



2022–2023
ANNUAL REPORT



DIVERSEcity team members are the strength behind our impact in the community.

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*Cover: Building futures with our Child and Family Services.
Back cover: Seniors enjoying time together at DIVERSEcity.
Illustrations by Storyset.com.*

MESSAGE FROM THE CEO & BOARD CHAIR

There are few places as favourable for immigrants as Canada, with its good jobs, a welcoming and diverse community, and a need for their skills. In return, immigrants help maintain and build Canada's economic growth. Over the next decade, the country will be 100 per cent dependent on immigration for its labour market and population growth.

But as good and necessary as this exchange is, it's currently unequal and unsustainable. There are too many challenges immigrants continue to face with skills accreditation, labour opportunities and social integration within Canada. Too often, immigrants do not have the opportunity to fully use their talents. This sets up the potential for social polarization and discontent. It's also creating inefficiencies and gaps for the Canadian economy. At the same time, this diminishes the intellectual core of origin countries' economic growth and development, contributing to the growing equality gap between Canada and lower-income countries.

This could lead to an erosion of Canada's reputation as a top destination for immigrants — threatening the country's ability to recruit highly skilled international workers and limiting the growth of important business sectors.

Change is needed, and longstanding organizations like DIVERSEcity are here to ensure Canada remains a desirable

destination by helping people prosper as they make Canada their home.

This year, we are celebrating a milestone at DIVERSEcity — 45 years as an organization that continues to innovate and grow with our hometown of Surrey, BC. With Surrey's growth trajectory, DIVERSEcity is in a unique position to leverage our in-depth knowledge, experience and partnerships within the community to work hand in hand

**“To our funders,
partners and
Indigenous
community members,
we are here to walk
the path with you
toward a fair and
inclusive society.”**

with municipal and provincial governments to drive change, as well as with the federal government to create an impactful regional scope of services with positive outcomes for all.

The future of equitable immigration exchange — the driver for economic growth and innovation in Canada — relies on the collaboration of government as a whole and at all levels, with the non-profit sector and private sector, too. At DIVERSEcity, we are here to take this lead with the



Neelam Sahota
Chief Executive
Officer



Upkar Singh Tatlay
Board Chair

support of our incredible staff, volunteers and Board of Directors. Their unwavering commitment to creating positive social impact with compassion and care is truly inspiring.

To our funders, partners and Indigenous community members, we are here to walk the path with you toward a fair and inclusive society.

With gratitude,

Neelam Sahota, Chief Executive
Officer

Upkar Singh Tatlay, Board Chair

2022–2023 Board of Directors



Upkar Singh Tatlay
Chair



Amy Gill
Vice Chair



Jane Shin
Secretary



Sonia Parmar
Treasurer



Jason Wong
Director



Kam K. Raman
Director



Cindy Zheng
Director



James Delorme
Director



MISSION

To inspire belonging in a strong integrated community by empowering newcomers to Canada.

.....

VALUES

Growth Integrity
Respect Compassion

.....

STRATEGIC OBJECTIVES

People and Culture Profile
Innovation Growth



Executive Team



Neelam Sahota
Chief Executive Officer



Garrison Duke
Chief Operating Officer



Praneet Sandhu
Director, People & Culture



Rodrigo Andrade de Camargo
Director, Finance



Kirsty Peterson
Director, Career
Advancement & Innovation



Erin Harvie
Director, Community Building
& Family Wellbeing



Lenya Wilks
Director, Partnerships &
Stakeholder Engagement



Amanee Elchehimi
Director, Innovation
& Sustainability

SETTLEMENT & INTEGRATION PROGRAM



Our Settlement staff always spread the word about our services in the community.

Guiding Newcomers in their Journey

Settlement Services at DIVERSEcity are the path to a better life in Canada for newcomers — permanent residents and refugees, as well as refugee claimants, temporary foreign workers, international students and naturalized citizens. Our compassionate, experienced and knowledgeable staff support newcomers with all aspects of their journey from employment to housing to finances. With a commitment to the communities they serve, our newcomer information and support workers centre the voices and needs of families they help, as they navigate their new life in Canada.

1,500

UNIQUE NEWCOMERS
RECEIVED SERVICES

3,752

ONE-ON-ONE SESSIONS

19

GROUP WORKSHOPS FOR
PERMANENT RESIDENTS



Sharing settlement and housing challenges people face in Surrey with Minister Ahmed Hussen and Sukh Dhaliwal, MP, Surrey-Newton.

GUIDED PATHWAYS COACHING



NEWCOMERS SUPPORTED



INDIVIDUAL & FAMILY SESSIONS

Our Guided Pathways coaching, in Punjabi, Arabic, Hindi, Urdu and English, provides case management support to guide immigrants and refugees who need additional assistance through the settlement process. Our coaches work with newcomers to create an action plan that helps them build their lives in Canada.

BC SETTLEMENT SERVICES



NON-PERMANENT RESIDENTS SUPPORTED



ONE-ON-ONE INTERACTIONS



GROUP SESSIONS

In addition to providing settlement services to permanent residents, DIVERSEcity's BC Settlement Services support refugee claimants, temporary foreign workers, international students and naturalized citizens with immigration, settlement and employment/labour market support.

CANADA LEARNING BOND PROGRAM



PEOPLE SUPPORTED

In partnership with Fraser Region Aboriginal Friendship Centre Association (FRAFCA), Métis Nation and Vancity Community Foundation, we helped low-income parents connect to the Canada Learning Bond. We helped them start RESP accounts to save for their children's post-secondary education with an initial \$500 government grant.

DIVERSEstory

Starting over

Amy*, 41, arrived in Nova Scotia from China in 2021, with her two daughters, after which she relocated to British Columbia this February. While her spouse remains in China, Amy embarked on the challenging task of starting a new life as a newcomer in her forties.

In China, Amy worked as a registered nurse and her aspirations in Canada were to continue her career in health care. However, being unfamiliar with the Canadian system, she didn't know where to begin gathering information about certification requirements, credential evaluation or further skills training.

Amy's friend then introduced her to DIVERSEcity's Settlement Services. During her initial needs assessment meeting, when asked if she would

prefer to work with a Mandarin-speaking settlement worker, Amy responded with a shy smile but a firm "no." She wanted to work with a settlement worker in English so she could practise speaking the language.

As they discussed her priorities for her settlement journey, Amy said she wanted to improve her English, find employment and actively participate in Canadian society. "My husband needs to work in China to support us financially, but if I can secure a good job here, my husband can join us, and we can live together," Amy says.

"During the meeting, she filled a notebook with densely written notes, as if she wanted to capture every piece of information shared," says Irene, her

newcomer information and support worker Irene, who connected Amy with various resources, including English language programs and occupation-specific support and training.

Amy has now obtained her first job in Canada as a part-time caretaker for seniors. Her next step is to pursue a health care assistant certificate, with training starting in September.

Amy's daughters were also connected to DIVERSEcity's Power Girls program. Reflecting on their experiences, Amy says she's so grateful for the invaluable support and information they received. •

**Name changed for privacy.*



CHILD & FAMILY SERVICES



Our early years staff bring joy and hope to newly arrived families through play-based activities and support.

Creating a Space for Families to Thrive

Our **Child and Family Services** provide a space that is child-centered, culturally responsive and empowering so newcomer parents have the tools they need to support the healthy development of their children, from early years to middle years. We provide parenting education, early childhood development, home visits, nutrition, short-term counselling support, barrier-free access to community resources while helping families build social networks with other families.

500

FAMILIES SUPPORTED

250

CHILDREN (0–5) RECEIVED
DEVELOPMENTAL &
LITERACY SUPPORT

170

CHILDREN (6–12) PARTICIPATED
IN MIDDLE YEARS PROGRAMS

MULTICULTURAL OUTREACH PROGRAM FOR FAMILIES



190 COMMUNITY CONNECTIONS



90 NEEDS ASSESSMENT & REFERRALS



40 FAMILIES VISITED AT HOME

Through this program, we connect families to services, information and community resources they need to support their children and the wellbeing of the entire family. Our multicultural outreach early childhood education workers are able to provide support to hard-to-reach families by meeting them where they are at in Surrey and Delta.

TOP 4 COUNTRIES OF ORIGIN

SYRIA, AFGHANISTAN, ERITREA & PAKISTAN

HIPPY PLUS & HIPPY SMART PROGRAM



FAMILIES ENROLLED



CHILDREN GRADUATED



HOME VISITS TO ISOLATED MOTHERS

This year, DIVERSEcity became a service provider of the Home Instruction for Parents of Preschool Youngsters (HIPPY) program, supporting vulnerable and isolated mothers in their critical role as their child's first and most important teacher.

FIRST STEPS EARLY YEARS PROGRAM



CHILDREN



FAMILIES



SESSIONS

First Steps, jointly managed by DIVERSEcity, Options Community Services and Umoja Operation Compassion Society, supports newly arrived refugee children (up to five years old), through play-based early childhood education, as well as their siblings through our Middle Years activities, and parents with information and workshops.

IMPACT PARENTING PROGRAM



FAMILIES



GROUP SESSIONS

IMPACT provides a safe and engaging space for newcomer parents who have children up to six years old to have conversations around health and wellbeing for themselves and their young children. IMPACT parenting sessions are focused on three core areas: nutrition, mental health and injury prevention.

DIVERSEstory

Hope for the future

Pakistan-born Faryal didn't know exactly what she, her husband and their children — Rohan, 12, Alyan, 5, Husna Falek, 3 — were going to do after he needed open-heart surgery and could no longer work.

The family faced many financial difficulties, and Faryal herself faced health issues, suffering from severe arthritis in her hands. They faced times when they were unable to pay rent or put food on the table. They were on a waitlist for family housing when the family joined the First Steps Early Years program for support and food hampers.

Faryal, who has a bachelor of arts

in history, volunteered with First Steps' partner Options Community Services, and then secured a job in childminding, while her husband retrained as an interpreter, leading to permanent employment. It took patience, resilience and support for the family to overcome all the hardships they faced.

"The First Steps team member took my hand and helped me build my life. I was able to find a family doctor, apply for my disability benefit and was able to come out of my depression as we were facing extreme isolation and financial distress. I was also able to connect to different resources, which eased many



difficulties I was facing," Faryal says.

"I feel like I am a family member to the team member who supported me. I was reborn as I had lost hope of settling in Canada. I learned effective ways of parenting and supporting my children and I am much happier, confident and hopeful in my future."

Faryal continues to look forward to First Steps drop-in sessions, where she connects with other moms.

"The First Steps program paved the way to my success and helped me with parenting support, resources and employment," she says. •

YOUTH SERVICES



Power Girls power through their STEM projects at Simon Fraser University!

Helping Young Newcomers Rise

Youth Services at DIVERSEcity offer settlement and integration support for newcomer and refugee youth with both one-on-one services and group-based programming. Based on the complexity of their needs, we can help them through our DIVERSEyouth program or RISE Youth program. We also offer middle years programs for children between the ages of nine and 12, including our United Way School's Out Program at Hellings Elementary in North Delta and Power Girls STEM Program for racialized girls.

DIVERSEYOUTH PROGRAM

38 YOUTH SERVED* 44 GROUP SESSIONS*

DIVERSEyouth provides a wide range of group activities to support and engage newcomer youth aged 13–24 as they adjust to life in Canada. Sessions provided this year focused on mental health, physical health, wellbeing, mentorship, career exploration, post-secondary education, social connections and more.

**Data from January–June 2023*

In addition to year-round programs, DIVERSEcity offers seasonal camps for children and youth focused on fun, wellbeing and connection.



RISE YOUTH PROGRAM

58

YOUTH

16

GROUP WORKSHOPS

The RISE Youth program helps newcomer youth who are facing multi-faceted barriers settling into their new community. Youth are supported with resources, knowledge and tools to guide them toward self-efficacy. Youth are provided one-on-one integrated case management and group workshops in areas around education, employment, health, communication and connection.

POWER GIRLS STEM PROGRAM

40

PARTICIPANTS

9

SESSIONS

Power Girls focuses on teaching STEM (Science, Technology, Engineering, Mathematics) concepts to girls and nonbinary children aged nine to 12. It encourages children to learn more about STEM and think about a career in the field. Snacks are provided and camps are held in spring and summer.

DIVERSEstory

Finding confidence

Zahra, 18, came to Canada with her parents and four sisters from Afghanistan in August 2021. She has now graduated high school and is looking forward to a bright future. “I want to become a doctor,” she says.

When she first arrived two years ago, things weren’t always easy. She lists some of the challenges she faced as: “Making friends, going through the education system, learning the culture, fitting in and getting medical help.”

Seeing an advertisement for DIVERSEcity was a turning point for Zahra and her family. She started attending the DIVERSEyouth and RISE

Youth programs, while her parents and younger siblings attended the First Steps Early Years Program, as well as Food Security programs.

“The programs helped me be more confident so that I can be myself and make friends. I do not feel as alone as I did when I first came here,” Zahra says. “I also got to learn about volunteering opportunities, which was important for me in high school.”

Zahra adds that her youth worker, Raiyan, helped her write a resumé and taught her how to write cover letters. “This was the most helpful thing for me after graduating high school. No one

had ever taught me how to recognize my skills and talk about them in that way. It helped me get to know pieces about myself I had never thought about before,” she says. “I am more confident in my skills and being myself in different spaces now.”

What does Zahra want other newcomer youth to know? “Always ask for help if you need it. Never be afraid to ask people because eventually you will get the help you need if you keep trying.” •

“ QUOTABLE

“I love coming to the afterschool program. It’s way more fun than just going home after school is over!”

— SCHOOL’S OUT PARTICIPANT



SCHOOL'S OUT PROGRAM

76

PARTICIPANTS

24

SESSIONS

School’s Out teaches children about mental health, communication, healthy relationships, socio-emotional development, service to community, volunteering, health and wellness, as well as confidence. They learn all of this through fun activities and games so that learning stays engaging.



SENIORS SERVICES



DIVERSEcity is a hub for diverse seniors to stay active and make connections in the community!

Helping Seniors Live Healthy, Independent Lives

Based on UN global reports, the population aged 65 and over is growing faster than all other age groups. At DIVERSEcity, we play a vital role in helping seniors live healthier, more independent lives. Our **Seniors Services** are offered in multiple spoken languages — English, Punjabi, Hindi and Arabic are the top four — and are designed to help older adults living in Surrey to stay socially, physically and mentally active. In addition to various programs, we also offer one-on-one navigation and peer support.

20.2K

INDIVIDUAL SERVICES PROVIDED

1,745

SENIORS SERVED

107

SENIORS HELPED THROUGH OUR
NAVIGATION & PEER SUPPORT
COMMUNITY OF PRACTICE

BETTER AT HOME & SAFE SENIORS, STRONGER COMMUNITIES



727

GROCERY SHOPPING & DELIVERY



4,540

MEAL PREPARATION & DELIVERY



491

PHONE CHECK-INS

We helped **476** seniors with **8,506** non-medical services, such as housekeeping, deliveries and transportation to appointments, so that they can continue to live independently in their own homes, stay connected to the community and maintain a healthy lifestyle. We thank our partners Gurdwara Sahib Dasmesh Darbar and Muslim Food Bank for their generous support with food hampers and meal preparation.

DIVERSEstory

Regaining hope

As a senior living alone, Jan* struggled to do daily tasks at home. She was afraid of falling and hurting herself, with no one there to help. “I felt like I hit rock bottom. I lost hope and thought my next step would be to move into a long-term care home.”

Mandeep and Simren, seniors community connectors with

DIVERSEcity, carefully assessed Jan's needs. To reduce the risk of falls, they helped her contact her physician to have bed rails, bath rails and other safety equipment installed.

“We were able to get the client equipment to ease her stress including a lifeline pendant. We also encouraged her to use Better at Home



services. She felt at ease knowing things were put in place for her.”

Jan developed more confidence in living independently now that she has the support she needs. •

**Name changed for privacy.*

THERAPEUTIC ACTIVATION PROGRAM FOR SENIORS (TAPS)



DIVERSEcity's TAPS program supports seniors living in Surrey who are experiencing barriers in accessing community resources due to physical or mental health challenges, and/or who are isolated or lonely. Through TAPS, they can access one-on-one support, wellness calls and group sessions with other seniors to chat, play games, do yoga and share music.

NEWCOMER FAMILY & FRIENDS CAREGIVER SUPPORT PROGRAM



Our Newcomer Family and Friends Caregiver Support Program provides support to caregivers, who are often older adults (55+) themselves and have additional challenges due to language, income, culture, isolation and family structure. We help them navigate resources and services needed to care for their loved ones, while providing ongoing emotional support.

“ QUOTABLE

“All the things I was looking for I found at DIVERSEcity. Without DIVERSEcity, I couldn't have continued a good quality of life. They have made me feel safe, cared for and blessed.”

— BETTER AT HOME SENIOR CLIENT

SOCIAL PRESCRIBING



Older adults who are isolated or socially vulnerable are frequent visitors to their doctor or the emergency room. Our Seniors Community Connectors connect these seniors, referred from health care providers in Surrey, to non-clinical community programs and services to improve their mental health, reduce isolation and help them stay independent for longer.

DIGITAL LITERACY



Seniors often have difficulty accessing virtual programs and resources due to not having a device, WIFI or the skills to navigate the internet. Our Digital Literacy Program and Seniors TechConnect tablet loaning library provide one-on-one, culturally responsive support and ready-to-use tablets to isolated low-income seniors to help them stay connected.

COMMUNITY CONNECTIONS & VOLUNTEER PROGRAMS



DIVERSEcity's Income Tax Clinic returned in full force this year, with volunteers helping people file their taxes.

Engaging People, Building Community

DIVERSEcity's **Community Connections and Volunteer Programs** help newcomers and other diverse residents find belonging, nourishment and community in Surrey. From joining a community garden or kitchen program, to learning how to volunteer, to preparing for citizenship, our staff and clients are building an engaged community for all.

CIVIC ENGAGEMENT PROGRAMS



128 STUDENTS IN CITIZENSHIP PREPARATION COURSE



8 WORKSHOPS

Our 10-week Canadian Citizenship Preparation and Civic Engagement Course, Conversations for Citizenship sessions and topical workshops help immigrants prepare for their citizenship test, while developing an understanding of being an active citizen.



“ QUOTABLE

“Being a single mom, this garden has given me a transformative experience from my cocoon. It got me friends, knowledge and a sense of purpose. It is good that our community garden not only grows plants but also the unity between different cultures and a sense of belonging.”

— SITHIPASMENA, COMMUNITY GARDEN PARTICIPANT



Our gardens are flourishing with vegetables thanks to the hard work of our garden participants!

COMMUNITY GARDENS



391 TOTAL GARDEN PARTICIPANTS



11 WORKSHOPS, WORK PARTIES & MANURE DISTRIBUTION DAYS

DIVERSEcity’s Community Gardens support local families in addressing food security concerns by growing their own fruits and vegetables — including varieties from their home countries — at no cost in two accessible community gardens, Hazelnut Meadows and Growing Roots, in Surrey.

FOOD SECURITY



90 COOKING BASICS PARTICIPANTS



27 COOKING BASICS SESSIONS



36 FOODFIT SESSIONS

Our Community Kitchen program returned to in-person classes on cooking basics, healthy eating and kitchen safety. Through our FoodFit program, we came together over several weeks for some exercise and yoga, and then cooked **864** healthy meals together, with **432** sent home with participants. DIVERSEcity, along with community partners, continued to support low-income families, seniors and newcomers with immediate access to nutrition coupons redeemable at farmers’ markets.

VOLUNTEER PROGRAM



240 VOLUNTEERS



27 INCOME TAX CLINIC VOLUNTEERS



Volunteering helps newcomers and other Canadians gain work experience and make connections. Our Volunteer Program provides them with volunteer opportunities at DIVERSEcity as well as in the community. Two key volunteer-supported initiatives included the return of our in-person **Income Tax Clinic** for low-income Surrey residents, and the launch of the **Together Project – Surrey**. Originating in Ontario, DIVERSEcity is delivering the Together Project locally, matching groups of volunteers with newly arrived government-assisted refugees and protected persons for meaningful settlement support.

REFUGEE & SPECIALIZED PROGRAMS



A partnership with Our Community Bikes allowed us to give 60 bikes to refugee families.

Rising Above Adversity

DIVERSECity's **Refugee and Specialized Programs** support immigrants and refugees facing significant, multiple barriers or trauma in their resettlement journey. We help them rise above adversity and find belonging in their new community.

RISE PROGRAM

Our Refugee and Immigrant Specialized Experience (RISE) Program supports refugee and immigrant newcomer families experiencing multiple and complex barriers to settlement. Using a trauma-informed and strengths-based approach, we guide newcomers through one-on-one culturally informed case management in first languages to support them in their resettlement journey. We start with a needs assessment, goal setting and action planning. We further support them by accompanying them to appointments, helping them navigate different systems, conducting individual and family-based workshops, and offering one-on-one mental health support. We also help them access housing, health care, education, government benefits and more.

89

FAMILIES SERVED WITH
157 ADULTS & 178 KIDS
& YOUTH SUPPORTED

1,012

ACCOMPANIMENTS IN
THE COMMUNITY

2,928

ONE-ON-ONE INFORMATION
SESSIONS

HEALTHY SELF, HEALTHY FAMILIES

89 FAMILIES HELPED

390 MENTAL HEALTH ONE-ON-ONES

The Healthy Self, Healthy Families program focuses on mental wellness and coping strategies for newcomers struggling with settlement through one-on-one sessions and 50 in-person and virtual psychoeducational workshops. Facilitated by a family counsellor with language assistance from RISE case specialists, participants learn new skills to help them relieve stress, navigate through trauma, practise self-care and make connections in the community.

LGBTQ+ SERVICES & PEER SUPPORT GROUP

69 ONE-ON-ONE SESSIONS

17 TOGETHER NOW LGBTQ+ PEER SUPPORT GROUP SESSIONS

DIVERSEcity's one-on-one settlement support for LGBTQ+ newcomers and Together Now peer support group use an anti-oppressive, intersectional and trauma-informed approach to help them navigate their unique experiences, with specialized support provided to address multiple intersecting barriers.

“ QUOTABLE

“I arrived in Canada from a war-zone country. I was in full stress and was worried about how to start all over, especially how to deal with my health issues as we didn't have any doctor here. But with the help of DIVERSEcity and Sumaya, my RISE case specialist, I was able to find a family doctor in my area and got medical help. Also, I was able to find an optometrist. I went through eye surgery and now I am very well. I am very thankful for all the services provided by DIVERSEcity.”

— AFGHANI, RISE PARTICIPANT



TOP 5 COUNTRIES OF ORIGIN

AFGHANISTAN, SYRIA,
IRAQ, DEMOCRATIC
REPUBLIC OF CONGO
& BURMA

TOP 5 CLIENT LANGUAGES

DARI, ARABIC,
PASHTO, SWAHILI
& KINYAMULENCE

KEY ISSUES

Two of the most important issues we support refugees with are **housing and health**.

373 one-on-one housing support sessions for 99 people

566 one-on-one health navigation sessions for 188 people

EMPLOYMENT PROGRAMS



Graduation day for Future Leaders, cohort seven!

Career Building for Diverse Youth and Adults

DIVERSEcity's free **Employment Programs** help newcomers, youth and underserved adults overcome obstacles like language barriers, lack of experience and foreign credential recognition to build the careers they want. Our programs help them learn job search techniques, get skills training and work experience, or even start a business!

YOUTH EMPLOYMENT PROGRAMS

93% COMPLETION RATE **96%** EMPLOYMENT & EDUCATION OUTCOMES

Our Future Leaders, Future Troopers and Start it Right! Youth Employment programs are strategically designed using strengths-based approaches in the pursuit of meaningful employment. Each program offers personal development, employment skills training and work experience, setting youth up for personalized career success.



PARTICIPANTS (AGED 15–30)
IN **FUTURE LEADERS**



PARTICIPANTS (AGED 17–29)
IN **FUTURE TROOPERS**



NON-PERMANENT RESIDENT
PARTICIPANTS (AGED 15–29)
IN **START IT RIGHT!**

SUPPORTED EMPLOYMENT PROGRAMS

100% COMPLETION RATE

99.5% EMPLOYMENT & EDUCATION OUTCOMES

At DIVERSEcity, we offer free programs that help immigrant and marginalized jobseekers learn about the Canadian labour market, find educational and training opportunities, and prepare to enter or re-enter the Canadian workforce. Two programs, including H.E.A.L. for Work Program for women survivors of violence and trauma, and SAHARA Employment Program for Men, were designed to help adult immigrants facing multiple barriers to employment. DIVERSEcity also delivered a special series of employment programs that offered training, employment skill building and job support to in-demand occupations that are addressing a gap in the labour market. These programs, delivered in partnership with local colleges and partners, were designed to help new immigrants get relevant industry-specific skills and training to join the Canadian workforce.

19

PARTICIPANTS IN SAHARA
EMPLOYMENT PROGRAM FOR
MEN IN 2 COHORTS

40

PARTICIPANTS IN H.E.A.L. FOR
WORK PROGRAM FOR WOMEN
SURVIVORS IN 4 COHORTS

31

PARTICIPANTS IN 2 ELECTRICAL
FOUNDATIONS HARMONIZED
PROGRAM COHORTS
(84% COMPLETION)

37

PARTICIPANTS IN THE COAST CAPITAL
CREDENTIALING PROGRAM FOR
NEWCOMER WOMEN

“ QUOTABLE

“I am extremely thankful to the Future Leaders Program for allowing me to explore my skills and providing me the support needed toward the first step of my career. This program has provided me something new every day, as every training was unique and resourceful. I can feel how much this program has impacted me and this is beyond words. Future Leaders was not only helpful for getting trainings, but also preparing me for life in Canada, especially making me ready for the workplace culture.”

— FUTURE LEADERS PARTICIPANT



CWB BUSINESS INCUBATOR FOR WOMEN ENTREPRENEURS



40 WORKSHOPS OVER 4 COHORTS



17 PEOPLE WHO BECAME SELF-EMPLOYED

This program, funded by Canadian Western Bank (CWB), ran from November 2021 to October 2022 before evolving to what is now called our **Diverse Entrepreneurs Business Incubator**. It supported intercultural women to turn creative skills into self-employment business opportunities. Today, the program is inclusive to immigrant and BIPOC people from across the Lower Mainland. Graduates can then join Infinity Womenpreneurs, a collective business community to sell their wares on infinitymarketplace.square.site or the DIVERSEpreneurs Network at immipreneur-network.square.site.

DIVERSECITY ENTREPRENEUR & SMALL BUSINESS FAIR



300+ ATTENDEES AT THE EVENT



30 EXHIBITORS



6 BUSINESS PITCH COMPETITORS

The DIVERSEcity Entrepreneur & Small Business Fair is an annual event held during Small Business Week in October to inspire diverse entrepreneurs to plan, launch and grow their business. In addition to a tradeshow, small business marketplace and inspirational speakers, this year's event launched the new DIVERSEcity Business Pitch Competition, with *Dragons' Den*-style pitch experiences.

“ QUOTABLE

“I learned a lot in the program, from social media marketing and sales, to the financial, legal and operational aspects of a business. Brainstorming with [the other entrepreneurs] also helped a great deal to understand potential customers' perspectives. I hope more people take advantage of this program. It is mutually beneficial to everyone — as diverse entrepreneurs contribute to the local economy, and introduce diverse ideas and culture to beautiful Canada.”

— JHANSI YEDLUR OF PAMJY CANDLES



Small business marketplace at the DIVERSEcity Entrepreneur & Small Business Fair.

LANGUAGE & LITERACY PROGRAMS



Children from our Early Childhood Education program celebrate National Child Day!

Language Connects Immigrants to Canada

Our **Language Training and Literacy Programs** returned fully in person this year, offering a range of free English language classes to permanent residents, namely through our Language Instruction for Newcomers to Canada (LINC) program, from pre-literacy to Canadian Language Benchmark (CLB) 6. For students who need extra support, we also offer LINC Assistance and Readiness Classes (LARC), plus Community Adult Literacy Program (CALP) classes. Our English Conversation Circles help students practise English skills in real life. For those with children up to five years old, we offer an Early Childhood Education program.



PEOPLE SERVED



CHILDREN IN CLASS



NUMBER OF STUDENTS WHO ATTENDED FIELD TRIPS

CLASS NUMBERS

- 21** LINC classes
- 221** LARC students
- 133** CALP students

- 39** Conversation Circles
- 188** Field trips



COUNSELLING & GENDER-BASED VIOLENCE SERVICES



Local artist Amun Grewall spread hope for the holidays with custom ornaments for women survivors.

Creating Safe Spaces for Healing

Our **Mental Health and Substance Use Counselling and Gender-Based Violence Services** include counselling and case management support for children, youth, adults and families across the Surrey and Delta region. Our counselling is rooted in relational and collaborative processes to create space with people to support their wellbeing and healing journey. We provide in-person and virtual appointments using a variety of healing approaches including play therapy, support groups, psychoeducation sessions and outreach case management.

For gender-based violence services, we offer trauma-informed, culturally safe survivor-centered safety planning, psycho-educational supports, court accompaniments, resource referrals and responsive case management. Our services for immigrant women are guided by the **Roots of Safety** framework, which has positioned us as leader in delivering and training others in culturally appropriate services for immigrant women. This includes our **Survivor Centered Systems of Care** project, which engaged stakeholders in survivor-led critical appraisal of policy and practices.

400

CLIENTS SERVED
THROUGH 23
DIFFERENT
PROGRAMS

2/3

CLIENTS REQUIRING
ADDITIONAL WRAPAROUND
SERVICES & CASE
MANAGEMENT

11

DIFFERENT LANGUAGES
OFFERED

TOP 5 CLIENT LANGUAGES

PUNJABI, MANDARIN, SPANISH, ARABIC & FARSI

“ QUOTABLE

“Attending substance use groups not only helped me to cope with my substance use in a healthy way but the healthy communication skills learned during the sessions improved my relationship with my spouse immensely.”

— SUBSTANCE USE CLIENT

“ QUOTABLE

“I was alone, was abused by my partner, had nowhere to go. Then through Surrey Women’s Centre I got connected with DIVERSEcity’s Stopping the Violence program that helped me to come out of that shame and guilt as it is a stigma in my community to go to court for domestic violence. Having no family members and friends in Canada, I needed someone to hear my story and validate my feelings. I learned to stay motivated and work toward my goals. I learned about the cycle of abuse and increased my self-esteem and self-worth. I am working full time and found a place to live independently. I am connected with community resources that help me to have a sense of community and support.”

— STOPPING THE VIOLENCE COUNSELLING CLIENT



Mojisola Allen won the Strengthening Safety Award at our 2022 DIVERSEcity Awards of Impact. Her journey with DIVERSEcity started by accessing counselling services and, through healing, later became a member of the Survivor Advisory Panel for DIVERSEcity’s Roots of Safety Program.

GROWING DEMAND

150 people are on our waitlist seeking counselling and gender-based violence services.

There is a growing list of people in need of individual specialized counselling and trauma services, in multiple languages and from a culturally safe lens.

PARTNERSHIPS & STAKEHOLDER ENGAGEMENT



The South Fraser Refugee Readiness Team made 1,500 perogies with Ukrainian newcomers at one of many events this year!

Fostering Partnerships, Engaging Community

The **Partnerships and Stakeholder Engagement** department consists of unique projects that focus on collaborating to build community capacity and knowledge. We foster partnerships with individuals, organizations and communities that share our respect, compassion and social justice values. Through advocacy, capacity-building and knowledge-sharing initiatives, we aim to create a world where immigrants and refugees are valued members of society, and equity and inclusivity are the norm.

REFUGEE READINESS TEAMS



FOOD HAMPERS DISTRIBUTED TO REFUGEES



COMMUNITY PARTNERS

DIVERSEcity is the contract holder for two Refugee Readiness Teams (RRT), for the South Fraser Region (Surrey, Langley, Delta, White Rock) and Cariboo North (Prince George, Smithers, Terrace). The RRTs worked with community partners from various sectors to support resettled refugees from around the world and displaced Ukrainians with information, workshops, skills training, food hampers, mental health support, cultural events and more.

RRT KEY ISSUES

**HOUSING, EMPLOYMENT, HEALTH & MENTAL HEALTH,
FOOD JUSTICE, KNOWLEDGE SHARING & COLLABORATION,
CHILDCARE, HOUSING, TRANSPORTATION**



C.A.R.E. FOR MIGRANT WORKERS



COMMUNITY PARTNERS



TYPES OF SERVICES PROVIDED

The Collective Advocacy for Rights and Education (C.A.R.E.) for Migrant Workers program supports migrant workers in the South Fraser, Vancouver Island and Okanagan regions. In collaboration with local community organizations, we offer a range of essential services including one-on-one case management, know-your-rights workshops and services, and training support. We also provide mental health and counselling services, skills and safety training, emergency assistance in cases of mistreatment or job loss, and social, cultural and recreational activities.

C.A.R.E. COMMUNITY PARTNERS

BCFED Health & Safety Centre
Chilliwack Community Services
Dignidad Migrante
Family Education & Support Centre
Muslim Food Bank
PICS
SUCCESS
Watari Counselling & Support
YMCA of Greater Vancouver



SURREY
LOCAL IMMIGRATION
PARTNERSHIP



The Surrey LIP's Surrey First Peoples Guide for Newcomers received the BC Reconciliation Award from the BC Achievement Foundation.

As the convener of the Surrey Local Immigration Partnership (LIP), DIVERSEcity has fostered a community partnership that brings diverse voices together to build an equitable and inclusive city. Through dialogue and research, Surrey LIP's 30+ community members — post-secondary institutions, health authorities, financial institutions, community-serving agencies, settlement agencies, municipal, provincial and federal governments, and Indigenous organizations — collaborate on innovative community-driven strategies to meet the changing needs of the fastest-growing city in BC. Learn more at surreylip.ca.

The Surrey LIP's notable projects and initiatives included:

- Surrey World Refugee Day event in 2022
- *Surrey First Peoples Guide for Newcomers* facilitator training sessions
- Community Stakeholder Forum for Surrey LIP Council members and other community stakeholders
- "Belonging in Surrey" Newcomer Youth Event
- Day for the Elimination of Racial Discrimination event in partnership with local LIPs
- Racism Mapping Project (ramp.ca)
- Mental Health Toolkit development

SOCIAL ENTERPRISES



Ukrainian newcomers upgrade their computer skills with DIVERSEcity Skills Training Centre in their first language!

Innovation in Funding

DIVERSEcity has three social enterprises created to fill in service gaps we identified in the community, while providing unrestricted funding to our charitable work. This approach allows DIVERSEcity to focus on providing innovative services and meeting the diverse needs of the community.

DIVERSECITY SKILLS TRAINING CENTRE

DIVERSEcity Skills Training Centre, a Buy Social Canada-certified social enterprise, offers fee-based training courses to prepare Canadian and immigrant jobseekers for the workforce. Building on the growth seen during the pandemic, we have continued to offer online courses in addition to returning to in-person courses at DIVERSEcity and offsite partner locations. Our courses, such as Essential Computer Skills for the Workplace, Customer Service Basics and more, have built a reputation for quality training of the latest in-demand skills. The strength of our service is amplified by our strong partnerships with WorkBC Centres and 21 employment program providers in the community.

1,001

TOTAL LEARNERS

70

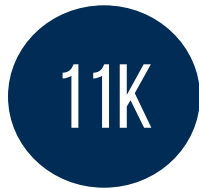
OFFSITE SESSIONS
DELIVERED

44

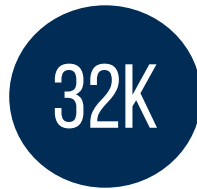
NUMBER OF WORKBC
CENTRES SERVED ACROSS
THE PROVINCE

DIVERSECITY INTERPRETATION & TRANSLATION SERVICES

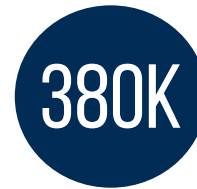
DIVERSEcity Interpretation and Translation Services helps people and organizations communicate without barriers with a growing array of services. It is the largest interpretation and translation service in the Lower Mainland and Fraser Valley, with a network of 500+ professionals who provide services in 88+ languages, including many rare ones, Indigenous languages and American Sign Language. It is a Buy Social-certified social enterprise that has the people, the expertise and the social impact!



CLIENT
APPOINTMENTS



HOURS OF
INTERPRETATION



WORDS TRANSLATED IN
120 TRANSLATION PROJECTS

LANGUAGE TESTING CENTRE

DIVERSEcity's Language Testing Centre is one of the leading language testing centre sites in BC, specifically for CELPIP (Canadian English Language Proficiency Index Program) testing. CELPIP (General and LS Test options) is an ideal choice for newcomers applying for permanent residency or citizenship as it uses the English commonly spoken in Canada. As well, the course is completely computer-delivered in just one sitting.



CELPIP-GENERAL TESTS



CELPIP-LS TESTS



TOTAL TEST TAKERS

DIVERSEstory

A skilled journey

Gemma worked in health care as a medical office assistant for more than 28 years. During the pandemic, she found herself unemployed and turned to WorkBC for help in getting back to work.

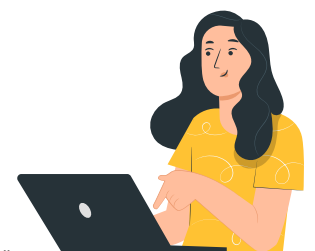
"My hopes for my career were that I would be able to expand my horizons and be able to do something a little different," she says. "WorkBC helped me work toward more office-based positions."

Gemma's case worker recommended she update her skills at DIVERSEcity Skills Training Centre. She took the Essential Computer Skills for the Workplace course, which has helped her use the office software in her new job.

"I would definitely recommend DIVERSEcity Skills Training Centre to other jobseekers especially for the ones out there who need updated skills for

the workplace."

According to Trang Nguyen, Senior Operations Manager, WorkBC Vancouver South, "These courses help prepare our clients for their employment, making them more competitive in the labour market. Also, clients get to meet other jobseekers so they can motivate and support one another through the training and their employment journey." •



SIGNATURE EVENTS



Artist Chloe Greenberg painted a live interpretation of the dialogue at the Women's Leadership Forum.

Chances to Reflect, Connect and Celebrate

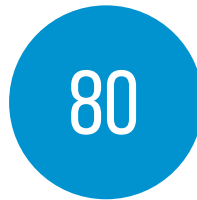
In this post-pandemic world, there's an ever-growing need for connection, dialogue and forward thinking. At DIVERSEcity, we want to bring people together, bridge communities and industries, inspire conversations and create change for our community and for those we serve. We're doing this, in part, through several signature events.

DIVERSETALKS: CONVERSATIONS FOR CHANGE

Our DIVERSEtalks series of panel discussions was launched in 2022 to amplify different perspectives, ignite conversation and have transformative dialogue on issues important to our diverse community. The panel discussions are moderated by DIVERSEcity leaders, including Neelam Sahota, CEO, and Garrison Duke, COO, who welcome guest panellists with different perspectives and backgrounds to the table. Past topics have included newcomers in the labour market, empowering survivors of violence, reimagining belonging on unceded territory, among others.



VIRTUAL DIVERSETALKS



APPROXIMATE AVERAGE ATTENDANCE



STAKEHOLDER PANELLISTS

DIVERSECITY AWARDS OF IMPACT

DIVERSEcity offers awards annually to recognize and celebrate inspiring clients, volunteers, community members and community partners who are making an impact through leadership, community building, innovation or inspiration. In 2022, we awarded five recipients in the following categories: Youth Leadership, Food Justice Advocate, Community Champion, Strengthening Safety and Inspiring Seniors.



BLACK IN BC: A CELEBRATION OF BLACK EXCELLENCE

To honour Black History Month and celebrate Black excellence, we launched the inaugural Black in BC event in February 2023. The free event featured a tradeshow, food, a panel discussion, keynote speaker, music and dance. It brought more than 200 guests from Surrey and Metro Vancouver to celebrate Black talent, cultures and achievements in Canada, while creating space for connection and learning.



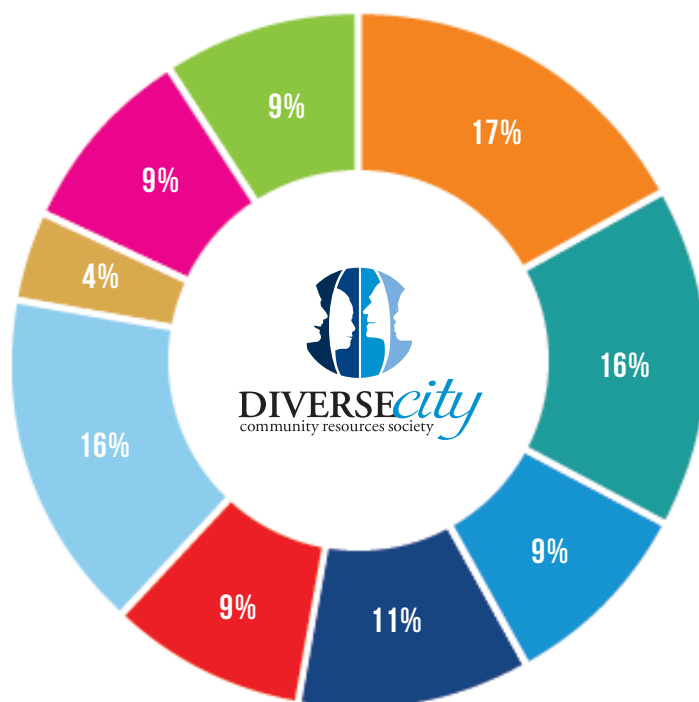
DIVERSECITY X MINERVA WOMEN'S LEADERSHIP FORUM

International Women's Day has been an important celebration for DIVERSEcity and its leadership for a decade. In past years, we have honoured the day with events, panel discussions and donation announcements to women's organizations. After two years of virtual events due to the pandemic, in 2023, we partnered with Minerva BC to throw an in-person Women's Leadership Forum, featuring a welcome by the Honourable Janet Austin, the Lieutenant Governor of BC, a panel of women leaders, a tradeshow of women entrepreneurs and networking activities.



FUNDING OVERVIEW

- EMPLOYMENT PROGRAMS
- MENTAL HEALTH & SUBSTANCE USE + GENDER-BASED VIOLENCE SERVICES
- LANGUAGE & LITERACY PROGRAMS
- SOCIAL ENTERPRISES
- SETTLEMENT & COMMUNITY
- CHILD & FAMILY SERVICES
- SENIORS SERVICES
- REFUGEE & SPECIALIZED PROGRAMS
- YOUTH SERVICES



FUNDERS & PARTNERS 2022-2023

FEDERAL FUNDERS

Employment and Social Development Canada / Service Canada
 Health Canada
 Immigration, Refugees and Citizenship Canada
 Public Health Agency of Canada
 Women and Gender Equality Canada

PROVINCIAL FUNDERS

Ministry of Attorney General
 Ministry of Children and Family Development
 Ministry of Health
 Ministry of Jobs, Economic Development and Innovation
 Ministry of Mental Health and Addictions
 Ministry of Municipal Affairs
 Ministry of Post-Secondary Education and Future Skills
 Ministry of Public Safety and Solicitor General
 Ministry of Social Development and Poverty Reduction

CORPORATE FUNDERS

Canadian Western Bank
 Coast Capital
 First West Credit Union
 RBC Foundation
 Shaw Communications
 TD Canada Trust
 Vancity Community Foundation

OTHER FUNDERS & PARTNERS

Ace Community College
 A Rocha
 BC Association of Farmers' Markets
 BC Clinical and Support Services
 BC Family Hearing Resources Centre
 BC Society of Transition Houses
 Breakfast Club Canada
 Canadian Medical Association Foundation
 Canadian Mental Health Association
 Canada Revenue Agency
 Canadian Women's Foundation
 Centre for Child Development
 City of Surrey
 Community Action Initiative
 Community Food Centres Canada
 Delta Community Literacy
 Delta School District 37
 Discovery Community College
 Ending Violence Association of BC
 Family Caregivers of BC
 Fraser Health Authority
 Fraser Region Aboriginal Friendship Centre Association
 Global University Systems/University Canada West
 Gurdwara Sahib Dasmesh Darbar
 ISSofBC
 Kwantlen Polytechnic University
 Makeway Foundation (Together Project)

MAP Alliance
 Métis Nation BC
 Muslim Food Bank
 MOSAIC
 Options Community Services
 Our Community Bikes
 Pacific Community Resources Society
 Pacific Immigrant Resources Society
 Paragon Testing Enterprises
 PC Children's Charity
 Provincial Language Service
 Rainbow Refugee
 Real Estate Board of Greater Vancouver
 Roots Community Health Centre
 Second Harvest Canada
 Simon Fraser University
 Sources Community Resource Centres
 Surrey Libraries
 Surrey School District 36
 Surrey Seniors Planning Table
 TD Community Engagement Centre (SFU)
 Umoja Operation Compassion Society
 United Way British Columbia
 University of British Columbia
 Vancouver Foundation
 VAST
 Westcoast Seeds
 WorkBC
 WorkSafeBC

Thank you


DIVERSEcity recognizes that our work takes place on the ancestral, traditional and unceded territories of the SEMYOME (Semiahmoo), q̓ícəy̓ (Katzie), kʷikʷəłəm (Kwikwetlem), q̓ʷa:ńłəń (Kwantlen), q̓iqéyt (Qayqayt), xʷməθkʷəy̓əm (Musqueam) and sc̓əwaθən məsteyəxʷ (Tsawwassen) First Nations. The knowledge and traditions of these communities are significant in providing context to the work we do, and DIVERSEcity recognizes the importance that reconciliation has in building truly inclusive and strong communities.



Families from our HIPPY program joined together for field trips out in the community.



#EveryoneBelongsHere

 DIVERSECITY SURREY COMMUNITY CAMPUS: 13455 76 AVENUE, SURREY, BC V3W 2W3
DIVERSECITY NEWTON TOWN CENTRE CAMPUS: #1107 – 7330 137 STREET, SURREY, BC V3W 1A3
FIRST STEPS CENTRE: #201 – 7380 KING GEORGE BOULEVARD, SURREY, BC V3W 5A5

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