



Ethno-Cultural Council of Calgary

Bridging Our Communities ...
Building Our Collective Voice

2016-2017
ANNUAL REPORT

Calgary is a just and equitable society for all.

The Ethno-Cultural Council of Calgary is a community-based organization that facilitates the collective voice of Calgary's ethno-cultural communities towards full civic participation and integration through collaborative action.

VISION

MISSION

VALUES

The Ethno-Cultural Council of Calgary embraces and promotes the following values:

- Respect for diversity*
- Equity and social justice*
- Active citizenship and democratic participation*
- Collaboration*

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BOARD CHAIR'S REPORT

The Board of Directors of the Ethno-Cultural Council of Calgary, along with staff and stakeholders, continues to be inspired by ECCC's vision of a just and equitable society for all. What better way to renew this commitment as Canada celebrates 150 years of national unity and reconciliation.

As we enter the fourth year of our strategic plan, we as an organization continue to play a unique role in the city by strengthening the role of ethno-cultural communities in shaping our communities and society. This year, the Board has seen progress in the areas of broadening participation of ethno-cultural communities and working towards our sustainability through fund development and communication.

Rebranding our Organization

As part of our communication strategy, the Board created two new task forces, each with an objective to help the organization reach its strategic goal. The Communications Task Force was created to guide the organization through the rebranding process. Rebranding process was initiated because the Board wants to position ECCC as a high impact organization that the community sees as a leading force for Calgary's ethno-cultural communities towards greater civic participation. Our Community Engagement Task force was created to increase collaboration between ECCC, its member organizations and ethno-cultural communities, and to strengthen their input on important policy issues.

Building our Board Capacity

The Board recognizes the importance of having good governance and strong generative leadership. These are qualities that are required for ECCC to excel and to be relevant and forward looking amidst the emerging trends that impact our communities. With the help of Calgary Foundation's risk management and Board Chair workshops, we gained some valuable lessons that we incorporated into our Board governance structure and practices. This helped increase communication and efficiency between our Board and staff. Through United Way's Gain Team, we hope to make further progress strengthening our Board leadership and governance.

Fund Development Strategy

Last year, the Board made the decision to diversify our funding stream. We believe this is important to better position ECCC to achieve its mission to facilitate the collective voice of Calgary's ethno-cultural communities towards full civic participation. It will also position ECCC to better handle changes in funding trends, whether caused by economic or policy changes, and to support the long-term sustainability of our organization.

Currently we are in the early stage of developing a strategy to leverage our unique assets and combine innovative ways to generate revenue that suit our organizational practice and culture. We are in the process of completing our research which explores a Canadian model for a community development platform that aptly captures the way ECCC operates as an umbrella organization. In addition to this, we are working to launch our first fundraising drive this year to help jumpstart our fundraising initiatives.

Board Succession Planning

Our Governance Committee has done a wonderful job of recruiting quality Board committee volunteers who share ECCC's vision and want to make an impact in our community. They will serve as our prospective base for recruiting future Board leaders of ECCC.

In conclusion, I would like to thank our Executive Director, Marichu Antonio, and the staff for their passion and hard work of ensuring ECCC reaches its goals and strategic direction.

I would also like to thank the hundreds of volunteers who give their time for ECCC. As a non-profit organization, we rely on the selflessness of people like you. Volunteers provide the foundation of the not-for-profit industry, which would not exist without you.

Finally, I would like to thank the Board for doing such great work in leading ECCC through an environment of major changes globally and locally. You provided long tireless hours of quality volunteer work to get us through another exciting year, which saw ECCC emerge a year closer to realizing its vision.



Parnel Nevins
Board Chair

EXECUTIVE DIRECTOR'S REPORT

Calgary Without Borders

2017 marks the Ethno-Cultural Council of Calgary's 15th year and Canada's 150th year. We, along with our member organizations, play an increasingly important role in representing and amplifying the voice of ethno-cultural communities in building a more inclusive and welcoming city. This role enabled us to leverage the growing interest of Municipal, Provincial and Federal governments in engaging ethno-cultural communities to provide input and voice on matters important to us and the broader society. Members of our communities worked in new partnerships with the academe, public institutions and more established organizations to help shape the discourse and provide policy and systems recommendations on a range of issues including health care access, employment equity, domestic violence prevention and community access to public arts programming.

Our brokers and organizers enable us to broaden our reach to members of ethno-cultural communities who are facing isolation and other barriers to full participation. They include newcomers, youth, residents in distressed neighbourhoods, temporary foreign workers, older adults, women, migrant mothers, and those living in poverty.

Rising incidents of racism, Islamophobia, and hate crimes locally and internationally continue to threaten the inclusive fabric of our society. In response, ECCC called out the need to actively address these threats as we collectively build a truly welcoming and inclusive city for all. We concluded the year with a community celebration of the United Nations International Day for the Elimination of Racial Discrimination, reminding everyone that as we work towards breaking the walls that divide us, we will aspire to build a *Calgary Without Borders*.

A. Amplifying our Voice towards System Change

ECCC provides a platform for ethno-cultural communities to amplify their voice and provide a diversity lens in shaping policies and systems towards greater social inclusion and equity. Our approach is to mobilize the community, raise their awareness and understanding of the issues and work with them to develop and present recommendations. The following collaborative initiatives demonstrate our successes, all described in detail in our annual program report.

- Alberta Health Services Patient-Centered Care Strategy containing 6 priority recommendations
- Changes to the Occupational Health and Safety and Employment Standards that address New Alberta Workers' Rights and Safety containing 14 policy and 4 programmatic recommendations
- Cultural Plan for Calgary - the proposed framework was passed unanimously by Council that will lead to the development of an implementation plan
- Migrant Mothers Project (MMP) – provided research evidence that served as basis for successfully advocating for the repeal of aspects of immigration policies that negatively impact sponsored spouses and partners and is currently reviewing similar policy aspects for live-in caregivers
- Review of the Family Reunification Program (IRCC Federal Ministry) – ECCC presented as witness to the House of Commons, Standing Policy Committee on Citizenship and Immigration

B. Strengthening Our Role as Connectors to Build Networks of Support

ECCC builds connections between ethno-cultural communities and the broader community so that collectively we can be a more inclusive and supportive city. This leadership role has contributed to the following initiatives: Calgary Local Immigration Partnership, a broad collaborative that includes government, social agencies, community organizations,

businesses, public systems and faith groups working to create a more welcoming Calgary; Connecting Newcomers and Arts Commons, an initiative to provide opportunities to newcomers to participate in Calgary's cultural and artistic life; Facilitating Dialogue between the Filipino Community and Provincial Government, an initiative that supports the community in articulating their strengths and advocating their concerns with the Alberta Government.

C. Supporting Community-Led Solutions for Long Term Impact

ECCC works with ethno-cultural communities and partners to develop solutions to social issues that utilize the communities' strengths in innovative ways. This year, with support from many of our 69 member organizations and 123 trained brokers and leaders, our networks have initiated 41 community-driven action plans and 70 community meetings, forums and events that engaged 9,814 community members, residents, newcomers, workers, youth and individuals. Part of the brokers' roles is to support community groups to plan and undertake actions that benefit their members such as domestic violence prevention, conversation circles, celebrating neighbourhood contributions and youth-led activities that promote positive relationships through sports, summer camps and cultural activities.

D. Enhancing the Capacity of Individuals, Families and Communities towards Resilience

Our brokers, leaders and organizers enable us to broaden our reach to members of ethno-cultural communities who are facing isolation and other barriers to full participation. This year we have provided training, information and support in settlement, parenting, mental health, tax, language, summer youth programs to 740 individuals and family members that include newcomers, youth, residents in distressed neighbourhoods, temporary foreign workers, older adults, women, migrant mothers, and those living in poverty. As trusted members embedded in the community, ethno-cultural brokers support community members to access the supports they need, gain new knowledge and skills and strengthen their connections in the community. We conducted a total of 94 learning workshops and focus groups and supported the formation of 17 natural supports and peer supports among Syrian women and families, males from diverse cultures, residents, parents, African and ethno-cultural youth addressing mental health issues, ethnic faith groups and those living in precarious conditions. These networks of support complement the formal services and programs that they access through referrals. Some of the key outcomes achieved are appreciation of healthy relationships in preventing domestic violence, improved understanding of how the health system works and how to access health care, mental health resources, workers' education on their rights, improved English conversation skills, increased confidence in knowing people outside of one's culture, newcomer programs and neighbourhood services, and volunteering.

This year we successfully concluded five-year agreements for two programs funded by United Way of Calgary and Area, and two pilot programs with Family and Community Support Services (FCSS). Our sincere appreciation goes to all our funders including Immigration, Refugees and Citizenship Canada (IRCC), Calgary Foundation, Alberta Workers' Health Centre, Alberta Human Rights Education and Multiculturalism Fund, Alberta Gaming and Liquor Commission, Alberta Ministry of Culture and Tourism, the University of Calgary, and University of Toronto.

I wish to thank all our stakeholders for all your support! Thank you to our great partners, enthusiastic 803 volunteers, amazing brokers, leaders, members and member organizations. To our hard-working Board and Board committee volunteers, particularly our Board Chair Pearnel Nevins, for your valuable insights, guidance and leadership. And most especially to our outstanding staff for their tremendous dedication and contributions to a great cause!

Congratulations everyone and Happy 15th Anniversary to ECCC and 150th year to Canada!



Marichu Antonio
Executive Director

ECCC AT WORK

The Ethno-Cultural Council of Calgary is a community-based organization that facilitates the collective voice of Calgary's ethno-cultural communities towards full civic participation and integration through collaborative action. ECCC is a registered Alberta Society of good standing since December 16, 2002 and a Charitable Organization since October 15, 2012.

Some of the things ECCC does include:

- Increase public awareness, knowledge and skills for issues important to ethno-cultural communities
- Engage ethno-cultural community members and organizations to create a collective voice on key issues
- Work towards social inclusion of individuals, families and communities, foster natural supports, identify and build on community strengths, bridge between cultures and service providers, and support community-led actions for positive change
- Conduct and share research on the experiences of ethno-cultural community members to inform decision-making and change within public policy, institutions, service systems and communities
- Bridge ethno-cultural community members and organizations with academia, public institutions and national organizations to provide an ethno-cultural perspective on important initiatives through the Broker Strategy
- Strengthen the capacity of ethno-cultural community organizations for community building, cross-community collaboration and civic participation
- Support community-led initiatives that address challenges and concerns

ECCC AT WORK

Board of Directors:

Pearnel Nevins – Board Chair
Kimberly Manalili – Board Vice Chair
Tess Abanto – Board Treasurer
Kiranpreet Singh – Board Secretary
Sabrina Song – Board Member
Yahya El-Lahib – Board Member
Synu Sara John – Board Member
Rita Dhungel – Board Member
Xiao Chen – Board Member

Board Committees:

Governance

Chair: Sabrina Song | *Board Member:* Xiao Chen
Volunteers: Aimar Bracho, Mike Simoens, Holy Linton

Finance

Chair: Tess Abanto | *Board Member:* Sabrina Song
Volunteers: Ruth Estrella, Ahn Bui, Ernestine Bilong, Dennis Vu

Research & Policy

Chair: Yahya El-Lahib | *Board Members:* Kim Manalili, Rita Dhungel
Volunteers: Cesar Cala, Janaki Jayanthan, Kathleen McMurray, Jamillah Joseph, Ilyan Ferrer

HR

Chair: Kiranpreet Singh | *Board Members:* Parnel Nevins, Tess Abanto

Community Engagement Task Force

Chair: Kim Manalili | *Board Members:* Yahya El-Lahib, Xiao Chen, Synu John
Volunteers: Eric Peters, Tanvir Alam, Ilyan Ferrer, Bishnu Paudel

Communications Task Force

Chair: Parnel Nevins | *Board Members:* Kim Manalili, Yahya El-Lahib, Kiranpreet Grewal

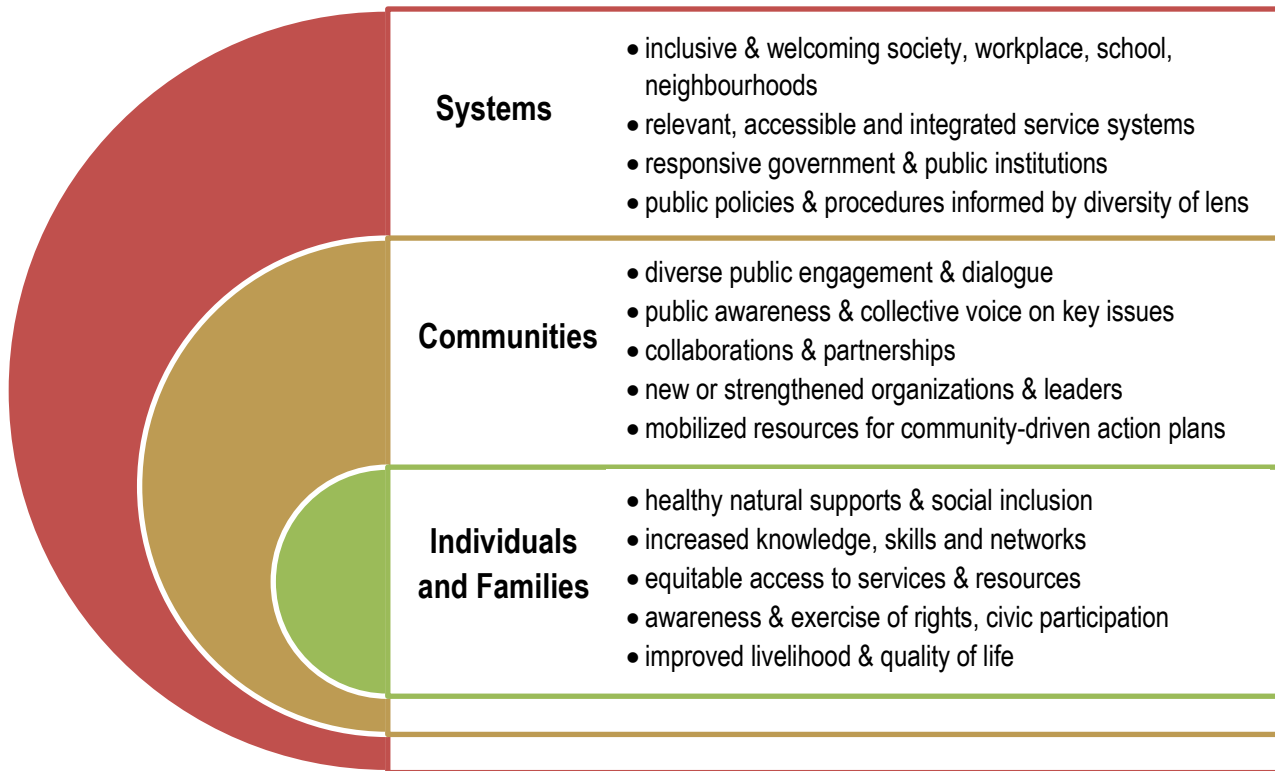
Staff:

Marichu Antonio – Executive Director
Tolu Babalola – Operations Manager
Martha Fanjoy – Programs & Policy Manager
Vic Lantion – Program Coordinator (SHARE)
Sheeba Vijayan – Program Coordinator (LEAD)
Linh Bui – Program Coordinator (GFL Initiative)
Maribel Javier – Program Coordinator (CBP)
Noreen Mahmood – Program Coordinator (CEEC)
Lovella Peñaranda-Dizon – Program Coordinator (BBEC)
Lawrence Santiago – Researcher
Hagir Sail – Youth Facilitator
Mandy Zhu – Finance Coordinator
Anne Zabala – Executive Assistant
Ligia Yanez – Program Support
Brokers – All Programs

ECCC BROKER STRATEGY IMPACT

ECCC's Broker Strategy forms a cornerstone of ECCC's work. Through the Broker Strategy, community members are trained to work broadly in their communities with individuals, groups, organizations, leaders, and external stakeholders. They help identify and mobilize the strengths of both individuals and communities. They bridge between cultures and support community-based solutions to common challenges. As Brokers strengthen their own leadership skills, they become important resources to their own communities even outside of their formal Broker role. Compared to many client service approaches which focus on individuals and families, ECCC's Broker Strategy results in broad engagement both within and outside ethno-cultural communities. This gives Brokers the potential to trigger broad ranging impacts for individuals, families, communities, and larger systems such as public policy, institutions and services.

Below are some of the benefits that result for individuals and families, communities and systems via ECCC's Broker Strategy. We hope you will recognize specific examples of these types of impact as you read through the Program Report pages of this document.



2016 – 2017 AT A GLANCE



170

number of collaborations
with organizations, community
groups and agencies
as partners and networks



146

number of leaders,
brokers and
community organizers
trained



803

number of volunteers
who helped in ECCC
programs, events
and activities



16676

number of volunteer
hours



15

number of years
ECCC has been making
impact in our communities

2016 – 2017 AT A GLANCE



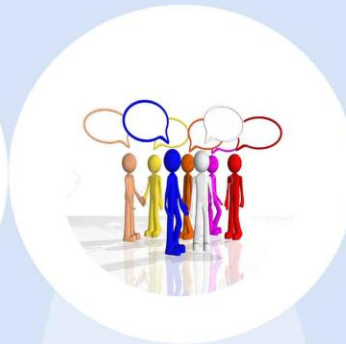
768

number of Individuals Directly Supported (peer & natural supports, tax return, parenting, English conversation, education on rights, training)



9814

number of Individuals Engaged in community meetings, action plans, community events, educational forums



70

number of Community Activities, days of youth camp, forums and events



102

number of Workshops, Focus Groups conducted



17

number of Peer Groups & Natural Support Groups



41

number of Community Action Plans

Sustaining Healthy and Awesome RELationships (SHARE)

<i>Staff</i>	:	Vic Lantion, Program Coordinator
<i>Brokers/Research Assistants</i>	:	Abbas Mancey, Adrian Wolfleg, Aneesh Joseph, Angelo Dut, Bayo Ogunbote, Fanny Oliphant, Grant Neufeld, Hemlata Sadhwani, Henry Ngo, Mike Javier, Mohamed Ismail Samatar, Percy Murwisi, Pol Ngeth, and Thomas Poulsen
<i>Community Connectors</i>	:	Arlene Beradio, Fartoon Siad, Hala Said, Ruba Samaan, Tiffany Barbosa, and Stephen Li
<i>Funding Partners</i>	:	United Way of Calgary and Area, Alberta Human Rights Education and Multiculturalism Fund, Calgary Foundation, and University of Calgary O'Brien Institute of Public Health

Program Description and Objectives

SHARE is a community-based primary prevention initiative that seeks to promote alternative strategies to address the root causes of domestic violence through collaboration with ethno-cultural communities and the Calgary community. SHARE engages the community through research, planning and action in addressing the systemic, structural and cultural roots of domestic violence. SHARE collaborates with various stakeholders to promote healthy communities through healthy relationships. SHARE objectives include: 1. To build the capacity of male leaders in ethno-cultural communities to work with other men to create healthy families and communities; 2. To build the capacity of ethno-cultural youth to have healthy and positive relationships; 3. To lead the development of community led solutions to preventing domestic violence.

Summary of Achievements and Outcomes

SHARE has significantly built the capacity of male leaders in ethno-cultural communities by supporting them to convene, organize and eventually establish a self-sustaining men's engagement platform – the Men's Action Network and Alberta Men's Network. Men's Action Network Calgary (MAN-C) is a

community-led initiative that brings together men from diverse cultures and backgrounds to build and support their leadership roles in violence prevention. SHARE helped the initiative and its larger network – Alberta Men's Network – to access funding from Alberta Human Rights. As of May 2017, the group was preparing to hire Coordinators and Educators to implement the provincial men's engagement plan.

In 2015-2016, SHARE and ECCC took an active role in the Alberta Men's Survey (AMS). The collaborative initiative surveyed over 2,215 men in 84 municipalities and across 20 ethno-cultural groups about men's well-being and healthy relationships. This year, SHARE used the results as an opportunity to engage men in dialogue on healthy relationships at community events.

SHARE continued its work to increase the knowledge and capacity of youth and their parents to build healthy relationships. This year, SHARE collaborated with ECCC's Community Broker Program (CBP). Combined efforts expanded the impact of outreach and community dialogues to include both healthy relationships and mental health awareness. The collaboration engaged 147 youth and 20 parents from Father Lacombe and Bishop McNally High Schools. Success was largely due to the unwavering dedication of one SHARE volunteer broker – the late Mike Javier

- who worked on issues affecting students and their parents, such as belonging and healthy relationships.

SHARE continued to champion the development of community-led solutions to preventing domestic violence. This was done by engaging ethno-specific organizations, service providers, collectives, academia, and neighbourhood groups. Intersectionality and creative engagement strategies were used, such as fatherhood, socio-cultural celebrations, sports, and general health and well-being.



*Dad and Daughter's Event with MAN-C at Genesis Centre
February 2017*

SHARE remains an active member of the Ethno-Culturally Diverse Communities Committee (ECDC), an integral part of the Calgary Domestic Violence Collective (CDVC). SHARE provides ethno-cultural context and actively connects committee members to ethno-cultural communities. SHARE is convener of the ECDC's monthly meetings.

Summary of Outputs

- 43 program partners/members
- 273 individuals engaged in dialogue on the results of the Alberta Men's Survey through seven events
- 120 individuals attended the Father and Daughter's Event at Genesis Centre
- 35 members of Babae Council of Filipina-Canadian Women increased their awareness and knowledge of healthy relationships through three socio-cultural events
- 5 CBP Brokers received training on Healthy Relationships to expand their impact within communities (see CBP report for engagement outputs)
- helped develop and design culturally appropriate curriculum and toolkits for mental health and healthy relationships
- convened regular meetings of the Ethno-Cultural Diverse Communities Committee
- trained 20 community leaders through the North of McKnight Domestic Violence Prevention Collaborative
- contributed to the development of a men's engagement module on healthy masculinity for domestic violence service providers in Calgary



Person-Centred Care Research forum at University of Calgary

Leadership Engagement, Action and Development (LEAD)

Staff : Lovella Penaranda-Dizon, Program Coordinator (Apr 2016)
Sheeba Vijayan, Program Coordinator (May 2016-Mar 2017)
Vic Lantion, Leadership Support

Funding Partners : United Way of Calgary and Area, Family and Community Support Services (FCSS), Alberta Gaming and Liquor Commission

Program Description and Objectives

Since 2009, LEAD has been building the capacity of ethno-cultural community organizations through leadership training and support for action planning/implementation towards community change. LEAD promotes active citizenship engagement of ethno-cultural community members and leaders.

In January 2017, ECCC's LEAD program was transformed to LEAD for Change. The transformed program promotes racial equity, inclusion and cultural awareness in public systems and policies. It aims to address systemic inequities in public institutions, government and service systems so members of ethno-cultural communities can fully participate in economic, social and civic life.

Summary of Achievements and Outcomes

In 2016, LEAD continued to build leadership capacity for communities and ethno-cultural organizations through regular leadership training and community action planning sessions. 45 individuals from 31 ethnic backgrounds underwent 3 leadership training sessions in 3 cohorts of 15 learners per cohort. They learned about leadership skills, facilitation and communication skills, as well as community action planning. As part of their practical learning, the participants learned how to access community resources and funding opportunities as they implemented their plans. Staff and volunteers supported organizations to access community resources and funding opportunities. As a result, these leaders were able to apply their knowledge and skills as they engaged their members in actively seeking solutions to issues that impact them.

Using the organizing skills they learned, the leader graduates formed themselves into United Ethnic Leaders Council (UELCC) to strengthen collaboration

across ethno-cultural communities. These leader graduates collaborated with service providers and a local faith group, Hope Mission Calgary, to organize an event in Greater Forest Lawn. A Dover post-Stampede event successfully drew in 500 residents. LEAD graduates also engaged community organizations, service providers, and Forest Lawn residents, including newcomers, to meet, learn about issues affecting residents, and find ways to welcome and support diverse residents. This raised public awareness of the important role relationship-building and partnerships play in strengthening neighbourhoods. UELCC continues to recruit community leaders and new LEAD graduates to advance the role of ethno-cultural leaders in developing solutions to issues that impact ethno-cultural communities and Canadians.

After some reflection on the past seven years of LEAD as a capacity building and leadership training program that is working towards community change, ECCC decided to shift its focus.

Towards the last quarter of 2016, LEAD transitioned to a community-led policy and systems change approach. LEAD for Change started as a pilot in January 2017. It incorporates participant-driven action learning cohorts to engage community members as partners in achieving systems and policy change, rather than as recipients of programs and services.

In collaboration with the City of Calgary, ECCC engaged more than 40 community members, including LEAD graduates, in a process to develop a Cultural Plan for Calgary. A key strategy in the draft Plan resulting from community members' input pertains to maximizing Calgary's diversity advantage to enrich the cultural life of Calgary as a city. The Cultural Plan was approved in Nov 2016. ECCC will work with the City of Calgary and ethno-cultural communities to implement

the recommendations between 2017 and 2022. The impact of the Cultural Plan will be a more welcoming and inclusive Calgary. It will create opportunities to increase the role of newcomers and immigrants in shaping Calgary's cultural life.

ECCC collaborated with the University of Calgary O'Brien Institute and Alberta Health Services to engage communities in developing Patient-Centred Care (PCC) Quality Indicators for ethno-cultural communities. The indicators will be used to assess health care structures, processes and outcomes for health care delivery to ethno-cultural communities. ECCC provided training for community leaders and Brokers to work within their communities to increase awareness of both issues and opportunities related to integration, service access, sense of belonging and quality of life for members of ethno-cultural communities. ECCC organized a community launch of the research project for 42 community leaders to prioritize issues/barriers to be addressed. Ethno-cultural community members were then recruited to participate in a Forum on 'Person-Centered Care' to discuss those priorities. A draft action plan has been completed and will be implemented over the next year.

- 6 Community Connectors/Researchers recruited and trained for the Person-Centered Health Care research project: Chinese, South Asian, Filipino, Latino-Hispanic, East-African, and Syrian communities
- 42 individuals from ethno-cultural communities and immigrant serving agencies attended community launch of the Person-Centred Care Research held at ECCC
- 120 people attended the Person-Centred Care Forum, including policy makers, clinicians, researchers, patient groups, and ethno-cultural communities (more than 25 people)
- 2 major neighbourhood revitalization projects organized through collaboration with municipal and provincial agencies, service providers and community organizations:
 - 650 residents engaged in building and bonding social capital towards the aim of promoting economic progress and social equity
- 40 community members engaged in the process to develop a cultural plan for Calgary

Summary of Outputs

- 45 members from 31 ethnic communities received training, representing 22 community organizations and groups:
 - African, Bangladesh, Cameroon, Chile, China, East India, Egypt, Eritrea, Ethiopia, Philippines, Haiti, Iraq, Jamaica, Korea, Latin America, Lebanon, Myanmar, Nepal, Nigeria, Oromia, Pakistan, Poland, Russia, Senegal, Somalia, South Sudan, Sudan, Spain, Sri Lanka, Syria, and Vietnam
 - administered 35 pre/post-tests with training participants
- 1,437 residents and community members participated in 22 community action plans organized by LEAD participants with direct and indirect support from ECCC
 - 193 volunteers contributed 3,078 volunteer hours



*Community Leaders' Meet-up
December 2016*



*Post-Stampede Celebration in Forest Lawn
July 2016*

Greater Forest Lawn (GFL) Community Connector Initiative

<i>Staff</i>	:	Linh Bui, Program Coordinator
<i>Brokers</i>	:	Mario Ayudo, Widad Eltahir, Sukhwant Parmar, Patricia Dennis, Rhonda Poluck
<i>Partner Organization</i>	:	Sunrise Community Link Resource Centre
<i>Funding Partner</i>	:	United Way of Calgary and Area

Program Description and Objectives

The Greater Forest Lawn (GFL) Community Connector Initiative uses a community development approach to build resident and community capacity for change by connecting residents, groups and organizations together to identify community-based assets, opportunities and issues and collectively address these. The initiative supports residents and local organizations to take the lead in creating a resident-driven network of formal and informal supports for individuals, children, families and the community as a whole. Through the Broker Strategy, residents are trained to become connectors and bridge between neighbours, groups, community organizations, and service providers.

Summary of Achievements and Outcomes

GFL served as a testing ground for a resident leadership learning platform with 18 unique residents. The group met on a biweekly basis to discuss important community issues that individual members are concerned with, and to find ways to solve those community issues. When the group wrapped up its work in early September, a document was produced detailing the lessons learned from the group, as well as recommendations for future practices.

New partnerships were created between not-for-profits, local organizations and ethno-cultural organizations (ECOs). These new partnerships offered new programs and services to the community through various resident & volunteer-led community actions. The programs filled some of the program and service delivery gaps identified by residents.

Resident-led identification of local and system issues resulted from Brokers work and Community

Conversations Circles. Some of the identified issues include: language barrier for newcomers, need for multiculturalism, traffic and public transit concerns, support for children and positive parenting, safety and access to safety resources (CPS, 12 CSI, etc.), the child intervention systems and challenges in kinship program.

Quarterly Pay-It-Forward events to address stigma instilled a culture of caring and kindness among GFL residents and neighbours.

Overall, activities helped build a sense of community achievement by mobilizing community strengths and assets to create new opportunities for ethno-cultural residents to engage in the community.



*Pay-It-Forward Day – Act of kindness to a Somali mother and son
August 2016*

Summary of Outputs

- 18 unique residents and 8 core members met bi-weekly for six months through the creation of a resident leadership learning platform

- 18 community action plans were developed
 - 14 community action plans implemented, either solely by resident leaders or in partnership with other organizations
 - 25 active community leaders engaged or supported
- 418 volunteers contributed over 2,200 hours to various initiatives and activities that impacted over 2,200 residents
- 7 new partnerships were created with 15 community partners to provide more than 10 new programs in Greater Forest Lawn, including ESL class, volunteer tax clinics, Women's safety circle, positive parenting support, engaging newcomer refugees, and many more.



*Community Night at GFL 55+ Society
November 2016*

Community Brokers Program (CBP) – Started October 2016

<i>Staff</i>	:	Maribel Javier, Program Coordinator
<i>Brokers</i>	:	Atiya Ashna, Erlinda Frost, Fanny Oliphant, Giftii Girma, Rihab Al Hnedi, Veronica Jara
<i>Funding Partner</i>	:	Family and Community Support Services (FCSS)

Program Description

Community Brokers Program (CBP) addresses the social isolation of marginalized community members through the work of community Brokers. Research shows that immigrants who have been in Canada for less than 10 years are a demographic at higher risk of social exclusion (FCSS Research Briefs 3 & 4:2014). It has also been repeatedly identified that approximately 2/3 of newcomers do not access formal settlement services. CBP trains ethno-cultural community members to work as Brokers within and for communities identified as 'high risk'. Brokers increase informal community networks that can offer support to isolated individuals. They connect community members to increase their social capacity and resiliency. By expanding their networks, isolated individuals also expand their social and economic opportunities.

Summary of Achievements and Outcomes

Brokers formed five peer support groups within target communities: Syrian, African, two Latin-American groups and one Live-In Caregiver group. The Latin American Broker supported one peer support group for women and one for men. Support groups set their own frequency of meeting, weekly or monthly. Group members provide support to one another and have scheduled, or will schedule, action planning meetings. For participants, the peer support groups offer supportive relationships, access to resources, and connections beyond their usual networks.

In addition to peer support groups, Brokers also connected one-on-one with isolated individuals. Both youth and adults were supported to address challenges they faced. Unlike many client service approaches, Brokers expanded their work beyond individual support to strengthen the social capital of

individuals and the capacity of informal support networks within their communities. As one example, a woman was referred to a formal support service for challenges she faced. However, the Broker also connected the woman with other women in her community who had similar experiences, and with one community member who had professional experience in the area she required support. A community education session was facilitated to minimize the stigma of discussing mental health issues in her community. This helped to expand the woman's support network and strengthened the capacity of those in her network to offer open and meaningful support.

Information and education workshops were delivered within all five targeted ethno-cultural communities. Workshops fulfilled multiple purposes. They (i) served as outreach tools to engage community members; (ii) fostered new relationships and strengthened informal networks between community members; and (iii) provided valuable information for resiliency and well-being.

CBP collaborated with SHARE to engage ethno-cultural youth and parents on the issues of well-being and healthy relationships. The Community Helper Workbook and content of outreach sessions were modified by Brokers to ensure relevance for their respective communities. Mental Health Awareness and Grief and Loss workshops were facilitated at Bishop McNally and Father Lacombe High School.

Brokers from each ethno-cultural community met with isolated community members requiring a range of support. Individual meetings with community members helped to build trust and confidence, identify issues and concerns within communities, motivate individuals to engage in information or education workshops and connect with others in their community who could

provide them with informal supports. In addition to isolation, other needs supported by Brokers included settlement needs and education. Individuals were referred to formal services, and connected to natural supports in their communities.

CBP hired and trained five community Brokers from the Syrian, African, Latin-American, East Indian and Filipino communities. Brokers were recruited by asking community members to recommend people, then approaching those individuals and to explore their level of interest.

Brokers received the following training to build their capacity to work within their communities:

- Community Brokering and Outreach
- Healthy Relationships
- Basic Mental Health Awareness and Early Detection

Summary of Outputs

- 93 individuals supported for their needs and formed into peer support groups
- 5 peer support groups formed
 - 25 members of “Mujeres con Consensia” (Latin American) and Men’s Support Group
 - 5 Filipino Live-in Caregivers
 - 13 members of Syrian Women Support Group
 - 18 members of Amhadiya Women Support Group (South Asian faith based group)
- 300 participants benefit from 5 workshops facilitated on Mental Health Awareness and Education
 - 35 people from the Ethiopian Community attended “Mind Your Health”, a mental health awareness event; 7 people expressed their interest to attend a Community Helper Workshop
 - 40 Punjabi seniors attended an outreach presentation by the South Asian Broker
 - 18 women from the Syrian Women’s group attended a mental health awareness workshop
 - 47 students participated in mental health and healthy relationships workshop at Father Lacombe High School (in collaboration with SHARE)

- 40 students participated in mental health and healthy relationships workshop at Bishop McNally High School
- 20 parents and 100 youth networked and participated in a mental health awareness campaign during a basketball engagement event at Bishop McNally High School (in collaboration with SHARE)
- 93 pre/post surveys conducted to measure changes in positive social ties and bridging social capital
- 4 presentations delivered at the Mary Redeemer Church for Latin American community members
- 2 information sessions with a total of 50 participants were delivered to members of the Nepalese community organization
- 6 Faith Leaders attended a Consultation facilitated within the African community
- 5 Community brokers hired and trained from the African, Latin American, Filipino, South Asian, and Syrian communities



Panel of Speakers during the “Mind your Health Workshop” organized by Giftii Girma, African Community Broker, for the Ethiopian Community.

Held on April 22, 2017, at the Tuxedo Park Community Association.

Connecting Elders from Ethno-Cultural Communities (CEEC) – Ended March 2017

<i>Staff</i>	:	Maribel Javier, Program Coordinator (Apr-July 2016) Noreen Mahmood, Program Coordinator (Aug 2016-Mar 2017)
<i>Brokers</i>	:	Adheem Shanoon, Anis Uddawla, Atul Thanki, Balvinder Brar, Brijbala Bakhshi, Connie Genilo, Fahima Sultani, Jo Pham, Jose Gomez, Julie Yoon, Maaza Habtemariam, Maria Skarzynsky, Maung Tun, Kathy Roe, Safder Habib
<i>Partner Organization</i>	:	Carya (formerly Calgary Family Services)
<i>Funding Partner</i>	:	Immigration, Refugees and Citizenship Canada (IRCC)

Program Description

Connecting Elders from Ethno-Cultural Communities (CEEC) is a collaborative program which uses a community development approach and the Broker Strategy to support older adults from newcomer communities. The program is a joint partnership of Carya (on behalf of The Way In Network) and ECCC. It is funded by Immigration, Refugees and Citizenship Canada (IRCC).

Summary of Achievements and Outcomes

Elder Brokers from 15 ethnocultural communities engaged older adults in community events, presentations, focused group discussions and seniors' advocacy groups. Some examples include:

- Age-Friendly Calgary's Steering Committee
- 'Seniors and Diversity' with Alberta Civil Rights and Liberty Commission, a project by University of Calgary and Alberta Human Rights, and
- Immigrant Seniors Advocacy Committee (ISAC).

Elder Brokers organized several events, presentations and other community engagement and outreach activities. These include Annual Multi-Cultural Seniors' event, Seniors' Resource Fair, and outreach services in Marlborough Mall.

In addition to their program activities, Program staff and Elder Brokers continually engaged in a variety of evaluative activities to build program capacity along two streams: (a) project monitoring using a Program Logic Model, quarterly and annual reporting to the

funder (IRCC), and direct data entry to IRCC's database, and (b) developmental evaluation using Outcome Harvesting in 2014.

A Training Needs Assessment for the Elder Brokers team was conducted in January 2017. The Elder Broker Coordinator and Project Coordinator organized trainings for Elder Brokers based on identified needs, including:

- Seniors' services information: Stakeholder Engagement Advisor, Engagement and Community Initiatives from Government of Alberta delivered a presentation on services available for the seniors through Alberta government;
- Interpretation Training by Alberta Health Services;
- Brain Awareness Week: organized by Carya at Tuxedo Park Community Association;
- Community Development/ Community Engagement Training: concepts and principles of community development; new strategies for community engagement; planning and organizing neighborhood/community events; differences between 'concerns' and 'issues';
- Conflict Management Training by Propellus.

Summary of Outputs

- 26 community meetings with participation from more than 80 community leaders/members
- 6 community presentations attended by more than 400 seniors
- 8 Community Service Days engaging more than 300 seniors
- 17 events/connections, including 80 information booths and 44 public outreach activities that engaged more than 3000 participants
- 2 focused group discussions to identify barriers to service access, involving 9 participants of 5 ethnicities
- 105 referrals, including 35 newcomer elders to The Way In Network



Building Bridges with Ethno-Cultural Communities (BBEC) – Ended March 2017

<i>Staff</i>	:	Sheeba Vijayan, Program Coordinator (Apr 2016) Lovella Penaranda-Dizon, Program Coordinator (May 2016-Mar 2017) Hagir Sail, Youth Facilitator (Apr 2016-Mar 2017) Marichu Antonio, Executive Director
<i>Brokers</i>	:	Alheli Torres, Rana Haddad, Shamim Alavi, Azadeh Zareseini, Amina Oudghiri, Coco Cheung, Camille Jalijali, Juan Gafaro, Jay Zapata, Lina Lopez, Eric Dizon, Jenny Vu
<i>Funding Partner</i>	:	Immigration, Refugees and Citizenship Canada (IRCC)

Program Description and Objectives

The Building Bridges with Ethno-Cultural Communities (BBEC) program provides support to and builds capacity of ethnocultural communities to effectively serve newcomers through the broker strategy. BBEC equips brokers with updated information and tools and trains them with skills in connecting and networking to effectively bridge newcomers with natural supports, immigrant services and community resources.

This strategy is premised on the research-based evidence that 53% of newcomers do not access formal settlement services upon arrival in Canada, but instead, go directly to ethnocultural groups, ethnic faith communities and their families.

- BBEC developed toolkits, updated reference materials and made these available in hard copy and online for easy reference to respond to newcomer needs.
- BBEC engaged 1,812 ethnocultural community members in dialogue to generate support to newcomers, provide a welcoming environment for them, inform them of the basic services available for newcomers and ask for their support to assist newcomers in their settlement and integration.
- BBEC, through its brokers, generated feedback from newcomers about their challenges and experiences in accessing services, and looped these back to front-line service providers.

Summary of Achievements and Outcomes

- Fifteen (15) brokers from various cultural groups were trained and equipped with information and skills for newcomer work. The language groups of these brokers are Arabic (for Syrian refugees), Farsi, Tagalog/Bisaya, Vietnamese, Hispanic, Nepali, Azerbaijani, and Francophone.
- 65 (out of a target of 50 to 75) newcomers were supported with basic settlement needs, provided with natural supports, informed of resources, and assisted with their action plans. (Please see attached case story from a Syrian broker.)
- The 15 brokers and staff responded to 900 newcomer inquiries through walk-in, email, phone-in and site visits.

Anecdote from a Syrian Broker for Newcomers:

"I helped several (Syrian) women with small children to enroll in English Language Instruction classes for newcomers run by service provider organizations and they waited long for a spot due to a high demand. After a few classes, some of these women just stopped attending. I found out that they refused to join the classes because they felt their children are not ready to be separated from them at all. (Service providers) do provide free childcare for every class but having the children in a separate room from their mothers was still causing anxieties for the children."

Community Response to Address Gap and Challenges in Newcomer Services:

One big challenge encountered during the early part of this year was the long waiting period to get into LINC (Language Instruction for Newcomers to Canada) classes because of the influx of refugee newcomers. To address the gap in services, several organizations such as churches in neighbourhoods and community associations, in collaboration with ECCC, opened their doors to welcome newcomers and created informal ESL classes and English conversation gatherings. This feedback from the Syrian broker prompted Dover Community Association to partner with ECCC in delivering volunteer-led English classes for 2 months. Another serious factor that we had to consider was the possible impact of the war on refugee children and family's mental health and wellness. Even after the long wait list had been addressed, the Syrian broker noted that some parents found it challenging to attend LINC classes because both parents and children could not stand being separated from each other. This prompted BBEC to conduct a special Brokers training focusing on mental health information, resources, services and skills in early detection of signs of mental health issues. BBEC staff shared this feedback with a research group based in University of Toronto that is studying newcomers' mental health and wellness, and exploring possible advocacy in addressing these challenges. BBEC staff also shared these observations with settlement counselors of immigrant serving agencies. One possible area to explore is to reassess the possibility of extending the eligibility of these types of newcomer refugees to access needed services beyond the timeline provided.

Summary of Outputs

- 1,812 ethno-cultural members engaged in dialogue
- 65 newcomers assisted, supported, engaged and referred to direct service provider organizations
- 88 printed toolkits distributed
- 10 Broker networking sessions facilitated
- 1 community action plan

- more than 900 inquiries addressed
- 2 TRIO (Training Resource, Information and Orientation) training sessions facilitated
- 3 professional development sessions facilitated for staff and Brokers



*Health and Wellness 101
BBEC hosted the workshop for Community brokers & leaders
November 2016*



*Government 101
BBEC hosted the workshop for community Brokers and Leaders.
In the picture is MLA Robyn Luff.
January 2017*



*Building A Life in Calgary
A newcomers event hosted by City of Calgary in partnership with
ECCC and other agencies
February 2017*

Research and Policy

<i>Staff</i>	:	Marichu Antonio, Executive Director Lawrence Santiago, Researcher Martha Fanjoy, Programs & Policy Manager (until July 2016)
<i>Brokers</i>	:	New Alberta Workers (NAW) – Mario Ayudo, Tiffany Barbosa, Fobete Dingha, Jay Zapata, Shafaq Noorani, Daniel Atangana
<i>Funding Partners</i>	:	United Way of Calgary and Area, Calgary Foundation, Alberta Workers Health Center (NAW Program)

Program Description

The Ethno-Cultural Council of Calgary uses research and policy analysis to build the collective voice of Calgary's ethno-cultural communities. Our research and policy work focuses on the issues of greatest concern to ethno-cultural communities and works to connect communities to policy makers.

Research and policy objectives include:

- To enhance the capacity of ethno-cultural communities to participate in policy conversations, dialogue and debate;
- To engage in participatory research informed by the perspectives and experiences of ethno-cultural communities and individuals
- To build bridges between policy/decision makers and ethno-cultural communities through research, education and community action.

ECCC's Research and Policy Priorities:

- Impact of changing immigration policies on ethno-cultural communities
- Systemic/Institutional Discrimination
- Inequitable access to resources and decision-making processes

Summary of Achievements and Outcomes

ECCC's research and policy work in 2016-2017 focused on increasing ethno-cultural community members' civic engagement, working with communities and members to leverage their voices in systems change initiatives, participating in participatory research projects to address root causes of marginalization, and increasing our members' and ECCC's organizational capacity to conduct

participatory action research and policy work. A part time research staff is working toward capturing and developing strategic directions for ECCC's broker model, and scoping and developing recommendations around ECCC's role as a platform organization. Some key achievements include:

National Collaboratives and Initiatives:

- **Migrant Mothers Project (MMP)** – As a co-lead partner agency, ECCC conducted participatory action research on the impact of immigration policies among live-in caregivers. MMP is a research/policy partnership with University of Toronto that works with a Canada-wide network of 54 community-based organizations, service providers, researchers and grassroots advocates that focus on immigrant and refugee issues across Canada. This network participated in the successful advocacy for the repeal of aspects of immigration policies that negatively impact sponsored spouses and partners and is currently reviewing similar policy aspects for live-in caregivers.
- **Public Policy Change and Review of the Family Reunification Program** of Immigration, Refugees and Citizenship Canada (IRCC Federal Ministry) – ECCC presented as witness to the House of Commons, Standing Policy Committee on Citizenship and Immigration to Review the Family Reunification Program of IRCC Federal Ministry. The review is still on-going. Three meetings with Member of Parliament and staff to present ECCC policy briefs, including Family Reunification Program policy recommendations.

- Letters to 1 MP and 2 Federal Ministers to introduce ECCC and its work on public policy, participatory action research and engaging ethno-cultural communities.
- ECCC, through its Executive Director, continues to sit on the **National Diversity Council of Big Brothers Big Sisters Canada (BBBSC)** since early 2015. The Council is mandated and supported by BBBSC National Board and Operations Committee, to act as an advisory body, leading on matters relating to newcomer and ethno-cultural youth, and embedding principles of equity, diversity and inclusion into the Big Brothers Big Sisters national movement.

Provincial-level Partnerships and Initiatives:

- **Alberta Health Services' Patient-Centred Health Care Delivery System** – We collaborated with the University of Calgary O'Brien Institute and Alberta Health Services in developing Patient-Centred Care (PCC) Quality Indicators. These will be used to assess structures, processes and outcomes of health care delivery to ethno-cultural communities. The results were presented and accepted at the Person-Centred Care Forum attended by 120 participants that include policy makers, clinicians, researchers, patient groups, and ethno-cultural communities.

The project, through the leadership of Vic Lantion, hired and trained 8 culturally diverse community connectors (Syrian, South Asian, African, Latin American, Filipino, Chinese, Bengali) to conduct 8 focus groups using participatory action research with 70 participants. Focus of the research was accessibility of health care services to ethno-cultural communities. (Please see LEAD report for continuation.)

- **New Alberta Workers Program (NAW Program)** – This is a partnership of the Alberta Workers' Health Centre, Multicultural Health Brokers Cooperative Ltd., Ethno-Cultural Council of Calgary and the Workers' Resource Centre.

This program has two components:

- a. Worker Education Workshops focusing on Workers' Rights and Responsibilities on

Occupational Health and Safety and other employment issues

- b. Community-Based Research that aims to capture experiences of New Alberta Workers that will inform programmatic and policy change to ensure workers' health and safety and equitable treatment in workplaces

The final report of the New Alberta Workers program, "Community Based Research Report" was launched and officially released in May 2017.

Using a unique peer-to-peer, first language and plain language approach, the New Alberta Workers partnership provided 239 Workshops (72 through ECCC) to communities around the province, reaching 2927 new Alberta workers (745 through ECCC) between the fall of 2014 through to the end of December 2016.

The workers learned about their right to know, right to participate and right to refuse work if unsafe or dangerous.

To hear directly from new Alberta workers between September and December 2016 the partners conducted a community-based research project. In interviews and group discussions participants described conditions of precarity that made them more vulnerable to injury and illness due to workplace factors and their insecure socio-economic and immigration status. Many participants expressed fear around exercising their rights in the workplace.

The New Alberta Workers Community Based Research Report produced 16 recommendations to address precarity and inequity in our workplaces. Four out of 16 recommendations pertain to programmatic change and 12 pertain to policy change.

Calgary-based Project Partnerships:

- **Charity Non-Charity Partnerships Manual** – a result of our partnership comprised of ECCC, United Way of Calgary and Area, Burns Memorial Fund, Calgary Foundation, Federation of Calgary Communities, Momentum, Calgary Chinese Community Services Association and Richards Hunter Toogood Barristers & Solicitors. This

partnership published "Better Together: A Guide for Charity/ Non-charity Partnerships".

- **Calgary Local Immigration Partnership (CLIP)** – ECCC is a member of the Governance Council that is a multi-sector community-based city-wide partnership designed to improve the integration of immigrants and newcomers in Calgary, and to strengthen the city's ability to better address the needs of newcomers. Twenty (20) members of the collaborative are governed by a Terms of Reference whose members are the City of Calgary (as backbone organization), Calgary Board of Education, Bow Valley College, AHS Calgary Zone, Calgary Homeless Foundation, Calgary Interfaith Council, United Way of Calgary and Area, Calgary Police Service, Talent Pool, Calgary Economic Development, Association Canadienne-Francaise de l'Alberta – Calgary, Pathways Community Service Association, Calgary Stampede, CCIS, CIWA, Prospect, IRCC or Immigration, Refugees and Citizenship Canada.
- **Cultural Plan for Calgary** – ECCC sits as member of the Steering Committee that designed the first Cultural Plan for Calgary. Partners in the Steering Committee are comprised of the City of Calgary (as backbone organization), Councilor Ward Sutherland, Calgary Arts Development, Calgary Economic Development, Tourism Calgary, Ethno-Cultural Council of Calgary, Federation of Calgary Communities, and Calgary Heritage Authority. ECCC was one among three organizations that presented as a witness and advocate at the Standing Policy Committee meeting of the City Council. The proposal was passed unanimously by Council on November 28. With Council approval, partners will build out an implementation plan that will enable us to fulfill the goals and objectives outlined in the Cultural Plan.

- **Identity-Based Wraparound Initiative (IBWI)** – ECCC sits in the Partners table; a project intended to prevent and/or reduce criminal gang involvement of youth from immigrant families in Calgary through a wraparound approach, i.e., a set of coordinated services and support.
- **Community Development Learning Initiative** – a network of community groups, service providers and funding bodies collaborating to strengthen resident led initiatives at the neighbourhood and grassroots level. Partners include United Way of Calgary and Area, City of Calgary Neighbourhood Services, Calgary Foundation, Federation of Calgary Communities, ECCC, Cafe Institute, Calgary Women's Centre, and Carya.
- **Connecting Newcomers and Arts Commons** – This is an initiative to provide opportunities to newcomers to participate in Calgary's cultural and artistic life.

Summary of Outputs

- ECCC conducted 72 workshops for 745 participants on Occupational Health and Safety and Employment Standards. In partnership with Alberta Workers Health Centre and Edmonton Multicultural Health Brokers Cooperative, the total participants reached across Alberta is 2,927 through 239 workshops from 2014 to 2016

Youth Engagement Initiative

Staff : **Hagir Sail, Youth Facilitator**

Funding Partners : Community Initiatives Program; Alberta Human Rights Multiculturalism Education Fund; Immigration, Refugees and Citizenship Canada (IRCC); University of Calgary Identity-Based Wrap-Around Initiative (IBWAI)

Program Description and Objectives

The Youth Engagement Project used ECCC's Broker Strategy to engage ethno-cultural youth to create the changes they wanted to see in their own communities. A core group of ethno-cultural youth were organized and trained as Brokers to plan and implement community action plans to strengthen and build the capacity of their communities using community development approaches.

Summary of Achievements and Outcomes

The Youth Engagement Initiative piloted ECCC's Broker Strategy as a method for engaging ethno-cultural youth. It created a safe environment for ethno-cultural youth to dialogue and meaningfully engage in activities aimed at addressing human rights concerns. Through Broker involvement, ethno-cultural youth developed a greater understanding of human rights issues across cultural boundaries. They benefitted from a platform for addressing such issues collectively.

In addition to benefits experienced by ethno-cultural youth, program activities also increased the awareness of service providers and other community members on issues related to racism and discrimination.

In the summer of 2016, the Youth Engagement Initiative delivered a four-week long summer camp for youth from the Somali community with funding support from the University of Calgary. Fifteen youth participated in the summer camp, including second generation youth. The camp provided opportunities for youth to practice critical thinking skills, effective communication skills, relationship building and the creation of inclusive environments. Participants gained new Canadian experiences, such as hiking, bowling, sports, recreation and learning to appreciate Alberta parks and wildlife. Barriers were addressed for engaging in the broader Calgary community and surrounding areas. The camp also created volunteer opportunities for young adolescents.

Summary of Outputs

- 6 Let's Talk youth sessions facilitated
- 15 youth brokers trained
- 300+ youth engaged through outreach activities
- 15 Somali youth participated in summer program
- 9 full-day summer camps in 6 weeks
- 2 toolkits developed

TOOLKITS & RESOURCES

- **Alberta Men's Survey**
Researchers at the Faculty of Social Work collaborated with 19 organizations including lead partners Ethno-Cultural Council of Calgary, the City of Edmonton, Men's Action Network Calgary and Men Edmonton to develop The Alberta Men's Survey: A Conversation with Men about Well-Being and Healthy Relationships. The survey results show what men need to have for both personal well-being and healthy, non-violent relationships.
- **Training, Resource, Information and Orientation (TRIO) Toolkit – Youth**
Information about community resources in Calgary and guidelines to help newcomer youths access services and programs.
- **Advocacy Training Toolkit – Youth**
Information for youth's understanding of racism and discrimination.
- **NAW Community Based Research**
Worker education for Temporary Foreign Workers and other new Alberta workers, including immigrants, permanent residents and refugees about their rights and responsibilities under the Occupational Health and Safety Act. This research is in partnership with the New Alberta Workers partnership of the Alberta Workers' Health Centre, Multicultural Health Brokers Cooperative Ltd., Ethno-Cultural Council of Calgary and the Workers' Resource Centre.
- **Migrant Mothers Project**
This is a comprehensive report on how immigration policy changes are impacting community based organizations' work with women with precarious immigration status, especially in cases where women are seeking safety from violence. In June 2016, University of Toronto launched a new research project to investigate the impact that recent changes to Canada's Caregiver Program have on caregivers' access to permanent residency and family reunification. This study is a collaboration with Ethno-Cultural Council of Calgary and is supported by a Research Advisory Committee of community and agency partners in both Alberta and Ontario.
- **Person-Centred Care Research**
This is a participatory action research partnership between Ethno-Cultural Council of Calgary and the O'Brien Institute for Public Health, Cumming School of Medicine, University of Calgary, aimed at obtaining the diverse healthcare experiences of ethno-cultural and diverse communities in developing quality indicators informed by patient and family member experiences. The results show what matters most to culturally diverse communities with respect to their healthcare. These positive and negative perceptions and experiences with healthcare, including culturally-specific preferences and expectations, will be utilized to develop indicators that reflect patient and caregiver perspectives.

2016 - 2017 FUNDERS

Multi-Year Funding Bodies:



Immigration, Refugees
and Citizenship Canada



United Way
Calgary and Area

Short-Term Funding Bodies:



Alberta Workers'
Health Centre



MEMBER ORGANIZATIONS

- Action Committee for Black Affairs Calgary
- African Caribbean United Foundation of Calgary
- African Community Association of Calgary
- African Sudanese Association of Calgary
- Alberta Rehabilitation-Integration and Care Services
- Alliance Cameroon Community Association
- Altamas for Peace and Development Association
- ARSSII Oromo Self-Help Association, The
- Association de la Communauté Haitienne de Calgary (Haiti Association of Calgary)
- Babae - Council of Filipina Canadian Women
- Bafut Manjong Cultural Association Calgary
- Bangladeshi Community Association
- Bor Community Association of Calgary
- Calgary Canadian Sudanese Community Association
- Calgary Chinese Community Service Association
- Calgary Chinese Elderly Citizens' Association
- Calgary Ethiopian Community Association
- Calgary Hambastagi Cultural Association
- Calgary Japanese Community Association
- Calgary Korean Association
- Calgary Nepalese Community Association
- Calgary Vietnamese Women's Association
- Calgary Vietnamese Youth Association
- Cameroonian Association of Calgary
- Canadian Guatemalan Community Association
- Canadian Volunteers United In Action
- Chilean Canadian Community Association of Calgary
- Chinese Professionals and Entrepreneurs Association of Calgary
- Clinique De L'Education Ltd.
- Council of Sikh Organizations
- East Oromia Self Help Community
- Eritrean Canadian Community Association of Calgary
- Ethiopian Community Association
- Excel Family and Youth Society
- F.O.C.U.S. on Seniors
- Fountain of Orphans and Vulnerable Women
- Global Parvasi (Immigrant) Seniors Society
- Green Crusader Inc. (Diversity Magazine)
- Haiti Association of Calgary
- India Canada Association of Calgary
- Indo-Canadian Ex-Teachers Association
- Institute of Integrated Electrical Engineers Philippines Alberta Canada
- Intercultural Dialogue Institute Calgary
- Islamic Association of Canadian Women
- Jamaican Canadian Association Alberta
- Latin American Literary Association of Calgary
- Korean Community Association
- Kurdistan Alberta Culture Immigrant Society
- Lebialem Cultural and Development Association
- Madi Heritage Foundation
- Mapua Alumni Association of Alberta
- Migrante Alberta Association
- National Federation of Pakistani Canadians
- Nepalese Community Society of Calgary
- Oromo Muslim Association of Alberta
- Pakistani Immigrant Services & Wellness Society
- Peruvian Rhythms Society
- Philippine Calgarian Social Club
- Philippine Festival Council of Alberta
- Pilipino Educators and Advocates Council
- Portail De L'immigrant Association
- Possibilities in Motion Foundation
- Regroupement Afro-Calgareen des Jeunes Francophone
- Salvadorian Community Association of Calgary
- Somali Canadian Society of Calgary
- Somaliland Community of Alberta
- Somali Community Association
- South Sudanese Canadian Cultural Society
- South Sudanese Community Association of Calgary

PARTNERS & NETWORKS

Ethno-cultural Organizations:

- Akram Jomma Islamic Centre
- Back to the Basics Christian church
- Bangladesh Community Association
- Bor Community Association
- Calgary Sudanese Community Association
- Calgary Vietnamese Canadian Association
- Calgary Vietnamese Women's Association (CAVWA)
- Cameroonian Association of Calgary
- Chilean Association
- Chinese Dance group
- Crossroads Community Association
- Excel Family & Youth Society
- F.O.C.U.S on Seniors
- First 2000 Days
- Focus on Seniors
- Fountain of Orphans and Vulnerable Women
- Golden Age Vietnamese Club
- Guddina Project – Arsii Oromo
- Hindu Society
- Indian Canadian Association
- Migrante Alberta
- Mozia Women's Network
- Muslim Family Network Society
- Pakistani Canadian Association
- Pakistani Cultural Association
- Parents Café Institute
- Polish Canadian Association
- Rweng People's Community Association
- South Sudanese Cultural Association
- South Sudanese Youth dance group
- St. Luke Sudanese Anglican church
- Sudanese Club
- Syrian Church
- Syrian Refugee Support Group
- Syrian Women's Club
- United Ethnic Leaders Council

Non-Government Organizations and Multi-Stakeholder Initiatives:

- 1000 Voices
- 12 CSI
- Alberta Fatherhood Involvement Initiative
- Alberta Park/Radisson Heights Community Association
- Alberta Association of Immigrant Serving Agencies
- Alberta Association of Sexual Assault Services
- Alberta Civic Liberties Research Centre
- Alberta Men's Network
- Alberta Mentoring Partnership
- Alberta Workers' Health Centre
- Alex Community Food Centre
- Alzheimer Society
- Antyx Community Arts
- Art, Community and Cultural Hub (ACCH)
- ArtBox
- Arusha (Calgary Dollars)
- Aspen Family and Community Network
- Big Brothers Big Sisters Canada, National Diversity Advisory Council
- Café institute
- Calgary Catholic Immigration Society
- Calgary Domestic Violence Collaborative (CDVC)/ Ethno-Culturally Diverse Communities Committee (ECDC)
- Calgary Immigrant Women's Association
- Calgary Legal Guidance
- Calgary Local Immigration Partnership, Governance Council
- Calgary Meals on Wheels
- Calgary Sexual Health Centre
- Calgary Women's Emergency Shelter
- Calgary Women's Resource Centre
- Carya
- Centre for Newcomers
- Community Development Learning Initiative
- Cultural Plan for Calgary, Steering Committee
- Dad Central

- Deaf and Hear Alberta
- Dover Community Association
- Earth Educators
- Eastside Victory Outreach
- Edmonton Evergreen Family Violence Committee
- Edmonton Multicultural Health Brokers
- Erinwoods Community Association
- Ethno-Culturally Diverse Communities Committee
- Evangelic Church
- Federation of Calgary Communities
- GFL Community Builders Initiative
- Hope Mission
- Hospice Calgary
- ImagiNation150
- Immigrant Services Calgary
- Initiatives of Change
- Jewish Family Community Services
- Kerby Centre
- Kingdom Hall of Jehovah's Witness
- Metro Alliance for the Common Good (MACG)
- Momentum
- Muslim Family Network Services
- Patch program - Hull services
- Southview Community Association
- Sunrise Community Resource Centre
- Syrian Refugees Volunteer Support Group
- The Way In: Calgary Services for Older Adults
- Women In Need Society

Community Groups:

- Calgary Chinese Community Response to Family Violence
- Dover Kid's Club
- Genesis Canada 150 Initiative
- Golden Age Seniors Club
- Golden Generation Seniors Association
- Men's Action Network-Calgary (MANC)
- MEN Edmonton
- North of McKnight Domestic Violence Prevention Initiative
- North of McKnight Filipino Community
- Pho Down
- The Music Project

Public Institutions:

- Age-Friendly Calgary (Calgary Neighborhoods- The City of Calgary)
- AHS (Alberta Health Services)
- Alberta Health Services
- Alberta Human Rights Commission/Alberta Human Rights Education and Multiculturalism Fund
- Alberta Parks
- Alberta Status of Women
- Calgary East Constituency office
- Calgary Fort Constituency office
- Calgary Police Service
- Calgary Public Library
- Canadian Mental Health Association
- Calgary Region Child and Family Services
- City of Calgary
- City of Calgary Neighbourhood Services
- City of Edmonton
- East Calgary Health Centre, Alberta Health Services
- Family and Community Supports and Services Beaumont (Edmonton)
- Government of Alberta – Seniors Program
- Mosaic Primary Care Network
- Norwood Family Centre (Edmonton)
- REACH Edmonton
- Service Canada – Seniors Program
- Standing Policy Committee on Family Reunification – House of Commons
- Strathcona Community and Family Services

Educational Institutions:

- Bishop McNally High School
- Cambrooke College
- Erin Woods School
- Father Lacombe High School
- Forest Lawn High school
- Ian Balzazette Junior High School
- James Short Memorial school
- Penbrooke Meadows Elementary school
- St. Peter School
- University of Calgary
- University of Calgary, Faculty of Social Work, Shift: The Project to End Domestic Violence
- University of Calgary, Faculty of Social Work, Social Justice

- University of Calgary, O'Brien Institute, College of Public Health – Person Centred Quality Indicator research
- University of Toronto - Migrant Mothers Project

Corporate:

- ATB Financial
- Dr. Mohamed Taled
- New Day Café
- Safeway
- Sunshine Pizza
- Pacific Hut Restaurant and Bakery
- Pho Xuan

- La Cay Subs
- London Drugs Sage Hill Plaza NW

Ethnic and Mainstream Media:

- Calgary Journal
- CBC
- CityTV
- Diaryo Filipino
- GlobalTV
- Green Crusader Inc. (Diversity Magazine)
- Latino Daily
- Red FM Radio
- SHAW TV Edmonton

SUMMARY OF STATEMENT OF OPERATIONS

	2017	2016	% (-/+)
REVENUE	1,340,218	1,146,629	16.9
TOTAL EXPENSES	1,290,029	1,138,185	13.3
EXCESS OF REVENUE OVER EXPENSES	50,189	8,444	494
% of EXPENSES TO REVENUE	96.3	99.3	

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