



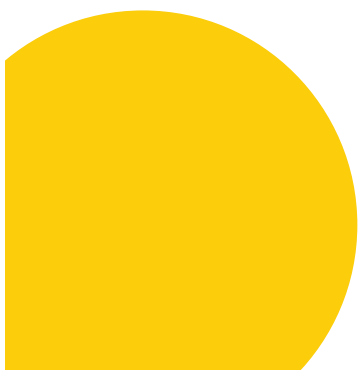
Diversecities™



20

22

**Annual  
Report**



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# Our Story So Far

*Serving the Calgary area for over 40 years, Diversecities is a charitable organization with aim to make social mobility accessible for Calgarians.*

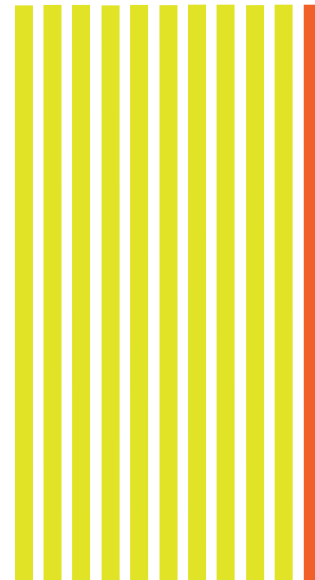
Diversecities is a non-profit organization that provides support to visible minorities, marginalised groups, and recent immigrants in four crucial facets of life: social connection, learning, economic integration, and well-being. By giving our clients the tools, inspiration, and direction, they need to realize their full potential, we forge lasting relationships with them.

## MISSION

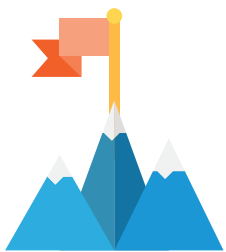
To create an inclusive and supportive society, where all peoples have equitable access to every aspect of good that Canada has to offer. Making social mobility accessible for Calgarians.

## VISION

To ensure a welcoming home for immigrants, where Calgarians of differing ethnic origins are meaningfully engaged in the community.



# Our Values



**Courage**



**Empathy**



**Transparency**



**Trust**

# Message from the Board

Dear Friends, Supporters, and Stakeholders,

As I look back on 2022, a quote by Eleanor Roosevelt spoke deeply to me of the resilience of Diversecities' Board of Directors:

*"We do not have to become heroes overnight. Just a step at a time, meeting each thing that comes up, seeing it is not as dreadful as it appeared, discovering we have the strength to stare it down."*

Over the past 12 months, there have been challenges and there have been successes. However, as a board, and more importantly, as a team, we worked together to continue to guide Diversecities through the uncertainties of COVID and continuing to grow who we are as an organization.

Firstly, on behalf of the Board, we want to thank the leadership and hard work of Dr. Thomas Cheuk. He volunteered to step into the Interim Chief Executive Officer role to provide leadership and stability to the organization. Through his leadership and vision, Diversecities was able to continue to obtain new funding for new programs to assist more people in need.

Secondly, the Board is very excited about Alex Montiel as our new Chief Executive Officer, and the vision and experience that Alex brings. He is a leader and visionary that understands the challenges of our clients because he has overcome many of those challenges himself to be successful in Canada. Alex represents the next chapter for Diversecities, and we are excited to take this step forward together.

As we look forward to 2023, Diversecities will start to see the results of the investment and tough decisions the Board made over the past 5 years. The Board has set an aggressive growth agenda for Diversecities as we adapt to the new post-COVID realities. I would like to share with you a few of our strategic priorities that the Board and Alex will be focusing on this year.

Firstly, amplifying Diversecities' stories and our successes so more people will know about the impact that we are providing to Calgarians and Albertans. This will include investment in communication, marketing, and technology.

Secondly, continuing the diversification of our Board. It is with great sadness that a few of our long standing Board members will be leaving the organization. Therefore, it is an opportunity for us to recruit community members who will be able to help take Diversecities to the next level.

Thirdly, Diversecities will play a role in influencing the policies of and contributing our voices to the various levels of governments and national organizations, such as the Alberta Anti-Racism Advisory Council.

I would be remiss if I did not take this opportunity to thank Diversecities' friends, supporters, funders, stakeholders, staff, volunteers, and my fellow board members. Without your support, contributions, and hard work, Diversecities would not be able to continue to serve the many Calgarians who count on Diversecities to help them succeed in our community and society.

I would like to leave with you a quote by Robert Kennedy.  
*"Only those who dare to fail greatly can ever achieve greatly."*

Thank you to the Board members, staff, volunteers, supporters, funders, and stakeholder for your unwavering belief that Diversecities can and will achieve greatness. We had our challenges along the way, however, I am a believer that many years into the future, we will identify 2023 as a pivotal year for Diversecities.

Cheers,

Norman Poon  
Co-Chair  
Diversecities



# Message from the CEO

Dear Friends, Supporters, and Stakeholders,

Community is deeply embedded in our core values and integral to who we are at Diversecities. Our organization has a proud four-decade history of sharing its success and investing in its staff, volunteers and community members across Calgary. This is a responsibility we take seriously and are proud to carry it.

In recent years, our cross-Calgary presence has grown significantly, and we now are connected with over 2500 people in all over Calgary and surrounding areas. Each community provides numerous opportunities to reach out and make a difference, as well as new causes and local needs that we can all work together to address.

Additionally, thanks to our donors' generosity, we donated nearly 6200 tons of food to charity through our Green Day initiative. We supported 250 young people with their career counselling through Youth and Children Program. It took careful planning to see the growth that Diversecities have attained during the past year. We appreciate the ability and dedication of our personnel, our reliable partners and, of course, the trust our board members place in us; for these things, we are grateful. We have earned the trust and respect of government donors for one simple reason—we have great people. They are experts in their fields. They bring a strong service ethos to everything they do and take ownership and pride in their work. At Diversecities, we combine passion, pride, and experience together.

Providing Services with a human touch – At Diversecities, we have earned a reputation for helping the local and provincial governments transform how citizens access their services. Programs such as our Law and Advocacy and Bridge programs are critical to ensuring the safety of Calgarian visible minorities and marginalized groups while also improving the efficiency of government services. From providing community education about taxes to assisting newcomers in obtaining appropriate guidance to navigate public services, Diversecities has a reputation for delivering programs that truly make a difference.

Live out our values – Our organization's culture is defined by a simple set of life values – Empathy, Trust, Courage and Transparency. They reflect our interactions with stakeholders, colleagues, and communities. We hold each other accountable for establishing an organization for which we can all be proud to work. With everything that has happened this past year, staying true to our purpose ensures that Diversecities is laying a solid foundation of partnership and opportunity.

In this new chapter of the organization, we want to renew and expand our commitment to the Chinese community who make Calgary their home while also building relationships, trust and cooperation with other communities that face language and cultural barriers preventing them from achieving a sense of belonging of Calgary has their new home.

We sincerely thank all of our stakeholders for your commitment to our mission. And we are grateful for the community's confidence in us because we know this is just the beginning. Thank you! to all our volunteers and team members for their hard work and dedication, as well as for rising to every occasion and challenge that 2022 gave us. By working together, we flourish as a team and will continue to do so in 2023 and beyond.



A handwritten signature in black ink, appearing to read 'Alex Montiel'.

Alex Montiel  
CEO  
Diversecities

# Our Principles



## **BRING A MULTIDISCIPLINARY APPROACH**

The problems we tackle are complex—entwined with culture, social, government systems, and financial issues that mean solutions need to work for systems, not silos. Our multidisciplinary expertise means when we design any programs we sit with technical experts, lawyers, statisticians, and government stakeholders to develop smart strategies and projects that work for the long haul.



## **THINK AND WORK POLITICALLY**

Getting government funds and support for community program requires an understanding of the politics, incentives, and agendas of policymakers. We conduct analyses to help us develop solutions that reach across the aisle.



## **INTEGRATE SOLUTIONS**

Technology helps us to work smarter, not harder, to achieve the best results. Across all our projects, we look for opportunities to incorporate digital technology for program management, data analysis, and health services.



## **ACT AS A TRUSTEE**

Our network and experience mean we understand that different actors bring different strengths and solutions—and that systemic support for the community.

We act as a convener, bringing together the best ideas to carter community needs and provide impactful solutions.



風調雨順

風調雨順

# Our Services

## **STRENGTHENING MARGANLIZED MINORITIES:**

We develop collaborative relationships with communities to help understanding opportunities, promote social inclusion, improve their financial management and ensure stable societies.

## **FACILITATING GOVERNMENT INSTITUTIONS**

We support government institutes to deliver better quality, more equitable life by increase awareness of communities about the government interventions.

## **HELPING THE UNDERPRIVILEGED**

We work for communities to improve thier quality of life. and the distribution of their health workforce—supporting training, policy implementation, and resource allocation on a national or sub-national level.

## **PROVIDING JOB SEARCH STRATEGY**

Fairer health systems must be transparent and accountable. That's why we guide marganitized and vulnerable community to about the job finding strategies and mechanisms.

## **STRENGTHENING PUBLIC FINANCE MANAGEMENT:**

We support community to implement and use accurate information systems and educate them about government mechanism. We guide them about financial controls, taxes, budgets, and ensure their funds are allocated where they are needed most.

## **MONITORING AND LEARNING:**

We support minorities of Calgary by developing monitoring and learning frameworks, accountability programs and evidence frameworks to track project outcomes and impacts.

## OUR EXPERTS



**Cindy Au**  
Executive Assistant



**Kevin Yau**  
Program Coordinator  
Bridge Program



**Robyn Tsoi**  
Program Coordinator  
Community Helper's Program



**Dickson Chan**  
Program Coordinator  
Green Day Program



**Bethel Tekle**  
Program Coordinator  
Children and Youth Program



**Iman Masri**  
Program Coordinator  
Law and Advocacy Program



# Diversities in Numbers

## OUR EXPERTS



**Mary Soremekun**  
Program Coordinator  
Stepping Stone



**Sunil Gurung**  
Finance & Admin  
Coordinator



**Rafia Rajput**  
Communications and  
Engagement Specialist



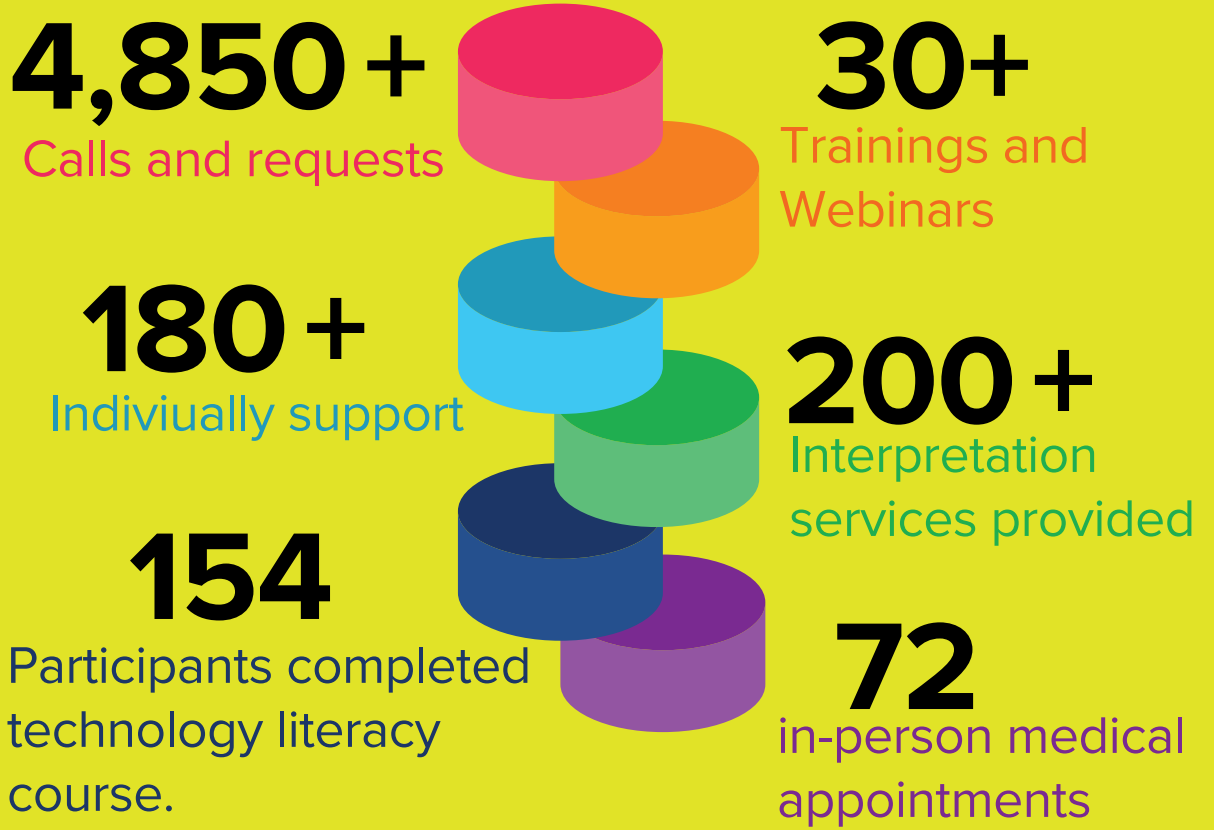
**Tina Chiu**  
Program Assistant  
Children and Youth Program



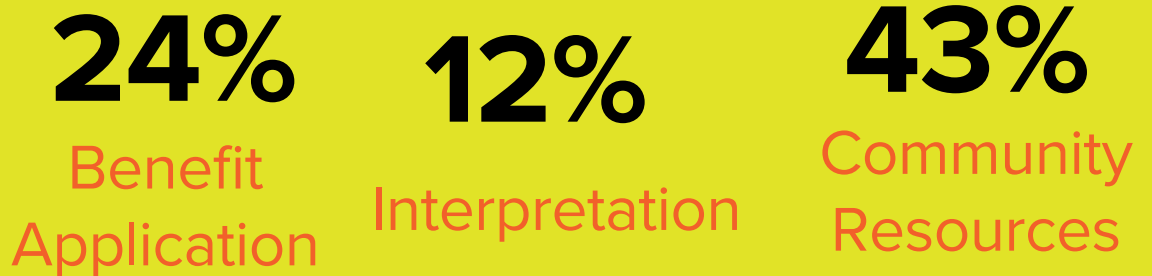
**Marcus Cheng**  
Program Assistant  
Law and Advocacy Program



**Jhon Lee**  
Senior Technical Advisor



## Top 3 Services Accessed by Community



# Collaborative Partners

**Calgary Legal Guidance (CLG):** Diversecities' Law & Advocacy Program has been working in partnership with CLG for over 20 years to offer Chinese-language Legal Clinic services to Calgarians. Since then, we have added the Immigration Clinic, and Wills and Estates Document Drafting Service, to our list of collaborative services.

**Worker's Resources Centre (WRC):** Diversecities and the WRC renewed a partnership in the Fall of 2022, creating more opportunities for community members and clients to access resources and supports in employment related matters. Services include client referrals and one-on-one interpretation support, workshops and seminars, and other collaborative efforts.

**Calgary Immigrant Women Association (CIWA):** This is a new program started from May 2022, by collaborating with CIWA (Calgary Immigrant Women Association) on every Wednesday in our office. This program helped us to build relationships with different organization to explore various service to the public. In addition, community members with language barriers could get the emotional support.

**ACCT Foundation and Act2EndRacism:** Diversecities is grateful to re-establish a partnership with the ACCT Foundation and Act2EndRacism on an Anti-Racism Project. Through this initiative, we share general information and anti-racism educational resources with community members, bringing together Calgarians to build towards a more a more inclusive and welcoming society.

**University of Calgary (UoC):** Diversecities' child & youth program collaborated with the University of Calgary to facilitate them and create a program for Mental Health for the youths of Calgary – named "PhotoVoices". The focus of the program was to identify any participants' mental health needs and understand them with the help of photos the participants took. As facilitators, we created a safe and comfortable space for active discussions and activities to take place.



UNIVERSITY OF  
CALGARY



CIWA  
Calgary Immigrant Women's Association

# Diversecities Board of Directors

Norman Poon  
**Co-Chair**

Thomas Cheuk  
**Co-Chair**

Ansel Wong  
**Secretary**

Danica Wah  
**Vice-Chair**

Pu-Wei Wang  
**Treasurer**

Elaine Li  
**Director**

Eric Wu  
**Director**

Leslie Lai  
**Director**

## Our Supporters

Canada 

Alberta 

Calgary 

 CALGARY  
FOUNDATION  
FOR COMMUNITY, FOREVER

 fcSS  
family & community  
support services

Alberta **LAW**  
FOUNDATION

 Alberta Health  
Services

 CALGARY  
LEARNS

 CPA  
CHARTERED  
PROFESSIONAL  
ACCOUNTANTS  
ALBERTA

 SIEN LOK SOCIETY OF CALGARY  
善樂社

 ASPIRE  
calgary  
financial empowerment  
collaborative

 United Way  
Centraide

 卡加利華埠獅子會  
Calgary Chinatown Lions Club

 CRRF FCRR

Canadian  
Race Relations  
Foundation

Fondation  
canadienne des  
relations raciales



# Law & Advocacy

*The 2021-2022 year was a challenging time for the Law & Advocacy Program. In the first half the year, we began welcoming clients back into our office for in-person services and program activities. Despite the changes we observed in the Pandemic situation, and lifting of provincial health restrictions, we have continued to offer flexibility in many of our program activities to ensure that clients have different options in accessing our services. We also saw the departure of a few individuals who filled important roles for our Law & Advocacy Program, and welcomed several new staff and volunteers.*

*From November 2021 to October 2022, we received over 650 client inquiries in Family Law, Civil Law, Wills & Estates, Immigration Law, Landlord and Tenant, Employment Law, among others. Family Law continues to be the category with the highest proportion of inquiries, with up to 40% of clients seeking information or assistance in that area of law.*

Our Program also hosted 3 separate Legal Knowledge Quiz Competition events in the past year, for a combined 77 participants. These events allow us to connect with community members in a fun way, while promoting legal awareness, access to information and educational resources, and public legal education. In April, we delivered an online session to 10 participants from the Bridge Program's New Immigrant Circle support group. Over the summer months, we engaged with 12 young participants from the Children & Youth Program's summer camp through an in-person event.



In October, we collaborated with Immigrant Services Calgary (ISC) and Wai Kwan Manor to deliver our first externally-held hybrid Legal Knowledge Quiz Competition in over 2 years. A total of 55 people attended the third event either as a competing team or spectator, with 23 people in-person, and 32 virtually through Zoom. Although we had continued to offer similar activities virtually during the Pandemic, we are thankful for the opportunity to work together with other community organizations to offer in-person events, programs and services as it helps us extend our reach to more clients, and promote awareness of resources in the community. Our Program is also working in collaboration with Calgary Legal Guidance (CLG) to offer ongoing Legal Clinic, Immigration Clinic, and wills and estates document drafting services. These services continue to be offered remotely to clients via telephone or virtual videoconference.

As well, we are currently working together to organize a “Family Law Series” of public legal education seminars to provide the general public with legal information in separation and divorce, property division, parenting and guardianship, financial support, parenting time and contact. Through these seminars, we seek to promote legal literacy and provide opportunities for community members to learn about Canadian laws and how they related to everyday life.

As we approach a new year, we look forward to both reconnecting and establishing new relationships with other community organizations and agencies, improving upon our programs and services to reach more clients, and helping to make information and resources more accessible for newcomers to Canada and underrepresented groups.

*Recently, Diversecities reconnected with the Worker’s Resource Centre (WRC) through a new partnership that enhances both organizations’ capacities to serve clients seeking help in employment-related matters. Our Law & Advocacy Program looks forward to providing clients with service referrals to the WRC, translation and interpretation support, increased access to resources and community supports.*





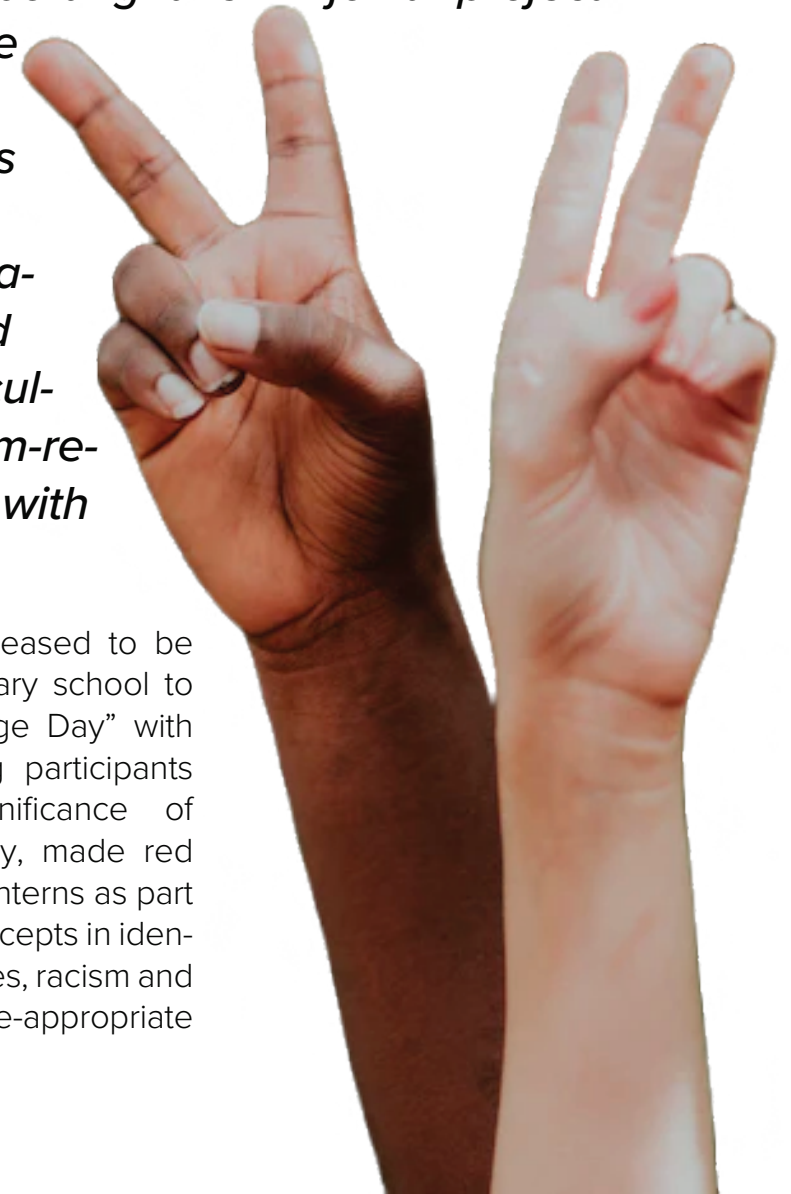
# Anti Racism



*In the spring of 2022, Diversecities' launched a new Anti-Racism Project in partnership with The Action, Chinese Canadians Together (ACCT) Foundation and Act2EndRacism, to collectively raise awareness of issues of anti-Asian racism in our communities, develop and share educational resources, engage and empower community members towards more equitable participation in Canadian society. We are incredibly grateful to the Canadian Race Relations Foundation for supporting this joint project during Asian Heritage Month (May).*

*In celebration, Diversecities collaborated with various community partners to organize and host activities and events highlighting Asian culture and sharing anti-racism-related educational material with the general public.*

In particular, we were pleased to be invited to a local elementary school to facilitate an "Asian Heritage Day" with 500 students. Our young participants learned about the significance of lanterns in Chinese history, made red envelope fish and paper lanterns as part of a craft, learned basic concepts in identifying prejudice, stereotypes, racism and discrimination through age-appropriate activities.

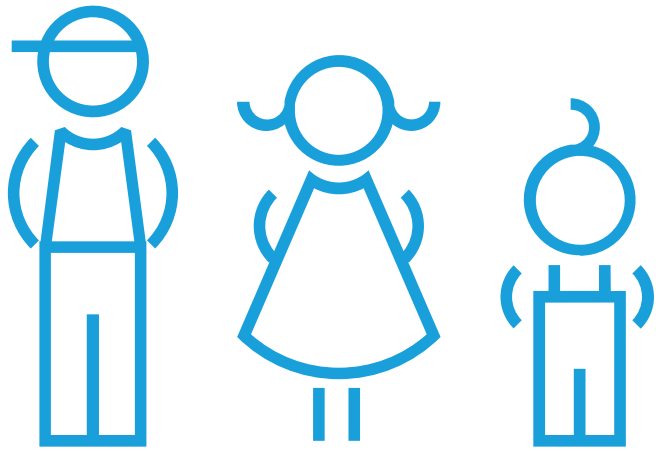




To close out Asian Heritage Month, Diversecities also invited the Alberta Civil Liberties Research Centre (ACLRC) to present an educational workshop on “Racism and the Law.” This online session engaged individuals from Calgary and across different parts of Canada on our legal rights as it relates to racism, associated definitions and terminology, strategies and resources.

We also facilitated a multi-session Anti-Racism & Art Educational Workshop for a small group. This activity engaged participants in sharing their personal stories and experiences of racism through using art as a form of expression while learning about the different educational resources and a brief introduction to anti-racism. With the positive feedback we received from participants, we plan to continue these types of activities soon.

*Diversecities is currently engaging with different community groups, organizations and individuals and exploring opportunities to collaborate with others to deliver workshops and other educational materials. We look forward to building new collaborations and connections and finding new ways to engage with community members in the upcoming year.*



*Diversecities' Child and Youth program are designed to support the youngest generations of Calgarians who recently moved to the city and those who have been living here for a while but still struggle with language and cultural barriers preventing them from achieving a sense of belonging.*

*This program works with child and youth members of multicultural families by helping them explore how their family heritage and the Canadian culture can meet and coexist while exploring their own identity and interest.*

The Diversecities team uses a flexible approach by designing and adapting activities to meet child and youth needs. Rather than tie activities to a particular style or format, the organization is constantly looking to try new and unique ways to offer safe and motivational space for our clients to explore, acquire and practice their life skills. Among all the activities developed by the C&Y program, we can highlight

# Child & Youth





**Photovoice for Mental Health:** In partnership with the University of Calgary. The Photovoice was a program that took place in the summer, with the main focus of creating a space for youth to talk and explore mental health topics through photography as a communication channel.

**Summer camp:** Diversecities ran a summer camp for kids between the ages of 5 and 12 that was designed to teach them social and life skills while also allowing them to explore their city. Every week for four weeks, participants spent one day in the Diversecities classroom, one day on a field trip, and one day returning to the classroom. Each field excursion took the participants to a different place. Regardless of cultural or ethnic background, anyone could attend the summer camp, and parents could sign up their child for the full program or for specific weeks. Families were able to choose which week they would like to participate. Additionally, Diversecities provided a registration discount to help families who are struggling financially.

**Social walking with the elderly:** Diversecities created an intergenerational social walking project in partnership with the Calgary Chinese Elderly Association with the goal of fostering closer relationships between the young and old while lessening elderly social isolation. The older members of the Calgary Chinese Elderly Association had the chance to get some exercise while reminiscing and telling stories while going through Chinatown. High school students up to the age of 24 could also benefit from the elders' knowledge of culture, traditions, and life experiences.

**Super Cool afterschool and World culture society:** With the help of knowledge and opportunities for real-world experience, these two after-school programs aim to give low-income and immigrant families the chance to support their children's social and life skill development and help them settle into Calgary society. Two different age groups are separated for the after-school program. One is for children ages 3-6, and the other is for children ages 7-12. Grouping participants by age allows Diversecities to concentrate on more age-appropriate activities. The events cover everything from post-secondary and job interviewing skills to arts and crafts. In order to deliver this program, Diversecities is partnering with the Falconridge community and the Forest Lawn, Crescent heights and Sir Winston Churchill High Schools to deliver this program.

*The main challenge that Children and Youth have gone through is participation in some of the after-school programs. Younger children are more enthusiastic about the program, while clients in high school settings are harder to retain. Several factors might be the reason that high school students are harder to retain. Some students, especially those newer to Canada, might find the schools overwhelming already, so adding the afterschool program to the end of the school day may add to it.*

	Photovoice for Mental Health	Summer Camp	Social walking with the elderly	Social walking with the elderly
Total participants	13	31	15	49
Age Range	15-17	5-12	13-19	10-18



# Mental Wellbeing

*The Community Helpers Program (CHP), a program for young people between the ages of 12 and 30, as well as for people who work with young people in any capacity, is being carried out by Diversecities with the support of Alberta Health Services (AHS). It is intended to support young people who are facing an increase in stress, anxiety, or any other mental health challenges. The goal of the CHP is to prepare participants, who are already excellent helpers, to support and refer young people to community mental health resources as needed. These young people and those who work with them can improve their helping abilities, self-care techniques, boundary-setting abilities, awareness of mental health issues, familiarity with local resources, understanding of suicide, and other skills through training.*

Over the past year, Diversecities has participated in promotional events to raise awareness for this program and mental health in general. Some of these activities include collaborations with the Calgary Local Immigrant Partnership (CLIP), the Chinatown Street festival, and the World Mental Health Day Event hosted at Diversecities offices.



**World Mental Health Day Event:** To raise awareness for mental health and the CHP, the Diversecities team and volunteers use fun activities, such as the wheel of fortune (with physical and mental wellness-related prizes) and self-care bingo (sharing self-care strategies) to engage the community to celebrate the occasion together. For this 7-hour event, we had 45 participants joining the activities.

Despite the efforts to remove the stigma from mental health concerns, many people are still uncomfortable seeking professional help for these issues. The Community Helpers Program removes some obstacles, as it normalizes the helping behaviours between peers, friends, and acquaintances. Research from Alberta Health Services shows that when youth experience problems, they are more likely to turn to other youth for help.

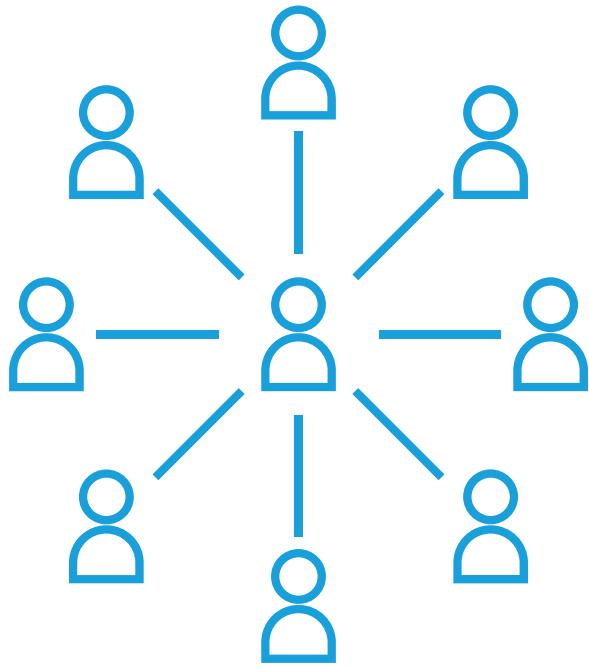
“I found the CHP training session very helpful in terms of communicating/engaging clients in the emotional support hotline. Thanks again for all the educated lectures and I am looking to attend your courses in the future” Andy, Lion’s Club, Sept 2021.

“I want to express my gratitude towards the organization for offering CHP training sessions for myself and many others. The program was very meaningful. It taught me many interpersonal skills and support tactics that I found very helpful when supporting my family and friends. Thank you for the awesome training sessions and I am looking forward to other programs you may provide in the future!!! “ Anita, University student, Nov 2021.

“Robyn, our instructor was very kind and I could understand easily what was being said. I learned a lot and I am very happy that I took this program. I now feel confident in helping others and myself. Thank you!” Participant, grade 8 student, May 2022.

*Between Nov 2021 and Oct 2022, Diversecities successfully formed partnerships with nine organizations and connected with various individuals who expressed interest in the program. Out of those connections, 118 individuals completed their CHP. The feedback from participants was generally high praise about the relevance and helpfulness of the program and how important it was for themselves, their friends and families, and their communities.*





*Diversecities' Bridge Program is a series of individual and group activities that help the organization promote social inclusion and connection for clients who might face language or cultural barriers. We believe being inclusive is not just about creating opportunities for people to participate in the local community as it currently exists; it is about belonging and helping them to become full members of the communities in which they have settled, and finding an appropriate place.*

# Bridge Program



**Front Desk Service:** Through this services, the organization answers general inquiries and referrals for other community services, offers translations and interpretations, assists clients in completing government benefit applications, and much more. One of the most amazing things about this service is that it is run entirely by volunteers.

**New Immigrants Support Group:** Diversecities has long been a place where new immigrants who choose Calgary as their new home could get information and advice. Because of this, we have been organizing New Immigrant groups to disseminate fundamental information on Calgary's relevant governmental, healthcare, educational, and legal systems as well as an overview of housing, taxes, and the labour market. To enable a smooth transfer and integration, these support groups are offered in the participants' native tongues, with topics tailored to their cultural background.



**Buddy Group (for Age 55+):** For healthy aging, many immigrants chose Calgary as their retirement destination, while others who arrived in the city earlier are now approaching retirement age. However, retirement appears differently around the world, and when people enter this stage of life, there may be some taboos or reservations in various societies. The Diversecities Buddy Group is intended to assist people planning to retire or are in the process of doing so, to assist them initiate important conversations about retirement benefits, health and safety, nutrition, saving, and other pertinent subjects.

**Women (Arts & Craft) Group:** This group of women meets every Tuesday at Diversecities' offices to support women with language and cultural obstacles to participate in more community events and assimilate into Canadian mainstream society. They resume meeting when COVID limitations were loosened in May 2022. The group is self-run and includes a variety of arts and crafts projects to provide a secure setting for participants to talk about delicate subjects.

**White Ribbon Community Interpreter Training:** This group of ladies committed themselves to knitting face masks for distribution to low-income seniors who were especially vulnerable due to linguistic and cultural obstacles during the most trying times of the COVID-19 pandemic. To cater to the high demand of interpretation requests within our community, the White Ribbon Community Interpreter Training keeps recruiting qualified volunteers to help with the interpretation service at Diversecities.

**Digital Literacy Courses:** Diversecities has long provided training in technology literacy to senior adults with linguistic and cultural obstacles who wish to learn how to use smart gadgets like tablets and smartphones. The objective of this program is to enable some of our participants to become digital ambassadors and share their knowledge with other community members, in addition to teaching participants how to use devices to find trustworthy information, avoid scams, and stay in touch with friends and loved ones via social media and video calls.

**88** participants attended individual sessions for **Technology course.**

**39** participants became **Community Digital Ambassadors.**

**5** participants graduated from the **White Ribbon Community Interpreter Training.**

An average of **15** Participants meet weekly in the **Women (Arts & Craft) Group.**

**3** Buddy groups were organized with more than **50** participants

**5** New Immigrants Support groups were organized with more than **85** participants.

All participants report **100 %** had **improved** and **gained information** to deal with individual problems.



# Food Security



*Diversecities formed a COVID-19 Wellness Response Team at the start of the COVID-19 Pandemic in March 2020 to assist low-income seniors in need of food assistance and face masks. The community not only welcomed this initiative but also saw a growing need for it.*

*Due to this, Diversecities is still extending its Food Security project, which two years after its conception became our Green Day Program. a program created to offer food packages to elderly people from low-income families who face linguistic and cultural challenges.*



Everyone feels the impact of skyrocketing food prices, but the most vulnerable groups are the most affected. Diversecities, welcome not only financial donations, but also volunteering or other resources. While we remain the Calgary's leading community humanitarian agency, we have evolved to combine frontline action with the quest for durable solutions.

This shift is about recognizing that hunger does not occur in a vacuum. It means we must concentrate time, resources and efforts on the most vulnerable in society. It implies not just emergency interventions, but tailored, prolonged support programme designed to lift a community nutritional indicators. We balance the urgency to alleviate hunger here and now with the broader objective of ending hunger once and for all.

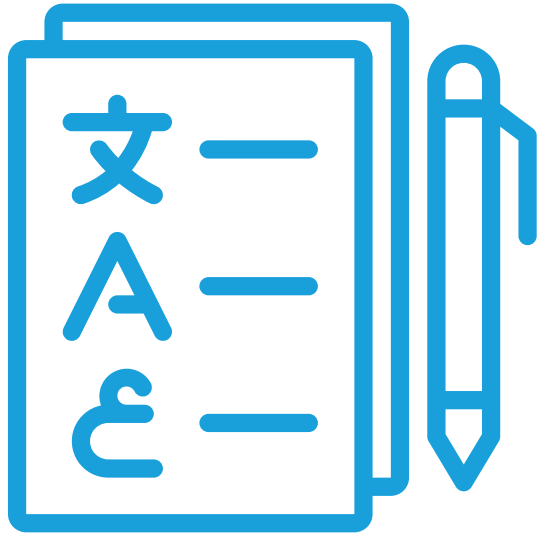
*In order to gather food donations, source them, and distribute them to customers, this initiative collaborates with neighbourhood businesses. Additionally, the program is backed by a vast network of volunteers who assist with not only preparing and delivering food to clients but also pick up food donations and deliver them to Diversecities' offices.*



*Diversecities Green Day Program distributed approximately **17000** pounds of donated food to*

***909** families throughout the course of the previous year.*

*Diversecities is dedicated to growing this program to accommodate more deserving families and growing our network of neighbourhood businesses supporting the program.*



*With the support of Calgary Leans, Diversecities continue offering the SteppingSteeping Stones Program, an English Language Learners (ESL) initiative offered for seniors from the Chinese and Afgan communities where they can acquire basic English skill communications for context that are relevant for their day to day. What differentiates our Stepping Stones program from other ESL programs offered in other organizations is that we use a cultural approach by having instructors who speak the participants' first language and is familiar with their culture.*

This allows instructors to create a better connection with their students and create a safe environment where participants feel encouraged and can also connect with their peers. Another important difference is that most of our courses end with a field trip where participants can practice what they learn in a real live environment, which increases their confidence to move forward in their language skill development.

# Stepping Stones

*Diversecities offered this program in*  
**3** level for Asian Community  
**2** level for Afghan Community and  
**70+** clients participated







# Other Community Programs & Events

Programme Impact

**Senior Secret Service in Dec 2021:** Diversecities participates in the Senior Secret Service Santa program, an initiative for seniors who are alone or isolated for many different reasons. Whatever the reason, we collaborate on this initiative to ensure that seniors feel special and cared for during the holiday season. Through this collaboration, seniors are gifted essential life items, feel cared for, and connect with staff and volunteers while adding joy to their holiday. In 2021 we were able to include 40 vulnerable seniors in this activity.

**Man Van Prostate Cancer PSA Testing:** The MAN VAN is a mobile unit operated by the Prostate Cancer Centre. Its purpose is to increase awareness of the importance of early detection of prostate cancer. In Oct 2022, Diversecities partnered with the Prostate Cancer Centre to offer free baseline PSA blood testing at Diversecities offices for men ages 40-80 with blood pressure, blood sugar, waist circumference and stress check. Diversecities also provided interpretation services for those clients with language barriers and 45 participants were tested through this program.

**Free Tax Clinic 2022:** For a second consecutive year, Diversecities collaborated with CPA Alberta to provide a Free Tax Clinic program for low-income and vulnerable clients. This activity allowed us to reach out to members of the community who may not be able to access mainstream tax preparation services due to language and financial barriers or are unfamiliar with the income tax process in Canada. In addition to this, Diversecities provided on-site tax filing service to Silvera for Seniors at Bridgeland, and some senior buildings in the downtown area, with a total of 120 seniors who got help and finished their tax returns on time.



**413 individual tax returns ( with 73 couples)**  
**Total Tax refund amount: \$193,946.98** recorded

OUR  
HUMANITARIAN  
RESPONSE  
DELIVERED  
LIFESAVING  
SUPPORT  
FOOD &  
EMERGENCY  
SUPPLIES

**Chiropractic Clinic for Age 50+:** More and more middle-aged persons in our community are developing recurring health concerns connected to spine difficulties. Fortunately, chiropractor and volunteer Dr. JuneYau provided personalized rehabilitation assistance during one-on-one (45-minute) initial exams and consultations for individuals in need. More than 75 clients were served, and everyone who took part in the program expressed great satisfaction with it. Dr. Michael Lau, a volunteer, and Chriprator joined the program in October and started teaching exercise courses to our clients. To reduce falls and accidents involving mobility, it was intended to teach people some fundamental information and physical activity. 95 percent of participants said they felt more informed and helped about their present health state and fall prevention.



#### **Other Special Events:**

During summer, we organized two hiking activities to the Lake Louise and Drumheller areas with more than 100 participants. Outdoor activity is popular for those who can't drive and want to meet some new friends, especially for new immigrants. It is a great opportunity to learn more about Canadian culture and the environment.

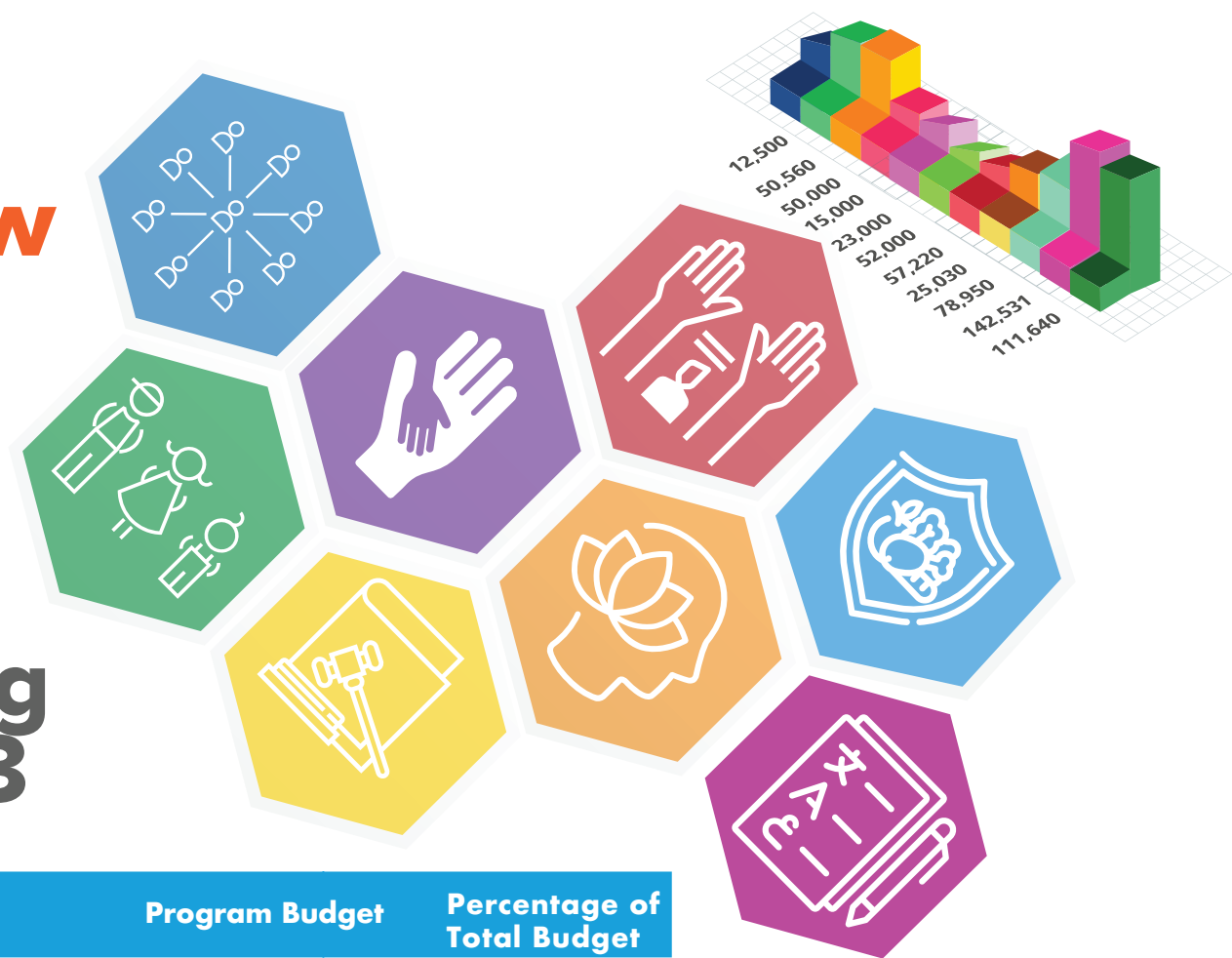
Diversecities also participated in the Chinatown Street Festival in August, organizing the group of passionate volunteers who supported the event. The festival provided the opportunity to bring out the varieties to our new and old customers. We engaged more than 80 volunteers in this event. After two years of hibernation and things are now opening up, we are proud to participate in the biggest event of the year in Chinatown.



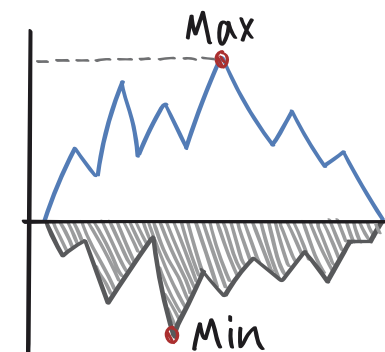
# Diversecities Financial Overview



**Total  
Funding  
618,413**



Programs	Funding Source	Program Budget	Percentage of Total Budget
● 1: Child & Youth Bridge	FCSS (City of Calgary)	11,640	18.1
● 2: Child & Youth Supercool	FCSS (City of Calgary)	142,513	23.0
● 3: Law and Advocacy	Alberta Law Foundation	78,950	12.8
● 4: Family Law	Justice Canada	25,030	4.0
● 5: Community Helper	Alberta Health Service	57,220	9.3
● 6: Stepping Stone	Calgary Learn	52,000	8.4
● 7: Safety Ambassador 3	New Horizons (FED)	23,000	3.7
● 8: Green Day	Second Harvest	15,000	2.4
● 9: Anti-racism	Canadian Race Relation Fund	50,000	8.1
● 10: Embrace Culturalism Anti-racism	Community Initiative Prog.	50,560	8.2
● 11: Alberta Job Grant	Govt. of Alberta	12,500	False
<b>Total</b>		<b>618,413.00</b>	





# Success Story

Buddy Group 2022 Client testimonial

*"I have reached the age of retirement, and it was the first time I participated in community activities through the invitation of my friend who attended the Alberta Senior Financial Assistance Seminar held by Diversecities in Nov 2021. I learned how to access those community resources through the seminar, and it encouraged me to get more involved in the community. Then I tried to go further to participate in the "Buddy Group" in early 2022. The contents of this group had different themes each time, which gave me more information for retirement preparation. These include a deeper understanding of healthy lifestyles, nutrition, financial management, and government resources. Participating in the group has not only helped me meet new friends and definitely encouraged me to return to my community. In Jun 2022, I was invited to join the front desk volunteer team, which allowed me to learn a lot of new knowledge regarding community resources. Understanding more about different resources and benefits from 3 levels of Government in Canada. I felt very grateful to have this opportunity to be a part of the volunteer team and serve those people who need help. Furthermore, I hope that the service of Diversecities will be prosperous and also make more people a blessing in future."*

# Success Story

## Photovoice participant Feedback

**1. How has this event helped you socially?**

*This event helped me get to know a few new friends, some of whom are going to the same new school as me, which is very exciting.*

**2. How has this event impacted you?**

*It has shown that an effort is being put into youth's mental health, which is reassuring when it feels as if nobody cares for your well-being.*

**3. Did this event change your perspective about Calgary or the people in Calgary?**

*Calgary has always been a large and intimidating city, but getting to know friendly organizations within it is appreciated and makes the rest of the city feel more welcoming.*

**4. If you were to participate in this event or similar events, what would you like to see next time?**

*In future events, I think having a professional come in for an in-person or online talk would be an insightful opportunity.*

# Success Story

## participant Testimonials

*"I want to first thank you for allowing me to join the training sessions of module 10-18. You made the session very safe and enjoyable. I greatly appreciate all the hard work you've done in putting this program up together, thank you!!!*

*So, I find all the modules to be very interesting and helpful in my day-to-day life. This program taught me many interpersonal skills and support tactics that I found very helpful when supporting my family, friends, and myself. I enjoy module 10: stress and coping, module 12: health relationship and sexual health and module 17: abuse and conflict, but of course, all the other modules were as great including previous modules 1-9. Although some of the modules were quite hard on the heart to watch and listen to, such as, grief and loss abuse and conflict, I find that understanding how to effectively respond to crisis and properly lend a helping hand is very important. I've learned so much and I appreciate the organization for offering CHP training for anyone who are interested. This is an awesome program, and I am looking forward to other programs you may come to offer in the future." Anita, University student, Feb 2022.*

*"Robyn did an amazing job facilitating this program. She was knowledgeable, kind, and very willing to answer questions and have conversation with myself and other group members. I would recommend (and have recommended) this program to other people." Participant, practicum student at Pregnancy and Infant Loss Support Centre, Feb 2022*

*"Thank you for offering this much needed program to the community. I hope you will have the workshop in different languages so that more people and communities can benefit from it and can help more youth, thus families, to overcome mental health issues." Participant, ActionDignity broker, July 2022.*

*"I found the program to be very helpful in teaching me how to understand my boundaries and express them, while respecting the same for others. Something that I found the most helpful was the CAST process, as I now see how it can be an effective way to help an individual discuss their concerns while still giving them the space and agency to decide for themselves." Ashley, June 2022.*

# Success Story

Mrs. C was approached by a salesperson at her home in 2015, who misled her into signing a contract for services. At the time, she was not aware that the scheme was part of an ongoing known scam. As someone who is usually quite careful, she was shocked to learn that she had fallen victim to a scam. She tried to contact the company to clarify the situation, but was unsuccessful despite her efforts.

This situation had caused Mrs. C a significant amount of stress, anxiety, and frustration. Not knowing what to do, she turned to Diversecities' Law & Advocacy Program in June 2022 for help. After contacting us, she felt comfort and relief in knowing that her questions and concerns were heard, and that a resolution was possible. Our Program staff were able to book an appointment for Mrs. C to see a Legal Clinic volunteer lawyer, who provided her with summary legal advice and options on how to proceed with her next steps. Facing a legal process before her, Mrs. C felt worried, but our Law & Advocacy Program staff were able to offer her interpretation and translation support in accessing Legal Clinic services, as well as one-on-one assistance in filling out the appropriate forms.

With our support, Mrs. C learned of her legal rights as well as the legal resources available to her, and was able to take a step forward in resolving her civil matter. Although Mrs. C is still awaiting the results of her application, she is very thankful for the help of Diversecities' programs and services during such a difficult time.

# We thank you for your ongoing support of our team, stakeholders partners and volunteers.

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