

KAMLOOPS IMMIGRANT SERVICES  
Together we're better



# ANNUAL REPORT 2022





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# Message from the Board President



Dear Members,

It is with gratitude that I once again address you this year as your president of the board.

It has been another challenging year with events locally and worldwide that have displaced many in our local community and for that matter, our global community.

Everyone at Kamloops Immigrant Services Society has performed admirably and carried themselves in a professional, supportive and dependable manner which we have become known for.

As we emerge from the COVID 19 pandemic, we are happy to report that the agency has not only fared well, but has further established itself in the community with additional support for immigrants. We have expanded our infrastructure to include additional delivery service locations to provide new programs for immigrants ranging from Women's Empowerment to Youth mentoring programs. Further we are enroute to explore significant expansion options to address the most difficult challenges facing newcomers in the future.

We are thankful to our government partners that have entrusted us with the necessary resources in order to assist immigrants in need throughout the year, ranging from local disaster assistance to temporary foreign workers displaced by fire and floods, to special settlement services for Ukrainian immigrants that have been displaced by Russia's war on Ukraine.

With the world in a state of discord it has now become ever so imperative and important for our community organization to prepare for the challenges of the future and be ready through additional infrastructure to facilitate the services that will be required. Our task has become ever so important.

With this said, we will rise to the challenge and be ready with the support of you, our membership and our local and federal partners..

We thank you for the bestowed trust upon us as an agency, upon our government partners who make resources available to carry out these essential services, upon the board for its commendable fiduciary governance of the agency and most importantly to our staff as we could not do this without them.

We all work together towards the common good, which has become the most needed resource in our time.

Thank you once again, and we look forward to a prosperous future,

Cheers,

David Cruz  
President  
Kamloops-Cariboo Regional Immigrants Society



# Report from the Executive

Dear members and friends, participate when work schedule,  
transportation or childcare is a challenge.

2021-2022 presented ongoing periods of fear, loss, and uncertainty in our communities. It affected each one of us imagined, after all the hardships, was that in one way or another. It made it more over 7 million Ukrainians would be imperative than ever for KIS staff to displaced and leave their country due to listen carefully to our clients emerging Russia's invasion. KIS immediately took a needs. Overcoming the winter blues was leading role to coordinate community on top of our activity planning. efforts and ensure that Kamloops and the region contribute positively to the

Our team joined other agencies to help temporary or permanent journey displaced foreign workers from Cache Ukrainian individuals and families will Creek, the Lower Mainland and Merritt experience. Find out how you can help affected by either forest fires or the and join me as we look at some of our floods. With the Health Authority accomplishments with this latest Annual relaxing safety measures around the Report.

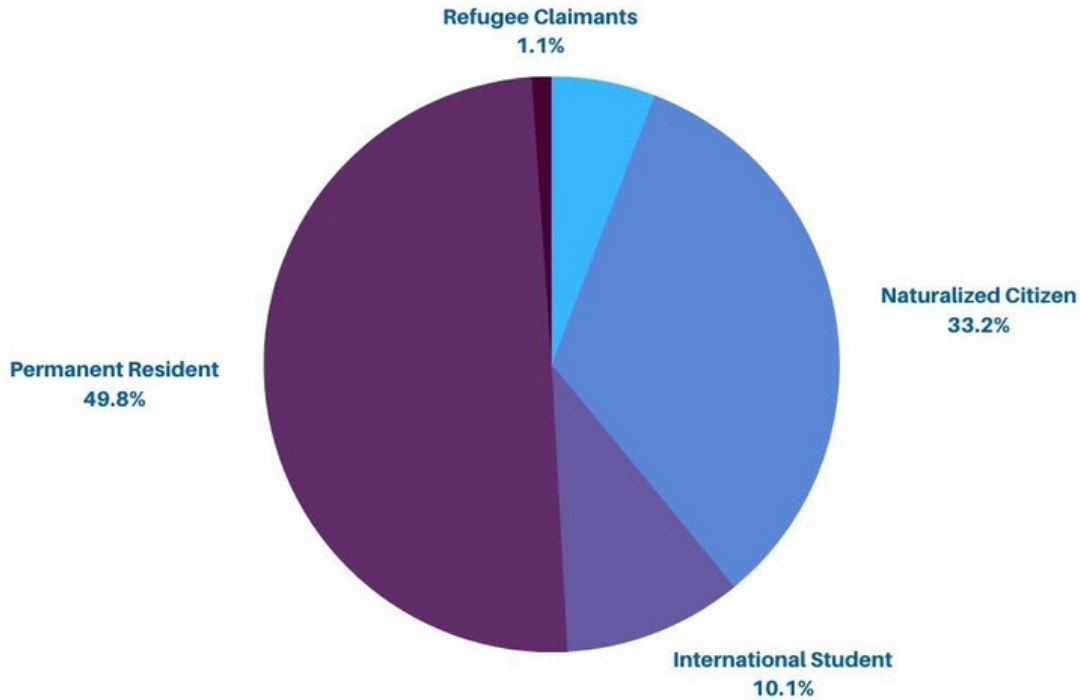
pandemic, it was finally possible to meet again, and KIS developed activities for clients to attend either virtually or in-person (hybrid model) which has proved to be more client-centered and KIS Executive Director gives more people a chance to



FRANCE LAMONTAGNE

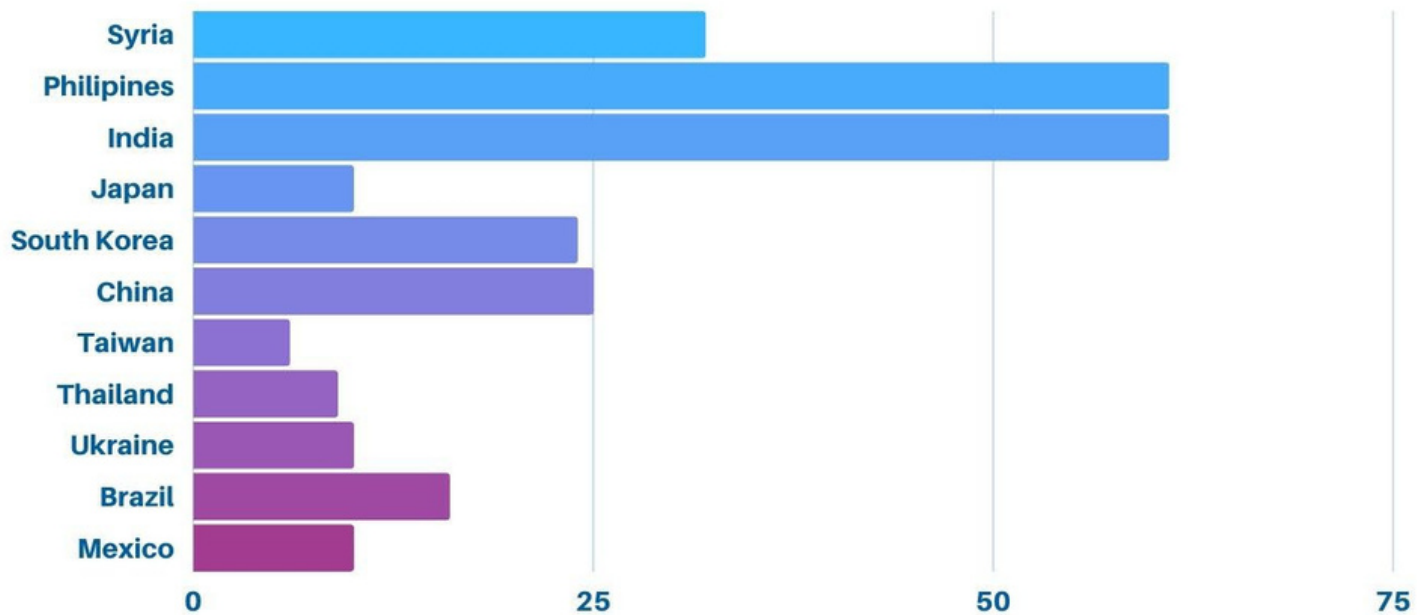
# THE CLIENTS WE SERVED

Through Settlement  
and Integration  
programs



**1100**  
**Clients**

## TOP 10 COUNTRIES OF ORIGIN



# TEMPORARY FOREIGN WORKERS PROGRAM

Pilot project with  
Employment and  
Social Development  
Canada (ESDC)



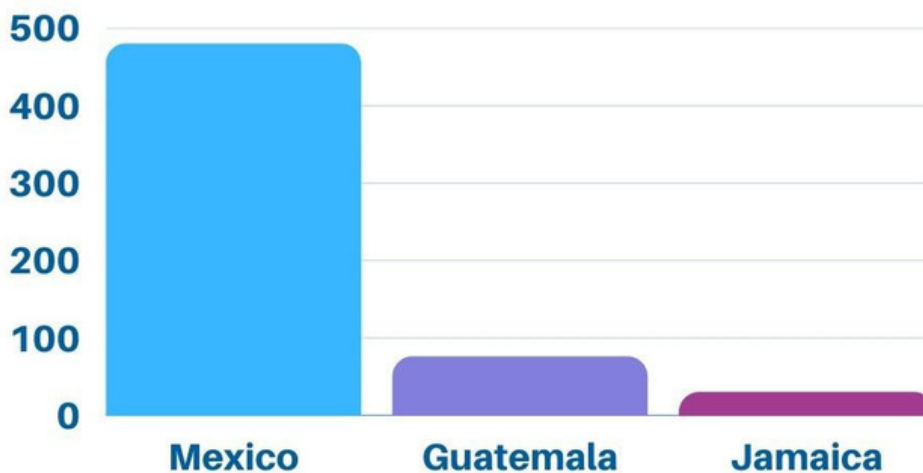
**589**  
**Clients**

## WHERE DO THEY WORK

The majority of Temporary Foreign Workers assisted by KIS work in in Ashcroft, Cache Creek and Douglas Lake at Desert Hills, Hortings Farms, Douglas Lake Ranch and Blue Goose Ranch.

Smaller working groups are located in Walhachin, Sun Peaks, Barriere and near Williams Lake at Alkali Lake Ranch, Gang Ranch, Riske Creek Ranch, C1 Ranch, Quilchena Ranch.

## SEASONAL WORKERS ARE FROM:





# CONNEC-TNIOENWS

2400

WORKSHOPS &  
ACTIVITIES

[https://immigrantservices.ca/  
attend-workshops-training/event-calendar/](https://immigrantservices.ca/attend-workshops-training/event-calendar/)

1200  
HOURS

DIGITAL LITERACY  
TRAINING

1530

Clients attended  
Community Connections  
Workshops



## Women in wellness 2022

With the City of Kamloops as a partner, KIS proposed a series of physical activities women can enjoy while their children are also discovering new sports and making new friends. This year over 50 families enjoyed tobogganing, ice skating, cross-country skiing, snowshoeing, pickleball, dance, and art. The program was created with a focus on mental health, well-being and making connections. The Kids sports night was also geared towards giving parents a well-deserved break and learning new physical activities they may not had a chance to practice in their home country.

## Women Empowerment (WE)



Since October 2021 KIS offers WE, a program determined to break the cycle of violence, even though our clients often face challenges that are particular to their status as immigrants. These difficulties include the language barrier and religious, family, or cultural pressure to return to their spouse. Many women also face social isolation, prejudice, and racism. With a program designed by women, for women, we tailored all that we do to offer support for newcomer women focusing on empowerment, entrepreneurship, and personal assets.

The program features wellness components and includes assistance with childcare and transportation for those with children. Everything we develop within the program includes culturally safe one-on-one support and advocacy for women (and their children) victims or at risk of abuse, threats and the many faces of Domestic Violence and Sexual Abuse.

The program includes one-to-one culturally sensitive short-term counselling, women's support group, advocacy, referrals, and information to help women make informed decisions. Our team works closely with other agencies, collaborating and exchanging best practices to end Gender-Based Violence with our Immigrant and Refugee communities.

# Beating the Winter Blues

Maintaining wellness can be a challenge in wintertime, especially for people who have never experienced long periods of coldness and darkness. This winter, KIS offered a series of workshops on how to beat the winter blues and discover a variety of activities and hobbies for days when going outside in cold or stormy weather is not an option. KIS also helped many adjust by introducing monthly outdoor activities with tips and safety tricks to overcome the cold!



#BuildFrosty2022

## Universe the Snowman

Thanks to all who voted for KIS Frosty Creation, competing with 23 organizations, our snowman won 2nd place and we were awarded \$2000 from Shaw Communications. It will help pay with the cost of the charter bus for two field trips in the summer and fall of 2022. @shawspotlight

A client, who is 82 years old, called her Settlement Counsellor asking if she had received a spam email, inviting her to vote for KIS Frosty. The Counsellor explained to her what the contest was all about and reassured her it was not a spam.

The client called the next day, she followed the link in the email as she wanted to vote for KIS snowman, but it required for her to open a Facebook account. She did not have a FB account so, she helped her create her first FB account (which she was refusing to do for many years). She really wanted to vote because she was so happy with our service, and she thought she should do something for us.

The story ended that she could not vote, because she did not know where to click... But she did her BEST to vote, and now she has a Facebook account! ☒



## Hybrid fun during the colder months

Building a snowman or painting a snowman fence post are just some of the many ways to make winter a fun season for adults and children alike. The hybrid learning model is great for those who prefer to join from home!

# TEMPORARY FOREIGN WORKERS (TFW)

This is the third year that KIS receive financial support to assist TFW outside the city limits. Our new Outreach Worker, David Cazares, connected and assisted TFW on 12 farms and ranches and 30 restaurants and hotels. His focus this year was on:

- Supporting migrant workers during emergency situations both COVID and non-COVID related.
- Increasing migrant workers' awareness and understanding of their rights and responsibilities through educational activities and/or existing educational material.
- Empowering migrant workers to exercise their rights by providing or assisting in accessing services available to them.
- Fostering inclusion and welcoming of migrant workers through social, cultural and/or sporting events.
- Assisting employers in supporting migrant workers they hire (e.g. provide interpretation services, deliver workshops at the workplace, etc.).
- Increasing employers' awareness and understanding of the needs, challenges and issues faced by migrant workers and their responsibilities (and of their staff) as per Program requirements and conditions.

In the Spring David saw a positive response from employers who want to receive support with improving communication and dialogue between workers and employers. For example, an employer asked for support with translation of a safety orientation and for interpretation during the presentation so the TFW's were able to understand their rights and responsibilities and so the TFWs were able to ask any questions that they might have. This employer has asked for two more rounds of equal support as more workers are arriving to their ranches throughout BC. This has opened the communication channel with employers and managers.



Another noteworthy improvement is the interest from workers to be more actively supported in their need of learning English, it is steadily growing. More workers have been participating in workshops and attending regular English lessons during conversation circles.

In addition to reaching out and developing new bonds further north in small communities near Williams Lake, and assisting with obtaining vaccine passports and booster shots, David and the Settlement team assisted over 30 displaced workers who lost their jobs due to the flooding in the lower mainland and Merritt, and helped with the EI application process.



# SWIS & MET

## Settlement Workers in Schools

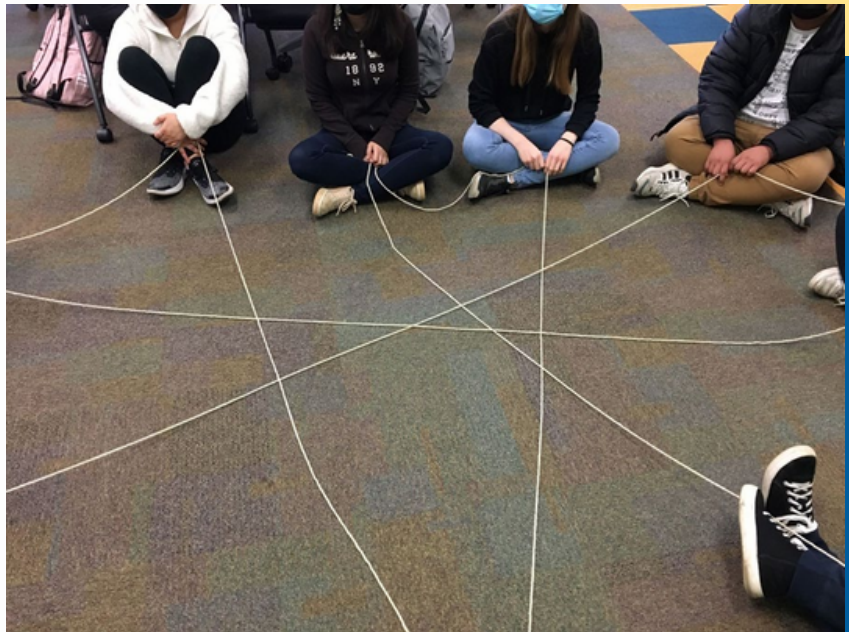
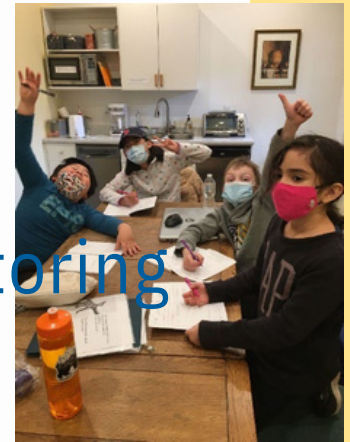
### Mentoring, Empowerment and Tutoring

#### School Visits

##### Group Information and Orientation Session

Collaboration With ELL Teachers from SD 73

Through our partnership with ELL teachers from SD 73, the SWIS program conducted several group information and orientation sessions in schools. In these sessions, students practiced various Social-Emotional learning strategies to support their transition into the Canadian school system. Our newcomer students were exposed to various activities that provided them with concrete strategies for building the ability to practice self-awareness, social awareness, positive relationship skills and responsible decision-making. These social-emotional strategies are useful tools for students as they overcome different challenges associated with settlement. School staff were supportive of the program. This is evident through an increase in client referrals from the school district. By listening to stories shared by our students, the SWIS worker noticed their ability to reflect and practice these SEL strategies in school.



Group Information and Orientation Session at Norkam Secondary School . In this picture, students learn to generate helpful feelings by practicing gratitude and kindness.

#### Supporting students as they transition into the Canadian school system

The SWIS program worked closely with school staff to ensure the success of our newcomer students. A few months ago, the vice principal of a local school contacted the SWIS program about some concerns with regards to the behavior of a newcomer student. During that period, the student stopped attending school as he was not able to connect with his teachers and schoolmates. After a meeting with the family, the SWIS program was able to help the school understand the challenges faced by the student.

The SWIS worker connected with the student and encouraged him to attend school through journaling, reflection, and extrinsic motivation. Following is an message from the student's classroom teacher on his progress at school:

*"I am an English and Social Studies teacher at Brock Middle School. The student you are assisting in the MET program doing quite well in my class. He tries hard with his assignments and is making great progress with his paragraph writing. He is using his phone to translate to further his understanding of what we are talking about especially in social studies. He also is willing to ask for help and clarification when he needs. I really enjoy having him in my calls and I am looking forward to seeing the progress from him this semester. " Amanda Straker (She/Her) Brocklehurst Middle School.*

# SWIS & MET



## Kindness Project Workshop (MET)

Summer 2021

Over the summer, students participated in a Kindness Project Workshop. In this group mentoring workshop, students practice different strategies for self-care while giving back to the community. During the sessions, our students crafted and donated 100 toys to the SPCA for pets that have been evacuated due to the wildfire. Participants also created 24 care packages for individuals in need and raised money for charity via a lemonade stand.

Additionally, students also practiced strategies for self-care through nutrition and exercise. Participants visited the Butler Urban farm to learn about nutrition and gardening. The group also experienced sport climbing at Cliffside climbing gym while learning how to use exercise as a tool for self-care.

Parents mentioned that students were practicing the strategies in which they were exposed to during the workshop, which is helpful towards a student's social-emotional wellbeing.



## Mentoring – Helping students achieve their goals.

The MET program worked with a grade 12 student who wanted to be in the Trades program. However, this student was deferred by the program due to his language skills. This caused him and his family a great deal of disappointment and frustration. Through MET, he worked with a tutor to improve his English. Eventually, he was able to connect with a mentor who works in Trades. He visited his mentor once a week, and through this relationship he was connected with various types of Trades and activities. This gave him a strong start and increased his confidence for the Trades program. He hopes to apply next fall.

## Supporting Graduating Students

Between SWIS and MET, newcomer students are provided with the necessary support for graduation.

A refugee family who lived in Vancouver prior to Kamloops had their children struggling in school due to various challenges. One of the children demonstrated a high potential in science and shared that he would like to be in the Science program after graduating. However, his current situation did not provide him with the adequate amount of confidence to pursue his dreams. Through MET, the student was able to work with a mentor/tutor who is a microbiology student at TRU. This provided our newcomer student with an opportunity to learn about the Science program at ...

... TRU. In addition to their weekly tutoring sessions, the tutor and student were able to visit the Science lab at TRU to do various Science experiments over the week-end.



# DIVERSITY, EQUITY, INCLUSION

KIS Diversity program coordinator Graham Specht did several admin/staff/student DEI presentations with Kamloops Central Business Association, Saint Paul Anglican Church, and South Kamloops Senior Secondary School Social Justice classes and United Way BC members. We are preparing for presentations to Kamloops Chamber of Commerce presentations upcoming summer 2022.

Impact: Participants universally demonstrate learning new information, and appreciation for clear methods for being more inclusive and aware of concepts related to diversity, equity, inclusion, etc. Real ongoing impact comes when organizations engage in regular training, during annual HR onboarding or otherwise taking on new staff and volunteers.

## Know your neighbor campaign



KIS created and produced two videos featuring youth from diverse backgrounds (primarily newcomers), expressing what they like about living in Kamloops, how they feel about inclusion by the community, and what they hope to do when they get older.

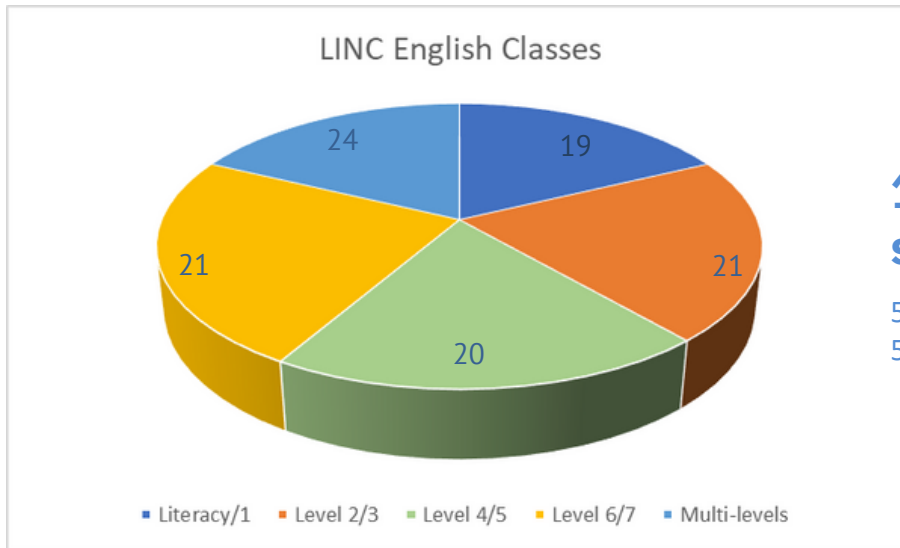
Both videos conclude with a call to action: “As a community, let’s get to know our neighbours and welcome immigrants, refugees and newcomers.”

They were shared and promoted on KIS social media channels (YouTube, Facebook, Instagram and Instagram stories) and via a video marketing service at the Kamloops Airport and the Kamloops Downtown YMCA.

We hope the project helped build intercultural trust and understanding among residents of Kamloops and the area and created benefit by shifting attitudes, awareness, values and behaviours. The video’s reach on social media from March 1-15 has been impressive, with 1,752 views on Youtube, over 8,100 on Facebook and 1,300 on Instagram.

With the war in Ukraine and people’s thoughts turning toward refugees, the release of the video has been timely, and it has also led KIS to launch a new marketing campaign, “Know Your Neighbour,” which will be a focus for the organization throughout 2022.

# LANGUAGE INSTRUCTION FOR NEWCOMERS TO CANADA(LINC)



**105 students**

50% in-person  
50% virtually

## CHILDMIND SUPPORT

KIS Childmind Educators look after 3 to 5 children every morning and afternoon. The weekly zoom session is still very popular for those taking English remotely. This season, the team launched 2 new weekly activities “Reading Around The World” where parents and children listen to new story from a different culture, and “Walk and Roll” where they discover new trails and parks.



## EMPLOYMENT & ENGAGEMENT

### NEW Employment Engagement Services

In October, IRCC funded the Employment Engagement Advisor position to help make strong connections with the local workforce and help employers hire newcomers.

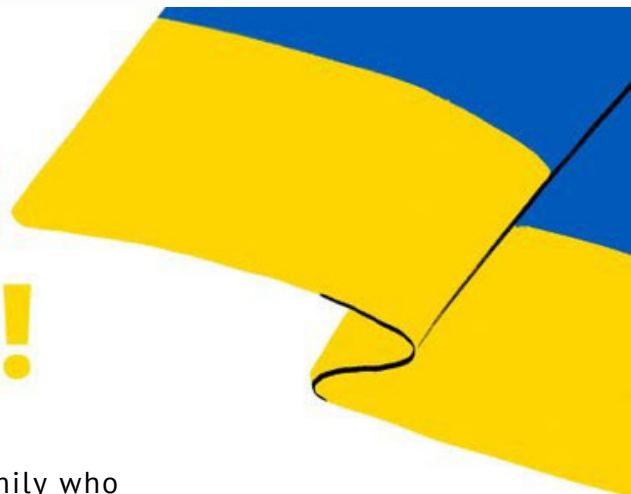
- ☒ 56 employer connections made since October 2022
- ☒ 7 employment-related workshops hosted
- ☒ 9 people hired directly due to this new initiative
- ☒ 6 employment presentations delivered in LINC Classes
- ☒ Steady referrals through Venture Kamloops (City of Kamloops Economic Development Arm)

### Employment Counselling

81 clients received one-on-one employment and career related counselling  
25 found satisfying jobs, 11 prepared for their Professional Certification and 6 learned about starting their own business in Canada.



# KIS Stands with Ukraine!



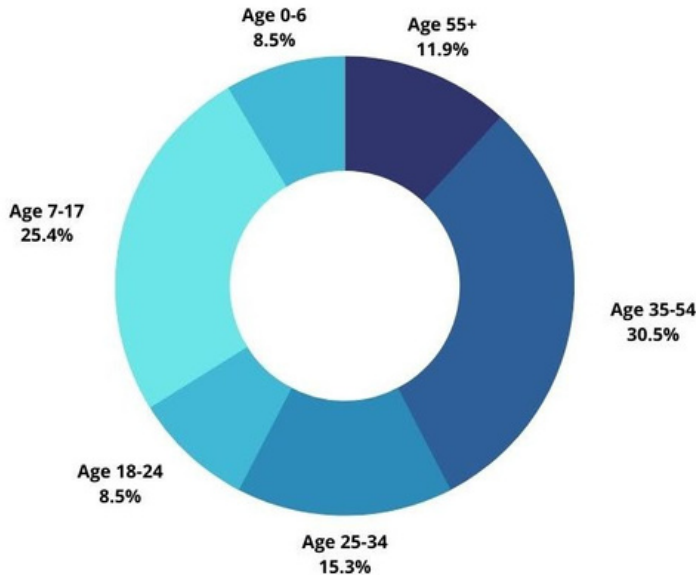
- March 18<sup>th</sup> KIS assisted the first displaced Ukrainian family who arrived in Kamloops
- March 30<sup>th</sup> KIS hosts a Stakeholder roundtable to discuss the coordination of community resources and capacity to welcome and provide aid to Ukrainian nationals who fled Ukraine and have started arriving in Kamloops. 42 people attended with representatives from TRU World, YMCA, MP and MLA's, Kamloops United Church, Service Canada, the City of Kamloops, Sim'ya Ukrainian Society, Holy Trinity Ukrainian Catholic Church, Refugee and Friends Together (RAFT), United Way, Food Policy Council, and Salvation Army.
- April 1<sup>st</sup> KIS takes the lead as HUB for the area's Humanitarian Effort. KIS opened a new account at RBC. RBC Waves bank fees.  
**Ukrainian Crisis Community Fund – Action Hub Kamloops and area**  
As in-kind contribution, KIS oversees the fund, accepts donations and issues charitable tax receipts. Terms of reference were created. Each displaced Ukrainian in need can receive \$200.00 per year. We teamed-up with RAFT members to oversee the fund. Since then, ongoing fundraising efforts are made.
- April 27<sup>th</sup> Paolo Bigit, TRU graduate, starts as Humanitarian Effort Coordinator at KIS. Paolo coordinates donations, inspects houses and matches families with hosts under the homestay program.
- May 13<sup>th</sup> 3 Thrift Stores join KIS Donation Program where donations of goods go directly to any of the stores, and Newcomer Ukrainians can get anything they need for free. St. Vincent-de Paul, Kamloops United Church and SPCA Second Chances.
- May 26<sup>th</sup> The Welcome Package keeps getting better! TELUS donates \$100 Voucher and SIM Cards to each newcomer family. Community organizations provide free memberships and classes: Soccer Quest, Sunrays Synchronized Swimming, Kamloops Ball Hockey, YMCA, and Sim'ya Dance Group. Other groups generously donate discounted admission and passes.



# NEWCOMER UKRAINIANS IN KAMLOOPS & REGION

As of June  
20th

# 59



Male: 20



Female: 39

- June 13<sup>th</sup> The Kamloops Chapter of 100 Women Who Care donates **\$9,100.00** towards the Ukrainian Crisis Community Fund to purchase Save-on-Food Grocery Gift Cards. And another generous community organization donates **\$20,000.00** to assist with the ongoing \$20,000.00 per person program. Through the GoFundMe and Canada Helps platforms we raise **\$10,000.00**
- June 15<sup>th</sup> KIS and Kamloops United Church (KUC) host the first dinner for the new Ukrainian families, by invitation. 126 people attended! KUC is committed to host a dinner every third Friday of the month for 12 months. Join us at 421 St. Paul Street, 6:00pm.





# LOOKING AHEAD

## Ukrainian Nationals

We expect that 4 to 6 Ukrainians will continue to arrive in Kamloops and the region each week in the year to come. Based on a survey of Ukrainian CUET applicants to IRCC, it's estimated as many as 3,200 Ukrainians have already arrived in Canada, and as many as 12,500 could be here by the end of 2022. Help us spread the word, we need more volunteers, more housing, short and long term, and more donations.

## Local Immigration Partnership (LIP)

KIS was granted funds to conduct a feasibility study to determine if municipal and/or regional governments and community organizations are interested in a Local Immigration partnership and if there is a need for establishing a LIP. A symposium will be hosted in the fall of 2022.

KIS partnered with TRU Research team to conduct the study. If the feasibility study has positive conclusions, a LIP will be established. An inclusive partnership council will be created. This council will encourage local non-settlement service providers to take newcomer's needs into consideration in terms of access, coordination and programming.

The council will conduct research on newcomer's needs and community gaps, establish a strategic plan to identify community priorities, establish an action plan, support member-led implementation of the action plan, share knowledge and training, and support community capacity to respond to emerging needs. The LIP will help:

- Foster a systematic approach to engage service providers and other institutions to integrate newcomers.
- Improve coordination of effective services that facilitate immigrant settlement and integration and coordinate responses for emerging community needs, ie. increased number displaced foreign nationals and refugees.



# SNEAK PEEK SUMM

Throughout June as part of the [ParticipACTION Community Better Challenge](#) and with the support of a Saputo Signature Grant, KIS Healthy Lifestyle Series is offering yoga in the park, hikes featuring cultural activities, family multi-sport night, family soccer night and the highlight: a canoe course that connects individuals to the land and nature, and highlights Canada's Indigenous roots.



Imagine leaving your home to immigrate to a new country, especially one where you don't speak the language or have community connections. Consider how challenging it would be to not only access the essentials you need, like medical care, housing, food or employment, but to also establish the vital new connections that are so important to feel like you belong and to not just survive but thrive in your new land. "That's where our Signature program, Community Connections, comes in. It helps newcomers not only improve their English, gain new skills, obtain information, and make new connections; it leads to a sense of belonging so that newcomers feel settled in the community." Yenny Yao



**Each year, over 100 newcomers participate in the Healthy Lifestyle Series.**

***"I joined to practice my English, make friends, and, of course, exercise," said Chizu, a participant and mother of two who immigrated to Canada from Japan in 2016.***

***"The Healthy Lifestyle Series gave us a very strong connection to Canadian life. We didn't know about any Canadian seasonal outdoor activities before. The place where I lived in Japan didn't have snow, so I didn't know about activities like tobogganing. Tobogganing gave us great memories."***



**Thank You!** We couldn't have done it without you!

### **Employees**



Rajinder Lotay



Liza Ferris Ortiz



Zoher Elbietar



Sage Chang



Darcy Gorrill



Shiro Abraham



Lucia Mapplebeck



Brittany Kanigan



Sue Northcott



Diane Clark



Graham Specht



Leanne Coombes



Debbie Marshall



Anselma Ammerdorffer



Laiel Soliman



France Lamontagne



leashia Peacock



Margaret Dennison



Tania Zabihi



Petro Kondrashov



Birtin Baidya



Vongai Mundiya



Lian Clark



Min-Hsien Chang



Diane Nocillado



Yenny Yao



Clara Kong



Jaspreet Kaur



David Cazares

### **Board of Directors**

David Cruz

Satwinder Paul

Eva Bechtel

Ambo Dhaliwal

Angus Duff

Hisako Takahashi

Dilip Maurya

Tesh Dagne

### **LINC Substitute**

Monica Johnson

Kim Turgeon-Hardman

Sara Arias Palacio

Jenna Cann

And our dedicated  
volunteers, tutors  
and mentors