home. Program activities are designed to bridge the children's experiences in their home country with their new environment in Canada. In this program, we take care of our Childminding children's health, safety, and well-being. We also help them build social skills and establish new relationships, and, when necessary, cope with the effects of dislocation and trauma.



206

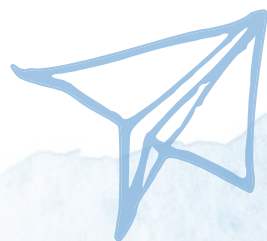
Children Served

151

Parents Supported

1:5

Staff to Child Ratio



To read Khadiza's success story, visit page 36!



ONLINE ACTIVITIES • On March 17, 2020, due to COVID-19, our services moved online, including the CNC program. Our CNC team continued to offer services to families by scheduling regular video meetings with children in the program. This included personalized video calls between CNC Educators and families, and group calls with multiple children to promote social skills during this time of social distancing. Activities during COVID-19 included:

-Arts and Crafts: themed on a lesson topic, such as seasons, shapes, animals, current events, or life in Canada.

-Nutrition and Well-being: the CNC Educator encourages the child to eat healthy snacks, get active and develop healthy habits.

-Music: The educator plays songs, sings, and dances with the child.

-Other Activities: The educator provides activities to encourage gross motor skills, literacy and numeracy.

-Care Packages: our CNC team delivered 80 care packages to families in the program. Each package contained toys, craft supplies, play dough, snacks and juice.

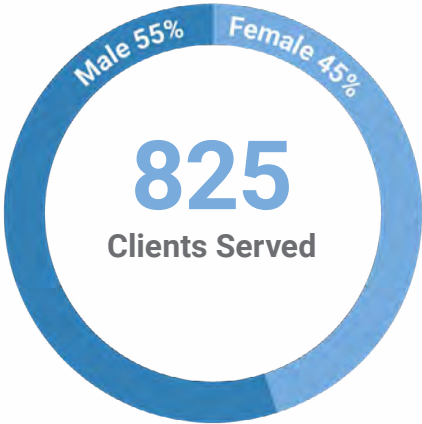


MONEY SMART: ECONOMIC EMPOWERMENT



WELCOME RESOURCES INFORMATION PROGRAM

ABOUT • Money Smart: Economic Empowerment offers financial help in four different ways: (1) Financial Coaching, (2) RESP Sign-Ups, (3) Tax Clinics, and (4) Financial Literacy Workshops. This program is designed to break down financial barriers faced by newcomers and economically challenged individuals.



Key Statistics

- 120** RESP accounts opened
- 1960** counselling hours
- 90%** progression rate
- 95%** success in both short and long term outcomes, including opening RESPs, filing taxes, and building credit history

Top countries served:
Philippines, Georgia, Ethiopia, Syria

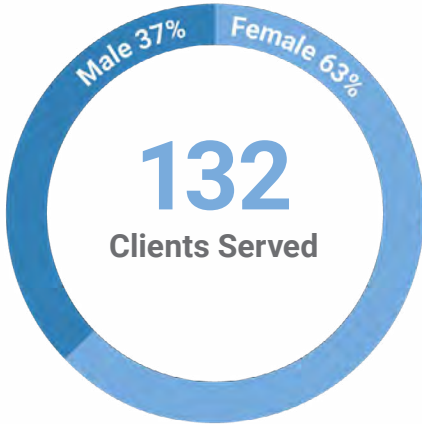


- 48** through Financial Coaching
- 120** through RESP Sign-Up Events
- 158** through Tax Clinics
- 615** through Workshops & Events



To read our clients' success stories, visit page 37!

ABOUT • Welcome Resources Information Program (WRIP) is an information service that helps guide newcomers through the different programs and services available to them. WRIP helps clients navigate life in Calgary by connecting them to different resources around the city. Transit tickets are given to those who need them.



Top countries served:
India, Iraq, Syria, Philippines



You have always been reachable and ready to support for all our needs and have provided necessary help on immediate basis which made our lives easier. Thanks a ton for supporting us in settling down in the country, and you also gave a lot of valuable information, which was very helpful.
-Madhu



To read Dina's success story, visit page 37!

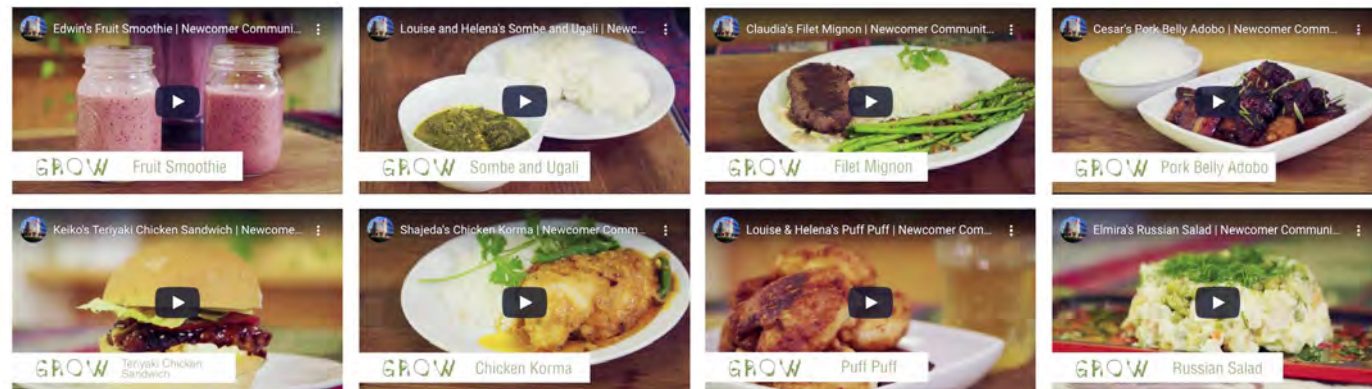
NEWCOMER COMMUNITY COOKBOOK



ABOUT • Newcomer Community Cookbook is a series of cooking videos that showcase recipes from around the world, demonstrated by newcomer clients at TIES. This project was built upon the previous success of our GROW program (Gardens for Refugees and Other newcomers Welcomed), a community garden project for newcomers, which culminated in a harvest meal at the end of each summer.

WHY • The central focus of the project was to produce cooking videos featuring dishes by actual newcomers from TIES's clientele and to place the participating newcomers in positions where they were teachers, authorities on a subject and sources of knowledge. Each participant embraced their chance to be the teacher, and as their videos continued to be featured in the community throughout the period of the project, they became spokespeople for TIES and their community.

[Click here](#) to check out the videos!



2908

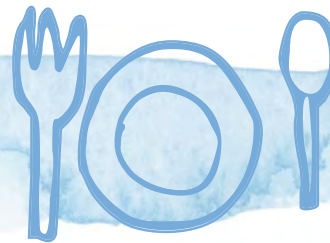
Total Views

9

New Videos

5

Newcomer
Participants



SETTLEMENT ASSISTANCE: SUCCESS STORIES

DINA | WELCOME RESOURCES INFORMATION PROGRAM

"TIES has been a big support for my family and myself over the past 3 years. It was one of the reasons we could settle down in the new city with all the recourses they provide through their services. Counsellor Mayssoun is one of the most caring persons I have ever met, she has been working with us since 2017 and helped us to get through many hard times. Until this day, she still provides us with all what she can and works with us to achieve our goals. Words are not enough to express our gratitude to this organisation and its caring staff."

KHADIZA (PARENT) | CARE FOR NEWCOMER CHILDREN (CNC)

Khadiza is a LINC student at TIES, and her son is in the CNC program. She said that the online activities offered by TIES during COVID-19 have been a remarkably successful initiative, and that the family feels connected to the CNC program. Her son is happy to join the CNC online activities. He is enjoying doing crafts, singing songs and reading books. Khadiza says that he waits eagerly to get the phone call from our CNC educators. She conveys her thanks to the TIES staff.

A BETTER FUTURE FOR A FAMILY OF 7 | RESP EVENTS

A newcomer family with five children joined the LINC program at TIES. During one of the RESP information sessions, the parents approached us to ask more about what RESP means as they were not able to understand due to the language barrier. We were able to find an interpreter who spoke the same language and provided them a private session. At first, the parents were not open to the idea of saving money for their children in the bank. We arranged for one staff member who happened to be from the same culture and background to discuss the idea with the family, and the staff member was able to help the family see it differently. As a result, the family asked for our help to open RESP accounts for their five young children, and they were able to contribute \$50 monthly for each child. Once they understood the benefit of saving for their children's education in their own language and in a culturally sensitive way, it made all the difference, and they are really happy that this will help them create a better future for their kids.

RESEARCH & PROGRAM DEVELOPMENT

Ongoing research allows us to identify and address arising needs in the community, and share best practices.



CONFERENCE 2020



200+
Participants

47
Speakers

12+
Countries
Represented

ABOUT • Conference 2020 on Refugee and Newcomer Women's Emotional Wellness brought together newcomers, researchers, agencies, and community leaders to share their stories and address barriers to emotional health. On January 29 + 30, more than 200 participants gathered at the new Central Public Library for the Conference 2020. The event was organized by The Immigrant Education Society (TIES) in collaboration with the University of Calgary, Faculty of Nursing, and funded by a Status of Women Alberta Community Grant.

WHY • Upon arrival in Canada, newcomers are typically preoccupied with immediate concerns such as language, employment and housing. As a result, their emotional wellness is often overlooked. This can be particularly impactful for women, many of whom are caregivers for their families, and may have difficulty accessing available services. The Conference 2020 took a closer look at the challenges faced by newcomer women, and offered a chance to share ideas and develop solutions.



NEWCOMER INTRODUCTION TO CLASSES ONLINE



OTHER RESEARCH

ABOUT | Newcomer Introduction to Classes Online (NICO) is an open-source course designed to prepare low-literacy newcomers for online English learning programs. It is free for use by IRCC-funded organizations. NICO is flexible, self-paced and can be accessed online at any time. Upon completion of the NICO course, participants will possess the digital literacy skills and soft skills required to undertake online language studies.

NICO began with a national research study to identify barriers to online learning faced by newcomers, especially those with language proficiency of CLB 3+, and recommendations for aiding them to succeed. The research findings informed the curriculum development of the NICO course, which contains six modules about basic computer start-up & skills, troubleshooting, online learning, and soft skills.

A notable feature of the curriculum is dynamic feedback. After students complete each module assessment, the system will provide dynamic feedback automatically, indicating for the student to proceed, repeat the whole module, or repeat a specific lesson in the module. If needed, ESL instructors can use parts of the course to incorporate into their classroom lessons. The whole curriculum design is guided by plain language and Essential Skills Level I principles to accommodate low-proficiency language learners.

Top languages spoken:
Arabic, Spanish, Tigrinya



from
40 Different Agencies
6 Provinces in Canada

RENEW PARTNERSHIP FOR BEST PRACTICES

The ReNEW Partnership for Best Practices examines the current practices and supports for the emotional wellness of refugees and newcomers provided by IRCC-funded agencies. It aims to understand the causes of newcomer emotional wellness issues, and design/evaluate a new model of support integrated into the current practices of participating settlement agencies.

IMMIGRANT ACCESS COUNSELLING

Immigrant Access Counselling (IAC) research identifies new strategies to support newcomer integration, and develops new avenues to support their settlement, including supports for emotional wellness. The research design and instruments were approved by the Research Ethics Board of the University of Calgary.

LANGUAGE BROKERING INITIATIVE

Language Brokering is the practice of newcomer parents employing their children, most commonly the ones in their teens, to translate and interpret in various formal situations. This project aims to localize the data to Calgary, and to explore the potential of programming or interventions around the practice in order to maximize benefits and minimize negative impacts.

FARM IMPACT STUDY

Through partnership with several businesses in the horticultural, agricultural and landscaping industries, TIES developed the FARM curriculum to prepare newcomers for employment in those fields, through classroom instruction and a practicum at partner workplaces. The project examined the impact on participants' integration and the value of this kind of programming for agricultural employers.



[Click here](#) to access the NICO course!



OUR MANAGEMENT TEAM

(from left to right in alphabetical order)

First row:

Olivia Chen
Manager, NICO Program
Jana Ciobanu
Manager, LINC Program



Second row:

Wei Dang
Chief Financial Officer
Racine Diallo
Manager, Computer and Accounting



Third row:

Suman Khanal
Director, Employment and Settlement Programs
Richard LeBlanc
Director, Language and Childcare



(from left to right in alphabetical order)

First row:

Priscilla Lee
Manager, Drop-In ESL and Volunteer Programs
Whitney Loewen
Manager, E-Learning & Special Projects



Second row:

Clifford McGuire
Manager, Facility Operations
Eva Su
Manager, HR & Office Operations



Third row:

Cesar Suva
Director, Research and Program Development
Robert Toth
Director, Communications and Community Engagement





THANK YOU TO OUR FUNDERS



AND DONORS



INDIVIDUAL DONORS

Alison Edwards	Ireen Looi	Lisa G Tuplin	Robert Pinckston
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Fiona Macelli	Khalid Ahmed	Robert MacInnis	Yao Chen



OUR LOCATIONS

WHITEHORN

3820 - 32 Street NE
Calgary, AB T1Y 7L9
Tel: 403-291-0002



NE

NE



WESTWINDS

#311, 32 Westwinds Cr.
Calgary, AB T3J 5L3
Tel: 587-392-4177

FOREST LAWN

1723 - 40 Street SE
Calgary, AB T2A 7Y3
Tel: 403-235-3666



SE

TIES | Learn

ONLINE

[Click here](#) to access

POEM BY PRISCILLA LEE

IMMIGRANTS IN CALGARY

He came before us
Laying the foundation
That would be the grounds
Of which thousands of students come and go

He came and left
He had a vision to improve lives
Empathised with their struggles

Climbing back to where we started
Continuing to build a better life
In the new land we call home

Education is key, and it's the exit
A way out of difficult lives needed rebuilding
Language and skills that are needed
For immigrants to integrate
He built buildings, programs and lives

His work will continue
The ties we have formed will always be
Community of immigrants living in Calgary
Students, friends and families
Together, we are The Immigrant Education Society

by Priscilla Lee
Manager, Drop-In ESL and Volunteer Programs



*Honouring the legacy of our founder
Salim M. Sindhu*





**THE IMMIGRANT
EDUCATION SOCIETY**

SINCE 1988



IMMIGRANT-EDUCATION.CA



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