



PEI Association for Newcomers to Canada



Bringing People and Communities Together

2007 - 2008 Annual Report

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PRESIDENT'S MESSAGE

Zeke Eaton

Another year has come and gone for the Association for Newcomers. As president of the PEI ANC, I want to extend my sincere appreciation to my fellow board members for volunteering to be a part of this wonderful organization. It is comforting as President of the PEIANC to know that we have such a talented and committed staff looking after the needs of a growing number of immigrants coming to PEI. We have an increasing number of community organizations and government agencies and departments with which we are working; not to mention an increasing number of volunteers. I would be remiss if I did not acknowledge the tremendous contribution our volunteers make, as well as the key role our service delivery partners play in the successful settlement and integration of immigrants to PEI. Finally, I also wish to extend a sincere appreciation to our funders, without whom none of the work we do would be possible.

Executive Director

Kevin J. Arsenault

In last year's report, I made the following prediction: *"It is not anticipated that much further expansion and growth will be required in our Charlottetown office"*. I couldn't have been further from the mark. Continued increase in the number of clients made it imperative to further expand our capacity to meet their needs. We secured additional office space on the 3rd floor of the Holman building – across from our existing offices and meeting space – which has become our 'employment wing', housing our Employment Assistance Service (EAS) and Internationally educated health care professional (IEHP) staff, as well as employment resources and several computers for client use. There have also been changes in staff, including new staff, which are worth noting:

- Erin Mahar began as Intake Worker in March, 2008, replacing Andrew Moase who accepted a position with Irving in St. John, N.B.
- Melanie Bailey began as a second IEHP worker in March, 2008
- Jana Watkinson began as an ISAP worker in April, 2008
- Joey Seaman began as a second Host Program worker in April
- Carrie MacLean began as a one-year term maternity leave replacement for Michelle Hood in May, 2008
- Adam Doucette began as an EAS employment counselor in May, 2008, replacing Mitch Cobb who moved to the Far East with his family
- Heather Lea began as an ISL settlement worker in July, 2008
- Julie Houde began as a second Host program worker in July, 2008, replacing Erica Stanley who resigned her position
- Lisa Hill began as an EAS employment counselor in August, 2008, replacing Cathy Ronohan who resigned her position
- Tasha Johnston began as Office Manager/Administrative Assistant in August, 2008
- Phyllis Pitre began as an employment counselor in September, 2008
- Alex Yin began as an ISAP settlement worker in September, 2008
- Valerie Weeks began as a receptionist for a one-year term maternity leave replacement for Jill Olscamp
- Lisa Duffy – hired as the ARAISA Atlantic Settlement Conference Coordinator has been offered a position as a Multicultural Education Program worker to begin in November, 2008

Congratulations and best wishes are extended to ...

- Michelle and James Hood on the birth of their baby girl Hannah;
- Jill Olscamp and Bernie Plourde on the birth of their second child, a baby boy;
- Jana Watkinson (now 'DeVries') on her marriage to Travis DeVries;
- Jennifer Howard (now 'Jeffrey') and Joey Jeffrey – both ANC staff – on their marriage;
- Isabelle Dasylyva on her marriage to Kirby Gill

New Team Structure and Coordinators

With the growth in the number of staff in several program areas, it was decided to move to a new 'Team' structure, with Coordinators. Rocio McCallum is now the Coordinator of the "immigrant Youth Team" (embracing just one program at present, the Immigrant Student Liaison program); Jennifer Jeffrey is the Employment Team Coordinator (embracing both the Employment Assistance Service program and the Internationally Educated Health Professionals program), and Isabelle Dasylyva is the coordinator of the Settlement Team (which includes the Resettlement Assistance Program; Immigrant Settlement and Adaptation program, and Canadian Life Skills program). Management staff supervises the Multicultural Education program, the Host program and the Francophone Settlement program – the three programs that comprise the Community Outreach Team.

ARAI SA

As a member of the board of directors for the Atlantic Region Association of Immigrant Serving Agencies, I have been involved in a number of initiatives during the past year. The Annual Settlement Conference (ASC)

was held in Halifax in October, 2007, with approximately a dozen PEIANC attending. The 2008 ASC was to be in New Brunswick; however, due to unforeseen circumstances, New Brunswick was unable to host the conference. PEI's turn was to be in 2009, so we offered to host the event a year early. Despite the late date on which we started planning (August, 2008) we are set to receive 160-170 people at the Rodd Charlottetown, November 4-6, 2008. Thanks to Lisa Duffy, our Conference Coordinator and Pam Garland as well as the ARAISA Regional Planning Committee for all the hard work to make this conference happen.

I also participated in a regional research committee looking into the organizational structure and criteria membership of ARAISA. A survey study was undertaken with assistance from CIC, and a two day meeting of ARAISA board members was held in Halifax. No final decisions have yet been made on changes to our membership criteria, organizational developments for the future, etc. The next step is to report to the entire board at the AGM to be held during the 2008 settlement conference.

Statistics and details on the amazing work staff have accomplished during the past year can be found in the separate program reports in the following pages. I would like to point out that we have many wonderful new technical abilities with a new website; a new Intranet integrated with our client database; a new on-line Language Training Referral system, and a new computer-based phone system. I must extend a special thank you to Sasha and Beti Andric, our computer technicians, for all these wonderful new capacities at the PEIANC. They will be doing further enhancements to our website in coming months under the terms of a new 'portal' project funded by the federal government.

What's ahead for the PEIANC? I'm reluctant to make any claims to knowing the

future after my dismally-inaccurate prediction in last year's report, but I can say that I HOPE the coming year will be a period to strengthen and stabilize our operations and further fine-tune the protocols governing our many partnerships and liaisons with government departments and community organizations. The challenge to find new ways to extend these settlement services into other communities still presents itself both to our Association and to the Province. We continue to receive inquiries from municipalities and employers to provide settlement services to other communities. Hopefully, the coming year will finally see new initiatives that will encourage greater dispersion of immigrants to communities across the Island, and the establishment of settlement services and supports in more communities.

To sum up, I am extremely encouraged by the support we are receiving from our funders, and I look forward to a continuation of these close working relationships. In particular, to Asifa Rahman, Sarah Joncas, and Paul Snow at *Citizenship and Immigration Canada (CIC)*; Mary Kouwenburg and Florence Nicholson with *Service Canada*; Janet Perry-Payne and Paula Clarke with the *PEI Department of Education*; Donald Arsenault and Claire Arsenault with *Canadian Heritage*; Pam Trainor with the *PEI Department of Health*; Hon. Richard Brown, Dr. Michael Mayne, Jane Mallard, Grant Sweet, Kate Flannagan, Erin Docherty, Leah Johnston and JoAnn MacQuaid with the *PEI government and Population Secretariat*. My hope is that we can continue to do a better job building on what we have already done on behalf of newcomers to PEI for the coming year.

Assistant Executive-Director

Pam Garland

This past year has been an exciting one for immigration on PEI. The PEIANC has experienced another year of steady growth

with an increased number of newcomers arriving on Prince Edward Island as well as the addition of several new staff members at the Association. Every member of our staff has a genuine interest and concern for our clients' well-being, and with all of the programs we now offer, I feel we are able to meet the needs of our new and existing clients in a very comprehensive way.

Personally, I feel I have grown along with the PEIANC and accepted the position of Assistant Executive Director in April, 2008. This new role allows me to be more involved in the strategic planning of the Association. It's been very rewarding to be involved with the process to help move ideas from the initial planning stages to the end result of service delivery to our clients. I've enjoyed learning more about immigration, and most importantly, more about our clients and where they come from as they make a new home on PEI. I'm looking forward to meeting new challenges in the year ahead.

Office Manager/Administrative Assistant *Tasha Johnston*

Since I began work at the PEIANC in August of 2008, I have been responsible for new client data entry on the intranet database, as well as updating changes such as phone numbers, addresses, etc. I am also entering client LINC assessment data into the intranet database for the online LINC referral system. There is usually between 8 and 16 clients per week having LINC assessment tests at PEIANC. The results of these assessments are updated in our database within a day of completion. I also post the results of the LINC assessment tests to iCAMS on the CIC website.

The LINC referral process is one of my biggest duties at the PEIANC. I receive seat availability information from the Language schools, Study Abroad Canada

and Holland College, and refer clients waiting to attend these schools. The intranet database at PEIANC provides easy access to information on clients waiting for placement as well as the clients who are currently attending. It is broken down by school, class location and level, providing client names and the dates they began their studies. When I refer clients to Language school, I simultaneously update the online database, allowing the schools and funders with access to see immediate changes while maintaining accurate, up-to-date details.

From September to October 28, 2008, 158 clients have been referred to language training, either at Holland College or Study Abroad Canada. As of October 28, 2008 there are 280 students attending language schools, and 83 on the list waiting for placement.

The PEIANC has formed a partnership with Four Neighbourhoods Health Clinic, Department of Health, Chief Medical Office and Queens Region Health to launch a refugee health clinic. This initiative provides two medical appointments for every refugee family coming to PEI within the first month of arrival; the first for initial testing and information gathering, and the second to see a doctor once the results of the tests are available. I am responsible for forwarding client arrival information to our partners, as well as referral forms to schedule appointments in with the assistance of our RAP worker.

Along with these core and continuous projects, I am responsible for receiving requests for – and ordering – office

supplies; for monitoring sign-out of PEIANC equipment; for communications with our landlord and security on matters relating to office maintenance; picking up and dropping of mail; and a host of other general office-related duties.

PROGRAM REPORTS

Intake Worker

Erin Mahar

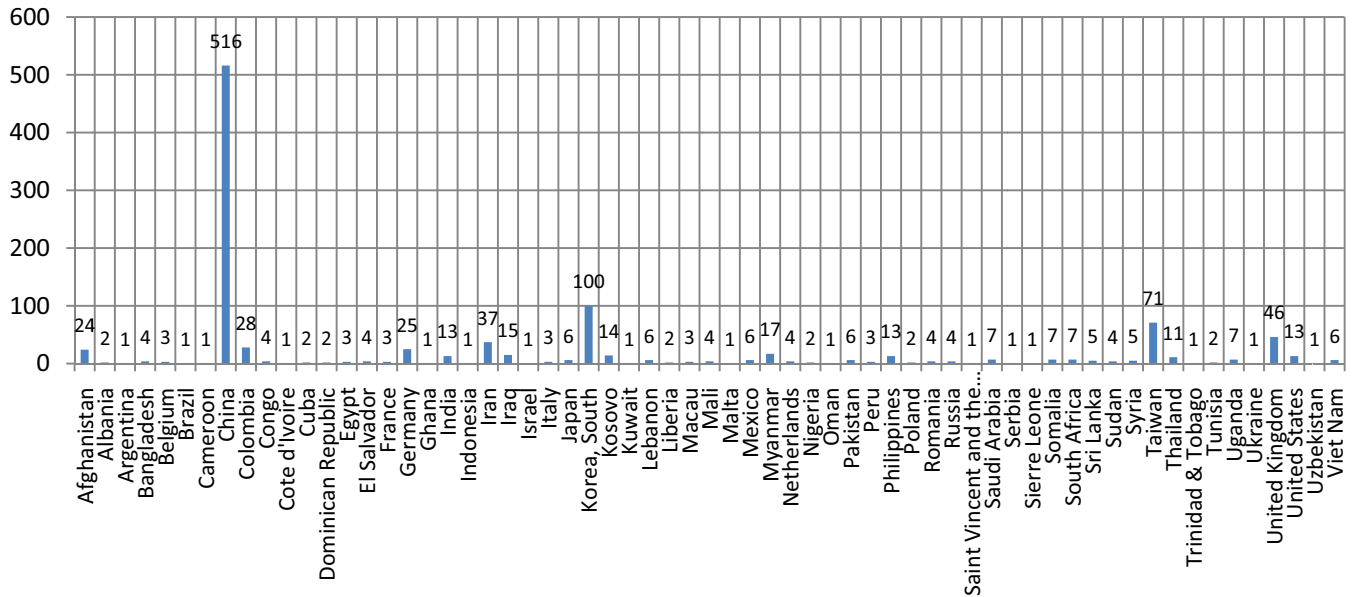
The Intake Worker position was created in January of 2007 to assist with the increasing number of newcomers coming to PEI. It is my responsibility to welcome new clients to the Association and inform them of PEIANC programs and services. For clients with permanent resident status (PR), I assist with applications and registration for various services and benefits, such as Child Tax Benefit, GST/HST Tax Credit, Social Insurance Number, PEI Health Card, LINC courses, and the PR Card. During this process, I also collect data from clients to be used in statistics and further correspondence.

PEIANC Client Statistics

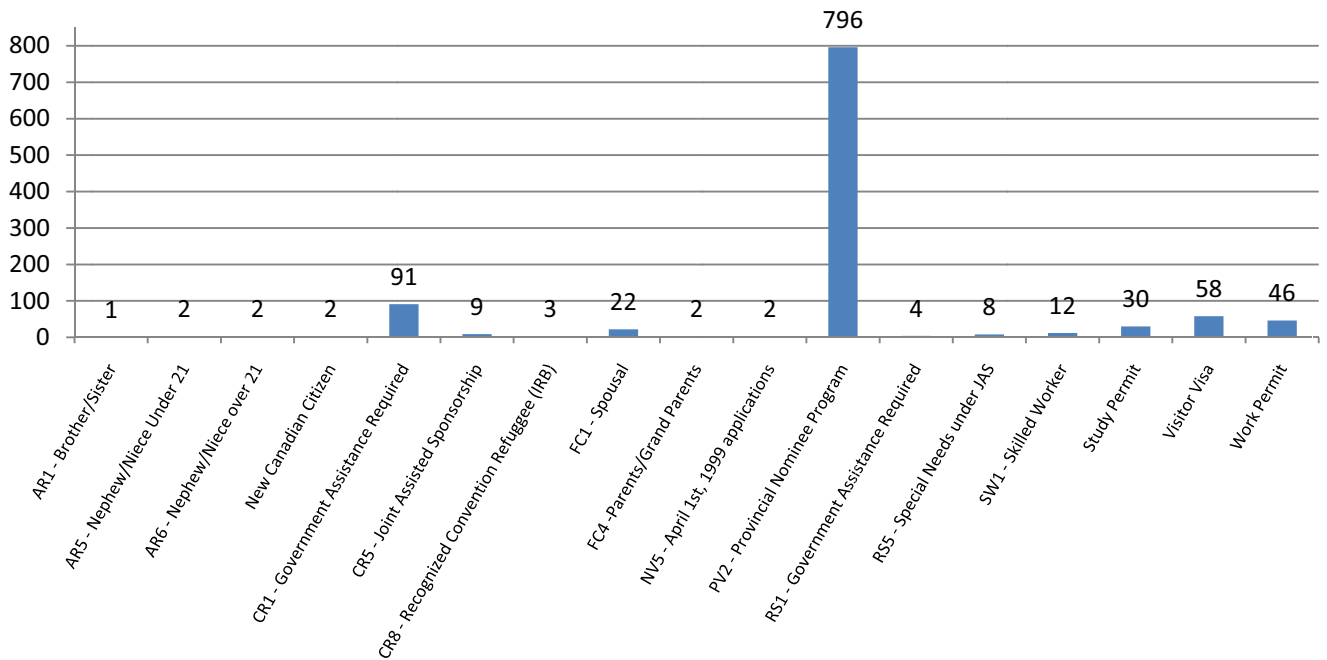
From the period of September 1, 2007 to Aug 31, 2008, the PEI Association for Newcomers to Canada received 1091 new clients from 63 different countries (*there has been 1018 new clients from January 1 – October 28, 2008*). The majority of these new clients are arriving from The Far East (*P.R. China, Taiwan, S. Korea*) under the Provincial Nominee Program.



**Number of Registered Clients by Country of Origin Sept 1st, 2007 to
August 31st, 2008**



Variety of Client Immigration Categories Sept 1st/07 to Aug 31st/08



Language Eligibility Determination

As part of the settlement process permanent residents are entitled to *LINC (Language Instruction for Newcomers to Canada)* courses free of charge. I arrange for assessments to determine newcomer placements within these classes. Upon completion of the testing process, clients are placed on a waiting list to attend LINC classes at Holland College or Study Abroad Canada. Since September, 2007, PEIANC administered 438 language assessments.

On a personal note, it has been a tremendous pleasure to meet so many newcomers to Prince Edward Island. Every day offers the experience to better understand and discover new people and cultures from all around the world. I look forward to meeting many more clients in the future and hope to contribute to their settlement on PEI.

SETTLEMENT PROGRAMS

Resettlement Assistance Program (RAP) *Aghdas Missaghian*

The Resettlement Assistance Program (RAP) is funded by Citizenship and Immigration Canada. The PEIANC received 86 Government Assisted Refugees (GAR) since last fall from a variety of countries including Afghanistan, Congo, Colombia, Somalia, Burma and Iraq. Sixty-eight of those are still residing on PEI.

We received three families of 15 that were jointly sponsored (JAS) by a Church and the Muslim community. Prior to their arrival, I had several meetings with members of the sponsor groups to discuss how PEIANC could assist the clients and the group with duties and responsibilities.

This program (RAP) is designed to meet the initial settlement needs of the Government Assisted Refugees (GAR'S).

There are a variety of services provided to clients under the RAP program to assist them with their settlement needs. Included in areas of my responsibility are the following services: meeting and greeting clients upon their arrival, booking accommodations, ensuring financial resources are readily available, assisting in the purchasing of household items along with securing permanent housing for clients. I also ensure paperwork is completed for the following: Social Insurance number, Child Tax Benefit, and Provincial Health Cards. I will also make necessary referrals to other service providers such as doctors, dentists, counselors, social workers and Child and Family Services. Other duties may include arranging for interpreters, explaining the negotiation of transportation loans, consequences of default payments and a detailed explanation of the IFH coverage program for medical costs.

Although some clients have health problems, most have not been matched with a family doctor. All I can do is forward their names to the Department of Health and Social Services to be placed on a waiting list.

I advocate on behalf of our clients with other service providers such as Social Services, hospitals and the disability system, as necessary. I have developed partnership activities with community organizations such as Victim Services Advisory Committee and Legal Aid.

The RAP program, although distinctive on its own, works cohesively with the Immigration Settlement Adaptation program (ISAP)

Immigrant Settlement & Adaptation Program (ISAP)

*Isabelle Dasylva, Jana Devries and
Chunsheng (Alex) Yin*

ISAP is funded by Citizenship and Immigration Canada (CIC) – Immigration Branch, which allows many immigrants to access a great variety of services during their settlement and adaptation process.

The focus of this program is to deliver direct services to immigrants of any immigration category as well as Government Assisted Refugees (GAR) after their first year under RAP (Resettlement Assistance Program) has elapsed. ISAP provides long-term settlement services with similar objectives as RAP, addressing the needs of immigrants settling in Canada and helping them integrate into the community.

I have been working as a Settlement Worker since June 2007 and I have been assisting many clients. The increasing number of immigrants in the past year is tremendous, over 1,000 new clients registered with us. Therefore, I am pleased to have the addition of two new staff members joining the settlement team to work in the ISAP program. Jana Devries was hired as a Settlement Worker in April 2008 and Alex (Chunsheng) Yin started in September 2008 for a term position. This is a great help and I am happy to have Jana's and Alex's skills in our team to enable us to deal with the larger caseload.

Most of the clients served under ISAP are from China, Korea, Taiwan, Kosovo, Afghanistan, England, Iran, El Salvador, France, Peru, Netherlands, Colombia, Ecuador, Philippines, Sri Lanka, India, Somalia, Congo, Sierra Leone, etc. The numerous services provided involve regular contacts with governmental organizations like Canada Revenue Agency, CIC Collection Services, Child and Family Services – Social Services, Department of Health, Department of Education, Provincial Nominee Program office, etc. In many situations, we have been dealing with questions related to immigration such as correction of misinformation on the documents or applications for family reunification and citizenship. Some clients request assistance to contact Canada Revenue Agency to find out why their payment is delayed or discontinued. We help clients notify the tax centre of their change of information and set up payments via direct deposit upon request. Many newcomers, who are not always comfortable with the health

system, request our assistance to arrange medical and professional appointments to the dentist, doctor, clinic or hospital. Other sensitive cases may involve Social Services (Income support or Child protection) where we would act as liaison between the client and the social worker. We facilitate the meetings and are there to support our clients. If required, we would assist with the referral process to a professional. Our main goal is to ensure the course of action implemented includes the active participation of the clients who were seeking help.

I definitely think that we have been able to make a difference for many clients and as Settlement Workers we are grateful for this opportunity. The experience and the knowledge gained from this job will allow us to serve even more newcomers.

Canadian Life Skills Program

Sarah Stewart

The first year of the Canadian Life Skills Program at the PEI Association for Newcomers to Canada was successful in its goal to offer life skills support to Government Assisted Refugees.

In the past year, I have designed the program to reflect the actual needs of our clients during their first 12 weeks on PEI, and in some cases throughout the first year of their settlement. The following are some of the areas that I have been concentrating on:

Nutrition

- Informing parents that their child's school will be expecting a nutritious lunch to be packed for students daily;
- Accompanying clients to the grocery store, showing them how it is arranged, and encouraging them to purchase low cost nutritious food;
- Explaining Canada's Food Guide including nutritional information, portion size, and servings;
- Using resources created at PEIANC, which explain how to read cooking instructions.

Money

- Creating budgets with clients and checking in with them in three months to ensure they have enough money to make it through the month;
- Encouraging clients to use budgeting techniques;
- Explaining how the banking system works on PEI, and how to use the Automated Teller Machine.

Parenting norms in Canada

- In some cases clients are introduced to services in the community such as family resource centers, or play groups that are able to give the client guidance in parenting.

Introduction to their new apartment

- Stovetop and oven: cooking with clients to demonstrate how the stove works;
- Laundry: completing a load of laundry with the client;
- Refrigerator: checking to see that food was properly wrapped and stored in the appropriate location;
- An overview of each room in the apartment including information on how to clean it;
- Helping clients to understand the Waste Watch system.

Health

- Providing each client with the information they need to be able to see a doctor;
- Referrals to the woman's clinic for birth control or other issues related to women's health;
- Accompanying clients to the drug store to show them hygiene products available to them and their use.

Charlottetown Transit System

- Each newcomer is taken for an orientation of the bus system and given 40 bus tickets per family member.

Fire Safety

- Creating a home escape plan for family members;

- Testing smoke alarms and explaining to clients what to do if it goes off;
- Basics of how to avoid creating a fire in the home and what to do if a fire happens.

Recreation

- Interested clients were shown where to find the city parks. Clients were taken to Victoria Park and shown the recreational activities available to them.

When circumstances allowed, clients were provided information specific to their needs, translated into their language.

Community Partnerships

In many situations the needs of the clients, or 'life skills' that are required are such that it is necessary to look to the community to deliver training. Below is an example of the community partnerships we have developed and will continue to enhance:

C.H.A.N.C.E.S. Family Resource Centre

- Referral of a client who was expecting a child to the 'Special Delivery' program. This program uses activities, games, videos, and guest speakers to cover topics related to pregnancy, labour, delivery, and infant care.
- Delivery of one-on-one parenting sessions with clients to help them identify appropriate discipline measures and boundaries.

Wilf Smith Community Garden

- A large garden plot was donated to a client who used it to grow food for his family. Community Garden member Jeff Karn mentored the client throughout the summer.

Appin Road Day Camp

- In coordination with the ISL team, I arranged for children to attend a day camp for troubled children. This camp focused on building confidence and encouraging children to build the necessary skills needed to function in the school environment.

Catholic Family Services

- Delivery of Play Therapy to young children.

Information Sessions

Each newly arrived GAR (Government Assisted Refugee) attends a RAP orientation that gives clients an idea of what to expect from life in Canada, as well as what is expected from them as new residents. The RAP orientation also introduces topics that are covered in the Canadian Life Skills Program.

Information sessions were held in the fall/winter of 2007 and in the spring of 2008. These sessions were attended by an average of 20 clients. Information session topics were determined by feedback from clients as well as input from other teams at PEIANC.

In some cases, information sessions were delivered by PEIANC staff. When appropriate, a guest speaker was invited to present the information.

Topics of information sessions that have been held include:

- **Introduction to the Canadian Health Care system:** Who is eligible for services under the Canadian Health Care System, what your health card entitles you to, when to go to the walk-in clinic vs. the emergency room, and additional information on how the PEIANC can help clients access these services.
- **Caring for a sick child:** Information on common childhood ailments, symptoms and treatments, when to keep your child home from school, when to go to the doctor, as well as information on immunizations and other services provided by Public Health.
- **Nutrition:** Finding culturally appropriate nutritious food in Charlottetown;

- **Diabetes:** Managing diabetes through diet;
- **Library:** An introduction to the library, the services they provide (including ESL materials), how to get a library card, and how to borrow material;
- **Computer Safety:** An introduction to the internet, how to ensure your children are being safe online;
- **Getting Ready for Winter:** What to expect from a Canadian winter, how to dress for the cold, recreation ideas for winter, as well as tips on winter driving;
- **Apartment Living:** Your rights and responsibilities as a tenant, how to look for an apartment, as well as a lesson on Waste Watch.

Interpreting Services

In February, I had the opportunity to participate in training provided by the MISA interpreter trainer. This training allows me to offer our interpreters with a professional interpretation training program prior to them working with clients of the PEIANC. Sessions were held throughout the year resulting in 41 interpreters trained in the following languages: Albanian, Arabic, Azari, Bengali, Burmese, Cantonese, Croatian, Farsi, French, Hindi, Hungarian, Japanese, Karen, Korean, Lingala, Malay, Mandarin, Portuguese, Pashtu, Persian, Russian, Serbian, Spanish, Swahili, Turkish, Urdu, and Uzbek.

EMPLOYMENT ASSISTANCE SERVICE

Jennifer Jeffrey, Adam Doucette, Lisa Hill

The 2007-2008 contract year saw tremendous growth and change to the EAS program. Both Catherine Ronahan and Mitch Cobb left the program to pursue other challenges, and were replaced by Lisa Hill and Adam Doucette. Because of the increasing demands and client numbers, we received funding for a fourth employment counsellor and offered the position to Phyllis Pitre in August 2008.

Client Contacts:

This year saw an increase in the total number of case-managed clients and needs assessments completed. The EAS worked with 272 clients this year. This number was up from 215 in the previous contract year. Most of the new immigrants using our services are nominated in the Investor Class to move to PEI through the PEI Provincial Nominee Program (PNP).

The number of employed clients has also increased this year. We attribute this increase to the growing number of case managed clients and also to the efforts made by the EAS program staff to develop relationships with employers and the community. We have been committed to seizing networking opportunities such as giving presentations, attending business mixers, making direct contact with employers and advocating on behalf of clients.

TIME PERIOD CATEGORY	SEPT 2007 - AUG 2008	CONTRACT TARGETS 2007 - 2008
Employment Totals:	202	145
Volunteer Totals:	9	14
Education/Training Totals:	79	60
Workshops:	143	72
Needs Assessments:	291	170
Case Managed:	205	205

There was a total of 202 clients employed in either full-time or part-time employment from September 2007-August 2008. These numbers are reflected in the following table. Also this year, there were 79 clients who entered educational or training programs at the post-secondary or adult education level. As well, there were 9 clients who began volunteer positions.



Highlights of Activities:

- ▶ Mitch Cobb and Cathy Ronahan attended the Winnipeg Transition Centre’s CECC (Career Coach and Interview Coach) Workshops on October 1-4 in Halifax, NS.
- ▶ We attended the Atlantic Regional Association of Immigrant Settlement Agencies (ARAISA) Conference in Halifax, NS from October 30-November 2.
- ▶ Jennifer participated in a *Consultation with the Canadian Council for Technicians and Technologists* on November 21 in Toronto.
- ▶ Jennifer participated in a *Career and Diversity Forum* in Toronto on November 22.
- ▶ Jennifer participated in the *Canadian Association for Prior Learning Assessment (CAPLA)* Conference in Toronto on November 25, 26 and 27.
- ▶ Mitch Cobb attended the *NATCON conference* in Toronto from January 18-21
- ▶ The EAS program team moved to our new office space located on the third floor of the Holman building. This space provides a larger resource room, more office and meeting space and access to better services for our clients.
- ▶ Jennifer attended the CERIC CANNEXUS National Career Development Conference in Montreal from April 12-16.

- ▶ On June 11, Jennifer Howard attended the first meeting of the Immigration Task Force. This task force has been established by the Charlottetown Chamber of Commerce to discuss ways that immigrants can be integrated into the business community and labour market

New Initiatives:

One of the new initiatives we undertook this year is a series of educational job search sessions called 'Newcomers Employability Workshop Series' or NEWS. NEWS includes the following themes: job search in Canada, interview skills, and Canadian workplace culture. Vanessa Horne was hired on a 3 month term to assist us with completing the client workbooks and facilitator manuals. She did a great job and the result was a professional and comprehensive workbook that NEWS participants could keep to use in all future job searches.



We delivered our first NEWS session on May 12. We had 15 participants attending 10 workshops over a 5 week period. The sessions ended on June 11 and all participants received a certificate. We received a lot of feedback from the clients who participated, and they really found value in the course. Many said they would take it again and eight of the 15 obtained employment during the course. It was a successful pilot course, and we look forward to offering more

in the upcoming contract year. Another new initiative we have been collaborating on with the Multicultural Education Program (MEP) is the development of diversity/cultural training for employers. Through this partnership, three workshop/presentations for business and employers have been created. The first is a short PowerPoint presentation called *The Business Case for Diversity*. This presentation is used as a marketing tool to inform employers of the benefits of hiring immigrants. The second workshop is called *Cultural Competency* and it is a day-long interactive workshop that allows participants to become aware of their own attitudes and biases. The third workshop is *Hiring and Integrating Newcomers to Canada*. This presentation is designed to give employers concrete information to successfully integrate a newcomer into their workplace.

In August 2008, Jennifer began working with the Host Program at the ANC to develop a *Business Mentoring Program* for immigrant entrepreneurs. An outline of the program has been developed by the Host Program. This is a volunteer program that will be managed by the Host Program in which we will assist with making contacts in the business community to recruit mentors and to raise awareness of the program through our partnerships with the Charlottetown Chamber of Commerce and the PEI Association of Sector Councils. The up-coming year is looking to be a busy one with many new immigrants arriving and new initiatives and partnerships beginning. With the fourth full-time employment counsellor, Phyllis Pitre, beginning on September 3, 2008 we feel we are in a good position to handle these challenges.

**IMMIGRANT STUDENT LIAISON (ISL)
PROGRAM**

Rocío McCallum, Brianne Peters, Joe O'Malley, and Heather Lea

The Immigrant Student Liaison Program has, once again, completed another great year. The 2007-2008 school year was a very busy one and has seen many changes in structure; both within the PEIANC and the PEI School System.

The 2007-2008 school year ran very successfully with Rocío McCallum, Brianne Peters, and Joe O'Malley as ISL representatives, but with numbers continuing to rise and with forecasts of many more newcomers arriving in the near future, the ISL program added a new staff member. On July 14th, 2008, Heather Lea joined our staff making it a team of four 'Settlement Workers in Schools'. With the increasing demand for services on the ISL Program, the Provincial Government of Prince Edward Island contributed the additional funding necessary for the hiring of Heather Lea's position to assist with the workload. Heather has been a great addition to the ISL program with teaching experience in PEI and in Kenya. The ISL team presently consists of three positions funded by CIC under the ISAP agreement and one position funded by the Province of PEI.

The ISL Program began in April of 2002 with a partnership that included four Charlottetown Schools with the highest concentration of immigrant students. In the past couple of years, the ISL program has expanded to include thirteen schools in the Charlottetown area as regularly visited sites. There has been growing demand for our services at other schools as well and we hope to make a more concrete partnership with them in the upcoming school year. This new expansion will then include all of the greater Charlottetown and Cornwall area schools.

There have been many changes in the past two years within the Eastern School District and the Department of Education with regards to serving the needs of newcomer/EAL

(English as an Additional Language) students. In September 2006 the school year began with a centralized "Transition Site" where all newcomer students would go until they were assessed and placed into their zoned school. This "site" was short lived and by the end of October the provincial government responded by providing money for additional EAL teachers and resources. These teachers were placed in the schools with the highest demand and all other students were able to access their 60 hours of EAL tutoring. During the 2007-2008 school year, the Department of Education created an EAL Reception Centre where all newcomer students would be assessed, registered and placed accordingly. This model was intended to provide a greater degree of consistency which was missing in previous years and would benefit students, families, and school staff. In addition to the EAL Reception Centre services, the Department of Education implemented an Itinerant Teacher model that has expanded to include several more EAL teachers serving newcomer students within the schools, as well as a new tutoring service that was provided by "Tutors on Demand", through Study Abroad Canada. The tutoring service allowed for after school tutoring for all students with an English language level of 1 or 2 (beginner to high-beginner) out of 5 levels. All other levels are not eligible for EAL tutoring. From September 1, 2007 to August 31, 2008, 236 newly arrived students have been referred to the EAL Reception Centre by the ISL team.

At the start of the 2007-2008 school year the ISL list of students was updated and amended to take into account students who had moved to other provinces over the summer months. This showed that the ISL Program was serving 201 newcomer students at all grade levels in the public school system. This number did not reflect the total number of students participating in International Friendship Groups who had not come through the ISL Program. The total number of clients has more than doubled over the past year and as of August 31, 2008, the ISL client list reached 437 students from grades one to twelve. This number is anticipated to continue

growing as immigration in Prince Edward Island increases.

The ISL workers met regularly throughout the school year with guidance counsellors, principals or vice principals, and EAL teachers to address individual needs of newcomer students and to provide support to teachers requiring interventions for students on cultural, behavioural and academic issues. This often involved meeting with or visiting families of newcomer students to explain particular challenges their children were having and to offer help for parents in new situations. Many students struggled with feelings of isolation and the difficulties of fitting in and forming new friendships. Other services provided by the ISL program included regular cross-cultural support, scheduling Parent-Teacher Interviews for parents of students in thirteen schools, and arranging immunizations in partnership with schools and the Department of Public Health. This work was only made possible due to the unquestionable advantage our interpreters contribute to the process.

The ISL program continued with facilitation of the International Friendship Groups (IFG) at each of the regularly visited schools for the 2007-2008 school year. The International Friendship Groups were well attended and activities varied depending on age. Discussions and activities included international festivals and food; exploration of cultures; newcomer challenges; memory quilts and personalized maps; ice skating; bowling; trivia; and many other team building games. The final IFG meetings at most of the schools this year featured an International Luncheon which involved students bringing a typical dish from their country and inviting a friend. This year's IFGs were very successful and we look forward to continuing to foster friendships in this way in the upcoming year.

The ISL Program and KidSport PEI, a branch of SportPEI, have continued their relationship in the past year which reduced paperwork and complicated procedures for financially struggling newcomer families to access KidSport funding. From September 2007 to

August 2008, the ISL program helped support 53 students in their application for KidSport PEI funding. This partnership, as well as a new partnership with Canadian Tire Jumpstart Fund, has been quite successful and many of the lower income families have received funding for children to participate in sports where registration fees may have been almost impossible for them to pay previously. The Canadian Tire Jumpstart Fund proved beneficial where students wanted to join a physical or recreational activity that was not recognized by SportPEI, such as dancing or strength training. We sincerely appreciate the steps that these two organizations have taken to help newcomer families.

The ISL Program has made advances in bridging with outside organizations such as the Department of Education, the Department of Public Health, the Department of Mental Health, the Alternative Education school, the Appin Road Day Camp, and the Charlottetown Transit Authority, to name a few.

Again this year, the ISL program's fifth Summer Program ran successfully with a much larger number of registered students than in previous years. The Summer Program offers a place for continued learning and increased socialization for newcomer students during the summer months. In particular, the program provides opportunities to practice English and brings groups of children together who would be of social and personal support to each other. Another goal of the program is to increase familiarity with Charlottetown and Prince Edward Island and the services and attractions they offer in the summer months. One major component of the Summer Program this year was an ongoing art project component. The students were divided into groups and worked on multicultural art projects which are displayed in the large meeting area on the 3rd floor of the PEIANC offices.

This summer, two summer students were hired and the positions were filled by Nicole Li, a university student from China, and Yeji (Amy) Bae, a college student from South

Korea. The summer program also had the assistance of Melanie Brown, a volunteer student placement from CompuCollege. With their help and extra assistance with supervision from other PEIANC staff, the program ran for an eight-week period. It began July 3rd and ran until August 22nd for students from grade 1-12 and was scheduled to accommodate 2 separate groups. The timetable was every Monday and Thursday for the Elementary group (grades 1-6) and every Tuesday and Friday for the Youth group (grades 7-12). The program ran from 9:30am - 3:30pm. In the Elementary group, there were 55 students registered with an average attendance of 42 students per day. In the Youth group, there were 59 students registered and an average attendance of 40 students per day. Some activities and outings included regular library visits, Shining Waters Fun Park, the cinema, the beach, bowling, swimming at UPEI's CARI pool, billiards at Dooley's, the Confederation Centre Young Company performance, Sandspit, Old Home Week's Provincial Exhibition, a Charlottetown Scavenger Hunt, and much more.

We are currently preparing for, and looking forward to, another busy year of serving newcomer students and families through this very fulfilling and rewarding program.

HOST PROGRAM

Joey Seaman/ Julie Houde

The *Host Program* continues to be an integral part of the settlement assistance services offered by the PEIANC. Every newcomer client has the opportunity to register for a Host match, a volunteer tutor, social events, conversation circles, and/or the newly created business mentorship program.

One hundred and forty six newcomer clients registered to receive volunteer services this year. In relation to the number of volunteers registered, the ongoing challenge of the *Host Program* is the recruitment and retention of volunteers to meet the high demand of newcomers seeking the services offered.

Two new staff members joined the *Host*

Program in 2008. Joey Seaman was hired in March to support the increasing workload of operating the program. Julie Houde was hired in June to replace Erica Carragher, after five years of contribution to the Host Program.



Volunteers and Matches

From September 1, 2007 to August 31, 2008 a total of 97 volunteers have been active. The breakdown is as follows:

- 10 Host Volunteers
- 59 ESL Tutors
- 19 Holiday Hosts
- 9 short-term volunteers.

Host Program Events

Four formal *Host Events* were held this year. Below is a brief outline of each activity, including the number of attendees.

- The Fall 2007 Event in October included an apple picking excursion to *Arlington Orchard*. Forty three clients and volunteers attended.
- The Winter 2007 Event in January brought 117 clients and volunteers to the trails of *Brookvale Nordic Centre* for cross-country skiing and socializing in the lodge.
- *Volunteer Appreciation Night* in April 2008 was held at the PEIANC meeting space for 50 participants. The evening included a variety of musical and dance performances, testimonies, finger food, certificates and door-prizes.

- The Summer 2008 Event in June brought 110 to Rustico for an afternoon of entertainment at the beach.

Other Activities and Partnerships

The *ESL Tutoring Program*, in partnership with the Confederation Library, continues to grow in both the number of volunteers and newcomer clients. Four *ESL Tutor Training Sessions* were offered this year, training fifty-three 53 new volunteers. Registration reached capacity for each training session with a waiting list created for upcoming sessions. Over seventy clients have benefited from this program to date.

Regular *Conversation Circles* were offered during the summer months and will continue to be offered through the winter. Each conversation circle matches one facilitator with five clients and runs for six weeks. Nine Conversation Circles were held this year.

The *ESL Meeting Space*, located in the Confederation Centre Library, has grown in popularity with a significant expansion of available ESL materials, language software programs and online resources. All ESL tutors are encouraged to host their tutoring sessions in the meeting space.

The *Host Program* and *Canadian Life Skills* organized a play group for mothers and their children to teach basic English. The play group meets twice a week at the Confederation Centre Library and the PEIANC meeting space. One volunteer and her children also attend the play group to offer teaching support.

The Confederation Centre of the Arts donated 609 tickets to Anne of Green Gables for newcomer clients and Host Program volunteers.

The *Holiday Host Program* was once again a success, providing a chance for 19 Host and immigrant families to enjoy dinner together over the holidays. The Holiday Host Program is a great opportunity to accommodate the clients who are on a waiting list for a

permanent Host Match.



Nora Scales & the Deepali Family

Nine people took part in *Let the Volunteers Speak*. The roundtable discussion was organized to offer past, present and future volunteers a chance to give feedback on the Host Program.

Host Program Promotion

Two information sessions were held this year with 11 participating in the first session and 12 in the second session. The Host Program was promoted on CBC Radio, the *Buzz* entertainment guide, *Eastlink* television, and *The Guardian* newspaper. An information booth and display were set up at the Community Connector Fair at UPEI, the Volunteer Registration Expo in Stratford, as well as DiverseCity, World Refugee Day, and Ricemusic.

Host Program Administration

All volunteers have fulfilled the requirement of providing at least two character references, an interview for suitability, and have submitted a criminal record check before being matched with newcomer clients.

Application forms for all volunteer opportunities with the PEIANC have been condensed into a single form in order to simplify the registration process for volunteers. The Volunteer Application Form now includes the three volunteer opportunities available: Host Match, ESL Tutor or Business Mentorship.

Hard files and computer files with client and volunteer information are managed and kept secure by the *Host Program* workers. They are continually updated to reflect the current contact information and involvement status of every volunteer and client.

The quarterly newsletter of the *Host Program*, the *Host Post* has been published and sent out on schedule, with relevant information and news of interest to the PEIANC community.

Reporting requirements, such as monthly updating of CICs national iCAMS database, and quarterly reports were fulfilled.

MULTICULTURAL EDUCATION PROGRAM

Joey Jeffrey

This report summarizes the following aspects of the Multicultural Education Program (MEP): presentations, program and professional development for 2007- 2008.

Actual results

A large part of the first few months was spent on program and professional development due to the departure of Jeff Zaat.

September 2007 was spent learning about the immigrant situation on P.E.I. Old presentations were reviewed and most of the month was spent getting ready for upcoming presentations.

November started with a workshop in Toronto facilitated by the Canadian Race Relations Foundation and Anima Leadership. It was designed to give leaders in the field a more meaningful anti-racism message. After returning from Toronto, all presentations were modified to include this new message. Since then 34 presentations were given communicating this new message. Feedback has been excellent and the program has had many requests from service providers, colleges, and community groups. Program development continues on all presentations. Information is changing and being updated frequently. The bulk of development has occurred with the new

Cultural Competency Workshop and also the development of a workshop delivered to the Early Childhood Educators.

Challenges

The number of presentations in public schools so far this year has been lower than last year. This may be due to the perception that the presentation is the same one they saw last year. Recently, the program has focused on communicating to teachers that the presentation, message, and activities are all new this year. Information has been provided to some additional schools immediately outside the Charlottetown area, and further outreach to the schools from Montague to Summerside will happen in coming months.

Short-term outcomes

The MEP has developed a Cultural Competency Workshop in partnership with the EAS program, specifically designed to be delivered to local businesses with the goal of making the business community more receptive to hiring Newcomers. MEP and EAS has also developed a workshop for employers titled "Hiring and Integrating Newcomers".

Successes

The success of the new presentations and workshops is evident in feedback and evaluations (average evaluation 86%). It appears that word of mouth spreads within an organization. MEP presented one workshop at Holland College and soon there was one every 2 weeks.

Long term outcomes

The MEP program will be developing more specialized sensitivity training in the near future. One workshop is being planned for police officers with an emphasis on the issues particular to that profession. The ultimate long-term goal of the MEP is to increase awareness among the population of Prince Edward Island regarding the many new cultures of people arriving here of late. PEI has traditionally been a predominantly "white province" with few visible minorities. The program is aiming to make Islanders realize



how not to marginalize people who were not born on the Island.

FRANCOPHONE SETTLEMENT PROGRAM

Nancy Clement

Liaising with Francophone/Acadian communities and organisations

I have continued supporting the *Carrefour d'immigration rurale Évangéline/Coopératif d'intégration francophone* by sitting on the *Comité du travail*, providing information and support as *CIR* branched out into new program areas, by disseminating information for their events, by assisting with the formation of the *Comité d'accueil* and offering continuing help as an observer/supporter, and by attending the annual meeting of the *Comité national—Modèle Carrefour d'immigration rurale*. I also met in early September with Pierre Arsenault (*Programme de sensibilisation/Programme d'accueil*) and we're looking forward to continuing along with enhancing a more active partnership in the future with *CIR/CIF*.

I published the 3 and 4 issues of "*QUoI de neuf?*" a newsletter aimed at informing the Francophone/Acadian communities about what the PEIANC is doing. In February, I attended the *Rendez-vous Santé en français*, a national conference concerning access to health-care in French, which included a component about Internationally Educated Health Professionals.

Francophone Settlement

I worked directly with Francophone clients as interpreter/liaison in conjunction with the RAP, CLS and ISL programs. I worked intensely with one family during their transition from the Évangéline region to Charlottetown.

Presentations

Joey Jeffrey (MEP), Brianne Peters (ISL) and I worked jointly on two presentations (French and English) that we delivered at the PEI

Teachers' Federation Annual Convention in October, 2007. These were very well received and led to requests for further information throughout the school year. I also helped to develop, adapt and deliver the first full-day Cultural Competency workshop with Joey Jeffrey, and delivered shorter presentations with him in several schools (in French and in English).

As a member of the *Comité de sensibilisation interculturelle* I assisted with a funding proposal to publish and pilot a series of three fiction books set in the PEI French school system and featuring immigrant children. I will be piloting these books in the six French-first-language schools and in some French Immersion classes this fall and winter.

Community events

Event coordination has become an increasingly important part of my work. As a member of the Community Outreach Team, I have organised or been involved in organising the following events from September '07 to August '08:

- Afro-fusion Night (assisted a UPEI international student with this fundraiser)
- Focus on Burma (photo-exhibit, documentary, Powerpoint)
- Baraka
- International Refugee Rights Day
- Volunteer Appreciation Night
- DiverseCity (Canadian Multiculturalism Day)
- Mosaic (Crapaud Exhibition)
- RiceMusic
- Assisted with Host Program events

DiverseCity was a major event which involved writing several grant applications and reports, obtaining support from community groups and businesses, getting media coverage, coordinating performance, food vendors, and other activities across three venues, as well as bringing in a professional band from Quebec. Besides these events, I also assisted with the Host program events and

arranged for the PEIANC to host a Population Network meeting including arranging for an international lunch to be catered.

Other in-house Work

Besides my regular work, I also enjoyed working 2 days a week with the ISL Summer Program during July and August—this is definitely becoming a yearly highlight for me! I also worked at the reception desk three half-days per week in Feb and March, then one day per week from April to August. Working at “the Hub” gives you a sense of the huge range of services that the ANC provides—I am rather in awe.

Internationally Educated Health Professionals Project (IEHP)

Melanie Bailey, Carrie MacLean, Michelle Hood

The Internationally Educated Health Professionals (IEHPs) Project has steamrolled through a year and a half of new opportunities since the IEHP Project was first funded by Health Canada in January of 2007. It is encouraging to see how much has been accomplished since our inception and to think about how much more is to come. Many exceptional IEHPs walk through our door and it continues to drive us towards finding new pathways and career options. It has been an honor to support such an exceptional client base, through such services as: Client Meetings, English for the Health Professional Level I and Level II, the Orientation to PEI Healthcare Class, community meetings, and Microcredit research project.

Client Meetings

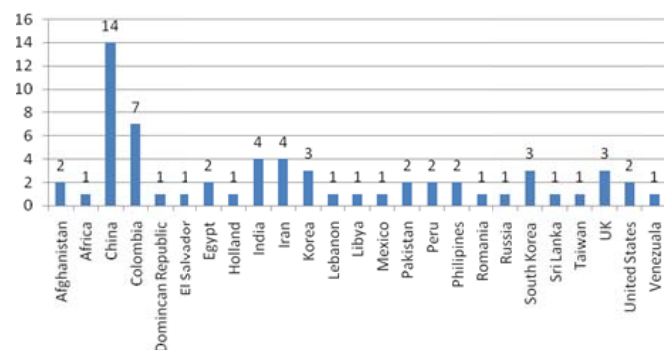
Through many individualized counseling sessions and community interventions, we are continuously working towards meeting PEI’s IEHP’s educational and career goals. We are there to help support the Internationally Educated Health Professionals take each small step required to succeed with extraordinarily long licensure pathways.

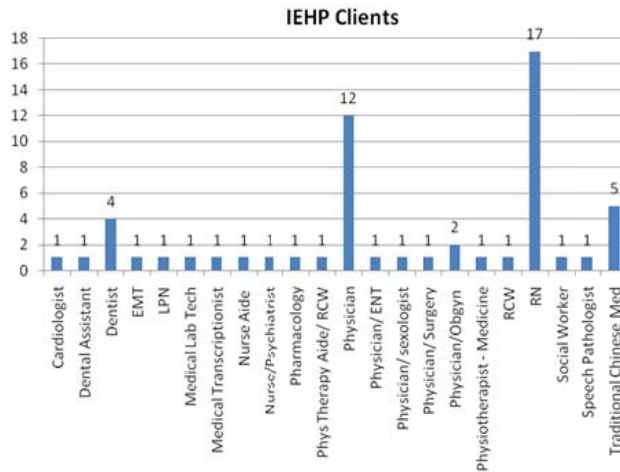
We regularly provide support to the PEI IEHPs in the following areas: resumes, letters, job interview preparation, cultural awareness, volunteer work, career counseling, education plans, healthcare employment, volunteer work, applications, exams, and referral to all other support services within the PEIANC.

These are the immediate needs of our IEHP population:

- ▶ Career counseling, job search, and interview preparation.
- ▶ Classes to develop stronger health care communication skills.
- ▶ Career advocacy and employment.
- ▶ To complete the training required to work in healthcare in Canada.
- ▶ Exam preparation and study material.
- ▶ Develop support groups through networking with other IEHPs.
- ▶ To gain Canadian credentials and become licensed to work.

IEHP Clients September 2008





Orientation

The last several months have been devoted to the development of a new orientation to PEI healthcare class for delivery in September – October, 2008. Substantial course material and student handbooks were prepared which will make it easier to offer this training to future IEHPs.

The Orientation class is designed to be a fast-paced information session to discuss PEI’s health care system, the non-traditional health care networks within the community, and contemporary issues that are present in the workforce. It is our desire to provide information relevant to PEI to internationally educated health professionals, who are new to the PEI Healthcare System and need support as they enter the Canadian workplace for the first time through additional training.

This class was designed with the local IEHP’s needs in mind. It includes guest speakers, videos, case studies, and commentary. The course content, delivery, and concept were well received and we are excited to have been given the opportunity to provide this service. The class is organized under the following subjects:

- The PEI and Canadian Health Care System
- The PEI Health Care Labour Market
- Canadian and Provincial Legislative Frameworks
- Contemporary Issues in Canadian Healthcare
- Cultural Competency
- Finding Health Care Employment on PEI

English for IEHPs: Levels 1 & II

We completed the development of our second English for the Health Professional class and began our first session on April 12th of 2008. Once the student handbook was completed, we developed lesson plans, prepared media, organized class outlines, and set weekly goals to help keep us on track for a 3 month class. This high level ESL class (level 6 or above) was designed as a forum for interactive sessions focusing on health care communication, patient interaction, workplace culture, and medical terminology.

On July 5, 2008, we finished the delivery of our 13 week, 65-hr English for the Health Professional class. Program Evaluations were positive- participants were excited for the opportunities given to them and appreciate the class time. Now, with English for the Health Professional – Level 1 and II- complete, we are excited to re-offer Level I and II to a new group of IEHPs.

Community Meetings

The clients educational and career-related needs drive us into the community to find networks, define processes, find jobs, seek support networks, and find new options. We have been fortunate that so many are willing to receive us and provide support to the IEHP’s we are representing, as we help them work through the lengthy and complicated processes of becoming a registered health care professional in Canada.

Meetings, Conferences, and Seminars

- Provincial Coordinator for Health Canada
- PEI Department of Health
- IEHP Atlantic Connection
- PEI Provincial Physician Recruiter
- Queen Elizabeth Hospital Staffing
- Western Hospital Board
- Dean of Nursing– UPEI
- Dr. Godfrey Baldacchino – UPEI
- Executive Director, PEI Cancer Society
- Licensed Practical Nurses Association
- PEI Association for Registered Nurses
- Health and Community Studies Department – Holland College
- LPN Program Manager for Nova Scotia Community College (NSCC)
- School of Health and Academic Services, New

Brunswick, NBCC
Registered Nurses Professional Development
Center - Halifax
Metropolitan Immigrant Serving Association (MISA)
Halifax Immigrant Learning Centre (HILC)

Microcredit Research Project

The need to financially support internationally trained healthcare professional, so that they may gain employment in Canada was identified. Regardless of an individual's years of education and experience, if they flee their country and do not have financial resources- then the cost of the licensing exams and assessments is far too much. Their much needed skill sets are being lost to their need for an immediate survival job to support their family. The story is all too familiar – you meet a cab driver that was a physician or a cook that was an RN in their home country.

The research into microcredit models and development is underway. It is our hope that our research and advocacy will help initiate the beginning of microcredit financing for IEHPs in PEI who are not able to bear the high costs and time for additional training and licensure. Investing in the IEHP population that is here- the talent that already exists- will ultimately support the future of PEI's healthcare by enabling some healthcare professionals to regain Canadian credentials and work within the PEI healthcare system.

Looking Ahead

We have made great headway during the past year, and see many more opportunities for growth and development. Each project and process developed opens new opportunities for growth. It is exciting to look back on what has been accomplished to date and we are continually encouraged knowing and seeing the difference that is being made in PEI through our internationally educated healthcare professionals. The IEHP program is unique in PEI, as the sole community based immigrant-support organization and we are pleased to be the team that links health professionals into the healthcare community. We are looking forward to the many challenges and opportunities to come and are grateful for all those we have been able to

support and for the outreach of so many within the PEI community.

COMMUNITY PLACEMENTS AND PRECEPTORSHIPS

Fourth Year Nursing Students

Last fall, Holly Trainor joined us for a three month Preceptorship and worked alongside the IEHP program. She developed a cultural competency report and presentation, which helps defines how culture affects the individual and it seeks to uncover the cultural element that defines us all uniquely. By understanding and moving past the cultural element, the healthcare provider may more effectively relate to the individual at the Physician/Patient level.

This year, Belinda Pollard, a 4th year nursing student, has joined us for the Preceptorship program. She is working alongside the IEHP program, working with the IEHP staff and the internationally educated healthcare population. She has already been involved in many career planning, resume building, and goal-setting session as these highly educated individuals work through the many steps required to gain Canadian healthcare employment. This often involves seeking opportunities to increase English competency, finding survival jobs, finding volunteer placements, and continually working towards the IEHP's final career aspirations, more closely aligned to their previous training and expertise. She has already provided invaluable support to the IEHP program through her medical knowledge and fresh insight. It is apparent that once again UPEI's Preceptorship program, and the students we receive, are an invaluable addition to the PEIANC.

Canada World Youth

The PEIANC is again participating in the Canada World Youth program. Gaddiel Ahimah from Accra Ghana, and Julien Fervac Caron from Montreal began a community organization placement at PEI ANC on September 7, which will end on November 30, 2008.



CONTACT INFORMATION

Main Office

Telephone: (902) 628-6009
Fax: (902) 894-4928

General Email:
info@peianc.com
PEIANC Website:
www.peianc.com

**Employment Assistance
Service**

Telephone: (902) 368-3070
Fax: (902) 894-4928

Executive Director

Telephone: (902) 626-7254
Fax: (902) 894-4928
Email: kevin@peianc.com

**Assistant Executive
Director**

Telephone: (902) 626-7254
Fax: (902) 894-4928
Email: pam@peianc.com

Management

Kevin J. Arsenault,
Executive Director
Pam Garland, *Assistant
Executive Director*

Administration

Tasha Johnston, *Admin
Assistant/Office Manager*
Erin Mahar, *Intake Worker*
Valerie Weeks,
Receptionist

Settlement

Isabelle DasyIva, *ISAP
Coordinator*
Jana Devries, *ISAP
Settlement Worker*
Chunsheng (Alex) Yin,
ISAP Settlement Worker
Agdhas Missaghian, *RAP
Settlement Worker*
Sarah Stewart, *CLSP
Settlement Worker*

Employment

Jennifer Jeffrey, *EAS
Coordinator*
Adam Doucette, *EAS
Employment Counsellor*
Lisa Hill, *EAS Employment
Counsellor*
Phyllis Pitre, *EAS
Employment Counsellor*
Michelle Hood, *IEHP
Project Coordinator*
Melanie Bailey, *IEHP
Project Worker*
Carrie MacLean, *IEHP
Settlement Worker*

Immigrant Youth

Rocio McCallum, *ISL
Coordinator*
Brianne Peters, *ISL
Settlement Worker*
Joe O'Malley, *ISL
Settlement Worker*
Heather Lea, *ISL
Settlement Worker*

Community Outreach

Joey Seaman, *Host
Program Settlement Worker*
Julie Houde, *Host Program
Settlement Worker*
Nancy Clement, *FSP
Settlement Worker*
Joey Jeffrey, *MEP Worker*
Lisa Duffy, *MEP Worker*

Main

Office/Administration
tasha@peianc.com
valerie@peianc.com

ISAP Program

isabelle@peianc.com
jana@peianc.com
alex@peianc.com

RAP Program

aggie@peianc.com

Host Program

joey@peianc.com
julie@peianc.com

**Multicultural Education
Program**

joey@peianc.com
lisad@peianc.com

**Francophone Liaison
Program**

nancy@peianc.com

**Immigrant Student Liaison
Program**

rocio@peianc.com
brianne@peianc.com
joey@peianc.com
heather@peianc.com

**Employment Assistance
Service**

*Employment Line: (902)
368-3070*
jennifer@peianc.com
adamd@peianc.com
lisa@peianc.com
phyllis@peianc.com

Board Members

Zeke Eaton
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