



# Annual Report 2017-2018



# Report from Board and ED

2017 was a significant year for PIRS. We experienced considerable growth. PIRS's budget nearly doubled, and we were able to expand programs and pilot new ones. We developed our new Strategic Plan to guide our organization through to 2021.

Thanks to generous donations that included major gifts, we were able to respond to emerging needs. We developed two programs. One for isolated and vulnerable refugees with precarious status in Canada. And the second for families caring for a person with a disability.

Word of mouth was our most effective referral source again this year. 45 percent of participants reported that they learned about PIRS from a friend. The second most effective source was our Outreach workers who were cited by 30 percent of participants.

We were excited to have four Community English for Refugee Women classes and a Training Manager position funded by IRCC.

PIRS's trauma informed model, spearheaded by Dr. Amea Wilbur, is recognized as a promising practice within the settlement sector. Our Training Manager will be moving those projects forward.

We congratulate Amea Wilbur on her move to University of Fraser River and Zahida Rahemtulla who is working for The Shoe Project while pursuing numerous book and film projects.

We are ever so grateful for the ongoing support of our funders: City of Vancouver, United Way, BC Direct Access Gaming, Health Canada, Seedlings Foundation, and DECODA.

We extend a heartfelt thanks to Cherese Reemaul and Jes Simkin; both of whom stepped off the Board but remain lifelong PIRS fans.

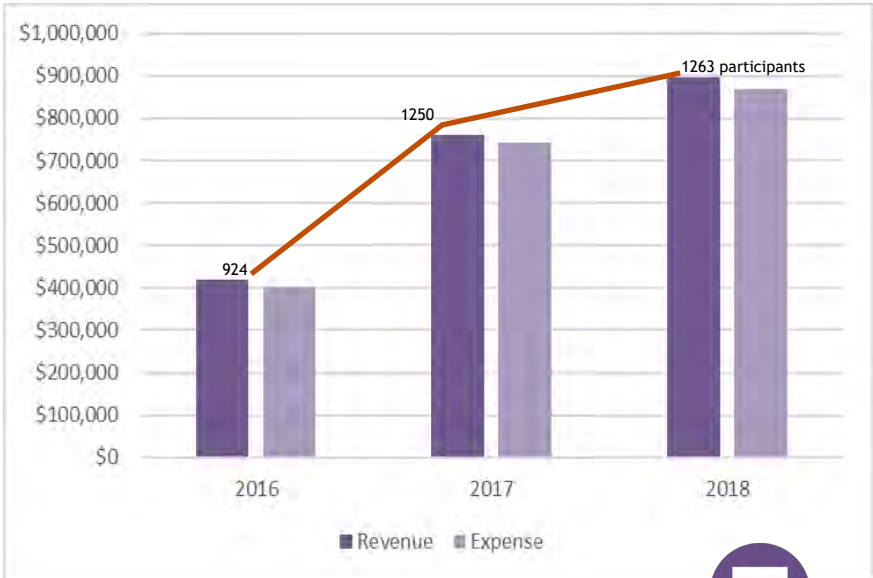
A final thank you to our friends, fans, members and donors, who contributed to PIRS throughout the year.

Joanna Whalley/Jan Littler Finseth,  
Chairpersons, Board of Directors

*Mariam Bouchoutrouch,*  
Executive Director



# Financial Report



## Revenues and Expenses 2018

Revenues	896,804
Expenses	868,334



## In the field

*Ann Asselstine, Anna Wing Mei Shum, Arlene Ordonez, Blanca Salvatierra, Candice Leung, Carol Anita Bond, Consuelo Castillo, Chagme Lee, Gui Ting Guo, Diana Jeffries, Emily Hunter, Erika Infante Pizarro, Enith Teran, Guohong Xia, Hanan Muharram, Inderjit Kaur, Ingrid Gomez, Jennifer Sarah Lee, Jugnoo Salahuddin, Jessie C. Patagan, Karla Avelar, Laman Said, Leanna Inokoshi, Lola Kharma, Mei Khalaf, Margaret Yuk-Ling Leung, Mardonia Quispe Gutierrez, Michelle Hickey, Maria Eloina Mendez, Nadia Taj Khan, Ning Zhang, Pamela Holley, Rahya Mihretab, Rasha Moursy, Romina Morales, Rong Hua Shi, Rocio Ortiz, Sawsan Murad, Song Hee Choi, Souad Ghomari, Sukhraj BOParai, Suad Al-Taie, Sandra Slind, Valeria Mancilla, Valerie Lai, Zahida Rahemtulla, Zarmina Mohammad Ali.*

## Volunteers

### Volunteers



*In 2017, more than **80 volunteers** contributed **2070 hours**, a testament to the value of PIRS's work in the community. **Board members** alone spent **960 hours** in redefining PIRS role. Another **75 hours** were volunteered by program participants to organize women networking events in 2017.*

*Alyssa Lillyman, Amal Attar, Amira Chache , Amran Hassan, Arielle Berez, Arzoo Haidary, Barbara Crocker, Carly Shannon, Chava Glouberman, Christine Hwang, Connie Elbao, Cynthia, Disha Bhatnagar, Eva Machalek, Fatima Muawali, Friba Sarwari, Hanan Muharram, Harpreet Kaur, Honey Ajula, Hong Zhang, Huda Alanny, Indygo Heim, Jiehui Dong (Dora), Judith. A. Scott, Kayla, Kelly Muco, Laila Telawi, Laurie Grant, Lulu Yan Hua Shen, Margaret Lei, Mariana Gassman, Maria Mua, Minerva Silhy, Namera Elshamaye, Nazik Yamak, Neda Al -Saqqa, Nilapha Khotjak (Jade), Niloofar Jafari, Ning Zhang, Paula Marie Coughlan, Rachel Cheang, Razzel Rivera, Roquia Ahmadi, Rosa Maravilla, Roupina Sarkiss, Samantha Sailisbury, Samira Nanou, Sara Mobeen, Selamawit Petros, Sera Horricks, Siemeen Fayez, Shagufa Paiker, Shirley, Suad Al Taie, Susan Pinkham, Tayeba Jalal, Theresa Deering, Wendy Yuan, Xing Dong Sue(Doris), Yu Qing Qi(Phoebe), Zahra Mahdian, Zaynaeb Khairi.*

## Board Members

**Chairperson**

*Joanna Whalley / Jan Littler Finseth*

**Vice Chairperson**

*Jan Littler Finseth*

**Past Chair**

*Gyda Chud -*

**Co-Treasurer**

*Suzanne Saatchi*

**Co-Treasurer**

*Michelle Chen*

**Secretary**

*Kathy Price*

**Director**

*Cherese Reemaul*

**Director**

*Jes Simkin*

**Director**

*Audrey Wong*

## In the office

**Executive Director**

*Mariam Bouchoutrouch*

**Instructional Coordinator**

*Diana Jeffries*

**Program Manager**

*Amea Wilbur /  
Marcela Mancilla-Fuller*

**Volunteer Coordinator**

*Michelle Hickey / Jugnoo  
Salahuddin*

**Training Manager**

*Amea Wilbur / Diana Jeffries*

**Intake Worker**

*Lola Kharma*

**Office Administrator**

*Maliha Mayeed*

**Communications Officer**

*Karin Konstantynowicz*

**Children's Program**

**Coordinator**  
*Ana Machado*

**Accountant**




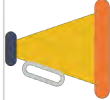




*Jeremy Ingoldby, Pace  
Accounting*



## PIRS Programs

- Trauma informed community English classes for refugee and immigrant women were offered in 9 locations in Vancouver, Burnaby New West and Surrey.
- Early Childhood and Parenting programs including the Early Years Refugee Program, Refugee StrongStart, Family Literacy Storytime and the CAPC funded ESL Parenting.
- Women’s Leadership programs included the LEAD and Building Bridges programs as well as mini conferences organized by Building Bridges participants for their facilitation practicums.
- Entry to Hospitality program in collaboration with VCC two cohorts.

## Our Participants

	<p>1,339 participants</p>		<p>73 countries of origin</p>
	<p>808 women and 455 children served</p>		<p>51 languages</p>
	<p>29% were refugees</p>		<p>Top 5 languages: Cantonese, Arabic, Mandarin, Farsi/Dari, Pashto</p>
	<p>28% were 1-3 years in Canada</p>		<p>56% high school or less education (7.4% no formal education)</p>



# HIGHLIGHTS

- Developed a strategic plan
- Created and implemented an evaluation process
- Integrated and embedded a trauma-informed approach within all programs
- Developed and received funding for trauma-informed training
- Collaborated and participated with The Shoe Project
- Took part in Discourse Media’s project on media coverage of refugees and immigrants
- Volunteer coordinator created a “chat and chai” event for volunteers and staff
- Delivered existing programs, plus piloted an English language class for parents caring for persons with disabilities.
- Partnered with Watari Counselling to deliver a program for women with precarious status
- Developed and published three curriculum resources: *Trauma-Informed EAL Teachers Guide*, *Newcomer Women’s Health Resource and Community-Based Training Guide: A Trauma Informed Approach*
- Delivered training in the Greater Vancouver area at the BCTeal conference, Options Community Services, Vancouver Community College, Burnaby English Language Center, MOSAIC Settlement Services, Coquitlam District School Board, Capilano University, University of the Fraser Valley and BC Council for Families.
- Out of town trainings were delivered to the Metropolis Conference in Calgary Alberta and at TESOL Saskatchewan in Saskatoon along with a webinar.
- Tested and implemented digital literacy training within our English classes with Burnaby Neighbourhood House and Edmonds Community School (funded by the City of Burnaby)
- Surpassed our fundraising goal in the Scotiabank Challenge
- Publication in the Association of Canadian Studies “*Supporting Refugee Women: Barriers, Opportunities in Language and Settlement Programs, Policies and Research*”

## Program Partners

In 2017-18 we worked with 40+ partners and participated in 10+ community tables. Partnerships allow us to extend our mission and do more with less. This year partners provided **\$86,000** worth of in-kind space. We thank our partners and collaborators and would like to acknowledge the following:

### **Burnaby School District:**

Stride Avenue Community School  
Edmonds Community School

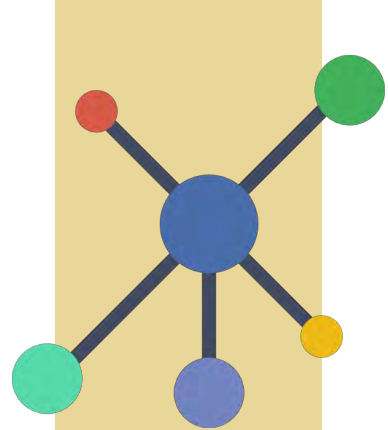
### **Neighbourhood Houses:**

Burnaby Neighbourhood House,  
Collingwood Neighbourhood House  
Frog Hollow Neighbourhood House  
South Vancouver Neighbourhood House  
South Hill Neighbourhood Centre,  
Kitsilano Neighbourhood House

### **Vancouver School Board:**

Douglas Elementary School  
Collingwood Neighbourhood School  
Moberly Elementary School  
Pierre Trudeau Elementary School  
StrongStart Program  
Tecumseh Elementary School  
Templeton Secondary School  
Admiral Seymour Elementary School

Family Services of Greater Vancouver  
Immigrant Services Society of BC  
MOSAIC  
South Vancouver Family Place  
Options Community Services  
UMOJA Society  
Vancouver Community College  
Watari Counselling & Support Services



## **Mission Statement**

**Empower  
immigrant and  
refugee women  
and children  
to fully  
participate in  
Canadian life  
through  
neighbourhood-  
based programs.**