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ISSofBC is now an Education Quality Assurance designated institution!

ISSofBC is the first non for profit organization that successfully met government recognized education quality assurance standards!

In January ISSofBC was designated as an Education Quality Assurance (EQA) institution, attesting to the quality education students receive through the programs at International Studies.

The EQA designation is BC's - and Canada's - first educational seal of quality assurance for private and public post-secondary institutions. This educational seal will be used worldwide to promote high quality, reputable BC post-secondary institutions.

By creating one standard logo that can be recognized globally as a symbol of quality, the EQA designation will enable domestic and international students to identify institutions that have met government recognized quality standards.

With this knowledge, students can make informed decisions about where they study and which institutions best suit their needs.



JANUARY 2010

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ISSofBC staff welcomes the world!

During the Olympic Winter Games, many ISSofBC staff will build on the organization's values of diversity and inclusion by volunteering their time to help welcome the world to beautiful British Columbia.



Ewa Karczewska, ready to rumble!

Ewa Karczewska, Coquitlam's ELSA Program Manager, is volunteering as a driver/personal assistant for Olympic Family clients. Ewa is responsible for facilitating client schedules, transporting them between official Olympic venues, and ensuring quality service.

Suchandra Mukherjee, a volunteer with International Studies, is going to be a Volunteer Screener with Contemporary Security Canada, the security arm of the Olympics. Suchandra already completed her training and testing, and will be involved with wand and bag search procedures during the Games.

Brenda Alindogan, an Employment Counsellor with Multilingual Case Management, will be a Volunteer Host (Venets Services) during the Games. Brenda has the

advice on Drake Street

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BOOK FEATURE

Immigrants: Stories of Vancouver's People

Award-winning journalist Lisa Smedman's latest book explores the history of the various ethnic groups that now call Vancouver home.

privilege of welcoming spectators, athletes, and the media to our beautiful province, so we can all celebrate the spirit of sportsmanship.

Jocelyn Tsai, a Program Assistant with Multilingual Case Management, was a Pre-Game volunteer for VANOC, where she conducted interviews and facilitated group activity sessions. During the Games, Jocelyn will be volunteering at the Olympic Village Vancouver as a Volunteer Host, where she looks forward to welcoming the world to British Columbia.

Monica Coquinco, an Employment Facilitator with the BC Employment Program, is volunteering as an Audience Leader. Monica's spirit and enthusiasm will be put to good use as she instructs and guides the 55,000 spectators throughout the Opening and Closing Ceremonies.

Ana Marie Caday, a Mentoring Coordinator for Mentoring Connections, will be volunteering as a Paper Pusher for the Vancouver Olympic Village. As a Paper Pusher, Ana Marie ensures the village is operating optimally and that the media and paparazzi are kept at bay.

Embracing the new faces of British Columbia

Building on the success of last year's *New Faces of Vancouver* photography exhibit, ISSofBC will be delivering an arts engagement project this spring to celebrate the diversity and multiculturalism of our province.

Through partnerships with Centre A, Abbotsford Community Services, Immigrant and Multicultural Services

Packed with historic photographs and illustrations, *Immigrants: Stories of Vancouver's People* traces the journeys of the immigrants who came by sailing ship, horse-drawn wagon, steam train and jet airplane from Europe and Asia.

Setting their personal stories against the backdrop of history, the book examines the reasons they came, the reception they received, and how they have become a part of the Vancouver mosaic.

If you would like to know more about the struggles and triumphs of your immigrant ancestors, a copy of Stedman's *Immigrants: Stories of Vancouver's People* available for loan in the LCCS office.

Society, and Central Vancouver Island Multicultural Society, ISSoBC will take the *New Faces of British Columbia* photography exhibit to Abbotsford, Nanaimo and Prince George during the month of March, with a final Vancouver showing from 29 April 2010 - 6 May 2010 at the Centre A Gallery.

Partially funded by the Ministry of Citizen's Services through the Embrace BC program, *New Faces of British Columbia* is a travelling photography exhibit showcasing photographs by local artists that depict the different faces, traits, and emotions of the myriad individuals who call British Columbia their home.



Currently ISSoBC is developing an ELSA curriculum to accompany the photography exhibit, which will be used by ELSA schools throughout British Columbia. The ELSA curriculum will introduce to students the concept of multiculturalism, encourage students to connect with their community, and help cultivate an appreciation for the arts.

Submissions for the *New Faces of British Columbia* photography exhibit are still being accepted. If you are an aspiring photographer and would like a chance to express who you think represents the new faces of British Columbia, please submit your entries on the [ISSoBC](#)



GREEN TIP

Start off the new year with a clean slate, and a clean house! To get your home sparkling, you don't need harsh chemicals that harm your health and the environment. All you need are a few household ingredients, which are much cheaper than their chemical cousins.

- To clean your kitchen floor, try using a combination of 1 cup vinegar to 1 gallon of warm water. Damp mop the floor with as little of the solution as possible, then dry with cloth towels.

[website](#) or via email at newfaces@issbc.org. The deadline for submissions is 31 January 2010, so submit your entries now!

Dishing out legal advice on Drake Street

New immigrants encounter numerous difficulties when they first arrive in Vancouver, and **Firouzeh Peyvandi**, the Assistant Manager of ISSoBC's Community Settlement Program, noticed that obtaining legal advice was a recurrent obstacle faced by many new immigrants.

For many ISSoBC clients, obtaining legal advice and finding lawyers to represent them during the appeal process was a taxing undertaking due to language barriers, accessibility and costs. Aware of these legal obstacles, Firouzeh began laying the foundation for a law clinic at ISSoBC's Drake Street location in hopes that new immigrants will have one less matter to worry about.

Firouzeh contacted Judith Boer, a lawyer from Elgin, Cannon & Associates, to discuss the possibility of starting a pro-bono law clinic for ISSoBC clients who were in need of legal advice. In July 2009, ISSoBC's Drake Street location began accepting clients on the fourth Friday of each month, between the hours of 2:00pm - 5:00pm.

In addition to providing invaluable legal advice, the Drake Street law clinic also had volunteers on hand to supply translation services for clients who had difficulties communicating in English.

The law clinic proved to be a successful undertaking, and in November the demand for services increased

- For clogged drains, pour a mixture of 1 cup baking soda, 1 cup salt, and 1/4 cup cream of tartar into the drain, followed by a pot of boiling water.

- For a homemade air freshener, try simmering cinnamon, orange peel, and cloves on the stove.

- Clean windows using a solution made from 2 tablespoons borax or washing soda and 3 cups water.



COMPUTER TIP

By pressing or holding certain keyboard buttons

substantially that clients had to wait one month for their appointment.

To ensure client needs were attended to, Shane Molyneaux, Boer's colleague from Elgin, Cannon & Associates, began meeting with clients in November on the second Friday of each month.

The Drake Street law clinic facilitated a total of 7 sessions during the last 6 months of 2009, and provided legal advice on immigration issues to 29 clients. For more information about the Drake Street law clinic, please contact Firouzeh Peyvandi at 604.395.8000.

Breaking integration barriers for immigrant and refugee women

An immigrant from Romania, Ms. I. I. felt isolated and overwhelmed when she first arrived in Canada. However, within the span of several months Ms. I. I. broke free from her isolation, and credits ISSoBC's Cross-Cultural Peer Support Group Program for Immigrant and Refugee Women (CCPSGP) for her new outlook and current success.

Ms. I. I. said "CCPSGP provided me with great opportunities for personal and professional growth, and helped me overcome the frustrations I felt as a new immigrant to Canada. I consider my recent success in obtaining the SFU Certificate Program for Community Economic Development Professionals Bursary as a direct result of being a part of the CCPSGP."

together, you can quickly perform special functions. Here is a brief list of keyboard shortcuts to make your computer tasks a breeze.

CTRL+ESC: Open Start menu

Windows Logo+L: Lock the computer (without using CTRL+ALT+DELETE)

ALT+TAB: Switch to another running program

Windows Logo+D: Minimizes all open windows and displays the desktop

CTRL+C: Copy

CTRL+X: Cut

CTRL+V: Paste

CTRL+Z: Undo

CTRL+B: Bold

CTRL+U: Underline

Since 2001, the CCPSGP has provided immigrant and refugee women with mental, physical and social support as they undergo the challenges of adjusting to a new life.

Generously funded by Vancouver Coastal Health's SMART Fund, the CCPSGP provides newcomer women with a safe, empowering environment where they can understand the complexities of integration, exchange coping strategies, and forge new friendships.

From September to December each year, the CCPSGP, in collaboration with PeerNet BC, trains 15 to 20 women to become "Volunteer Peer Support Group Facilitators." The 84-hour training teaches women about mental and physical health, Employment Standards, parenting and human rights, as well as communication and conflict resolution skills.

This year 20 women attended the training, and in Spring 2010 the "Volunteer Facilitators" will utilize their new skills by giving back to their communities.

After creating session plans and assisting program staff with outreach and support promotions, the Volunteer Facilitators will deliver 10-week peer support groups for other immigrant and refugee women facing the same challenges they encountered.

On 12 December 2009, a graduation celebration was held at the Drake Street office for the women who successfully



CCPSGP 2009 participants

CTRL+I: Italic



ISSofBC NEWS BLOG

For up to date news and information on migration issues, both nationally and internationally, visit the **ISSofBC News Blog!**



completed the program. This year's participants, who came from Afghanistan, Brazil, China, Colombia, Ethiopia, Hong Kong, India, Iran, Philippines, Romania and Vietnam, felt the program equipped them with the skills they needed to break out of their isolation, and pursue new employment and educational opportunities.

Several graduates pursued additional training through the Building Bridges program at Pacific Immigrant Resources Society, while others secured employment in their line of work. Ms C. T. secured her 'dream job' in the Human Resources department with the federal government, and Ms. P. B. began working as a Child and Youth Worker with a local non-profit organization.

For more information about the Cross-Cultural Peer Support Group Program for Immigrant and Refugee Women, please visit the [Cross-Cultural Peer Support Program website](#), or contact Ajlin Mehmedi, Cross-Cultural Peer Support Group Program Facilitator, at 604.684.7498.

International Studies celebrates the Winter Olympic Games

If you're worried about missing the live broadcast of your favourite Olympic event, International Studies has got you covered!

International Studies will be hosting an Olympic Spectator Room at the ISSofBC Terminal Avenue location throughout the duration of the Olympics so students, clients and staff can watch the Winter Games unfold. The Olympic Spectator Room, located in room 612, will be decorated to

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reflect the spirit of the Olympics, with a fully equipped television and daily prizes for spectators to enjoy. The Room will welcome students, clients and staff from February 12 - 28, during 9:00am to 7:00pm.



Throughout the Olympics International Studies will also hold a contest. Students and clients who can guess the top three medal winners, and the amount of Gold, Silver and Bronze

medals won, will be awarded with a prize. Submissions are currently being accepted, and will close once the Olympics are underway.

For students and clients who are unable to make it to the Spectator Room, ISSoBC's Facebook page will be updated with all the Olympic events, winners and medal counts. To ensure you don't miss out on the Olympics, come to the Olympic Spectator Room or visit [ISSoBC's Facebook page](#). See you at the Games!

Traffic and road restrictions during the Winter Olympic



Games

With the increase in traffic and parking restrictions, ISSo/BC is encouraging staff to walk, cycle and take public transit to work. These alternative modes of transportation will be the fastest and easiest means to get around during the Games, and will help keep traffic moving as efficiently as possible.

When taking public transportation, give yourself plenty of time and dress appropriately. As part of their event ticket, all Games spectators have free and unlimited travel on all public transit, so the system will be busy. Refer to the [TransLink](#) website for

information on routes and schedules. If you must drive, try filling your car with passengers. To offer a ride or to look for a ride, visit the [Ride-Share](#) website to connect with fellow carpoolers.

If you choose to walk, many pedestrian corridors are in place throughout the city, which will come alive during the Games with street lighting, banners and street vendors. These corridors connect venues and celebration sites, and will be closed to vehicles from 12 noon to 12 midnight between February 12 to 28, 2010.

To encourage people to use their bikes, a UBC research



team designed a web-based tool to help cyclists plan hassle-free trips. The [Cycling Route Planner](#) reflects all known Olympics-related road restrictions, so cyclists can find efficient ways to get to their destination.

Maps of the Olympic Road Network and the Olympic and Paralympic Venue can be accessed through the [City of Vancouver](#) website. For more help building your Games travel plan, visit [TravelSmart 2010](#).



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