



# OUR VISION

*To build a healthy and just society  
which values and respects  
all cultures.*



**PROGRESSIVE  
INTERCULTURAL  
COMMUNITY  
SERVICES SOCIETY**

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# OUR MISSION

*To promote harmony and intercultural understanding for the purpose of building a more inclusive and mutually respectful society.*

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# Twenty eight *years and counting!*



Charan Gill, CEO

Twenty eight years ago when I founded PICS, I never envisioned that it would become such a formidable force in the community. But each day of these 28 years have been spent in working hard for what I have always believed in – Helping People.

Over the years, PICS has grown from strength to strength and stands tall today as a testament to the passion, determination and hard work of those who saw a dream of building an organization to help those in need. When I look back I feel very happy and excited that most of the initiatives we took then have become successes.

After carving a niche as a not for profit agency providing settlement, language and employment services to thousands of new comers to Canada, PICS realized that as baby boomers were aging, there was definitely a lack of culturally appropriate services for seniors in our community.

And thus PICS' Independent Seniors housing and Assisted Living facility was conceptualized and successfully built.

The satisfaction that I derive from seeing seniors in our facilities happy and living harmoniously is indeed unparalleled. But this would not have been possible without the steadfast support of our dedicated PICS staff, stakeholders, funders, PICS Board of Directors and all well wishers. And for this a heartfelt Thank You!

And as we move forward our work isn't over yet. We are now actively fundraising for our new project multicultural extended seniors care home! As our parents age and deal with multiple issues, it becomes our responsibility to care for them and ensure that the last days of their lives are spent with respect and dignity. I therefore encourage all of you who love and respect their parents to join me in building this new facility where elders can live with dignity. It is my dream to see them enjoying their old age living in an environment that is culturally appropriate for them.

But this will not be a possibility unless all of you support us in this cause. I urge all of you to please visit our website [www.pics.bc.ca](http://www.pics.bc.ca) or call **604-596-7722** to donate. I can assure you it's a gift you will be extremely proud of giving!

# Advocating for immigrant communities and more

As a non-partisan, non-religious, multi-lingual, not-for-profit organization, PICS has been involved with the communities of Surrey, Vancouver, Delta, White Rock, Abbotsford and beyond in advocating for all immigrant communities as well as the marginalized in general. PICS has helped them create their own successes and in turn helped British Columbia and Canada in becoming inclusive and successful societies.

I can say with confidence that PICS has done incredible things in the past and will continue to do incredible things in the future. With support from our members, the communities we serve, from federal and provincial governments, all major political parties, and other partners, PICS has grown from 8 volunteers and a start-up budget of \$80 in 1987 to its current status as a successful, well known society with \$22 million in assets and over 130 employees.

I am therefore extremely proud to be a part of an organization which offers multiple programs to help integrate its clients into the fabric of Canadian society.

Our task has not always been easy. And in some ways it is increasingly challenging to fund all the required programs as well as our core operations. For example the standard for grants in 1990 was a straight 15% allowance for "Administrative Overhead" to support our core. Today, that allowance is between 6 and 10%. In addition funding for many programmes has been reduced and in the case of ELSA (English Language Services for Adults) it has practically disappeared.

But despite these challenges PICS continues to move forward. Its next major project is the creation of a 150 bed facility for complex, extended care and for which we have acquired property in the 175 block of 64th Avenue in Cloverdale.

We have engaged Concost Management Inc. as our major consultant and project manager. This company is approved by both Fraser Health and BC Housing and is used by a number of financial institutions for projects like this. Our planning is moving ahead quickly and we have the support of politicians from all political parties, the requisite agencies and the municipality of Surrey. As with our existing successful seniors housing and assisted living, this new facility will focus on culturally-sensitive, multi-lingual care. We know we have the right formula and with your continuing help and financial support we look forward to the day that PICS and its partners cut the ribbon to open this wonderful new home.



*Roger Elmes, President of PICS Board*



2015-2016 the year that was!



## MARDI GRAS FUNDRAISER

Mardi Gras Gala in May raised over \$100,000 for **PICS** multicultural **extended** home for seniors.

When the entire community comes together for a cause the result most certainly is positive. And it definitely was when PICS held its Mardi Gras Gala in May managing to raise over \$100,000 for their multicultural extended care home for seniors to be built in Cloverdale. The event was emceed by Shachi Kurl, Sr. VP Angus Reid Institute and the key note speaker for the evening was Minister of Employment and Social Development, Pierre Poilievre.

Over 700 guests including politicians, business leaders and community members from all walks of life were present at the event which included a stellar line up of entertainment and a delicious dinner.







# PICS and CRA host tax clinic



This year PICS tax clinic helped more than 500 low-income BC families file their taxes for free at a tax clinic set up by PICS in collaboration with Canadian Revenue Agency. Fully supported by trained volunteers, the clinic provided services for more than two months, filing taxes for hundreds of individuals, families and seniors.

Apart from the head office where a special room was dedicated for the purpose of filing taxes, volunteers also helped seniors file their taxes at PICS Assisted Living facility. Volunteers also made several trips to the Lookout Society in Vancouver to help those who needed help in filing their annual taxes.

# Akhand Path at PICS assisted Living



The first ever Akhand Path (continuous recitation of Sikh Holy book Sri Guru Granth Sahib) at Progressive Intercultural Community Services Society's (PICS) Assisted Living Seniors facility in August was a great success with hundreds of people visiting the facility.

The idea of organizing an Akhand Path was conceived by the residents of PICS Assisted Living, who wanted to embellish their spirituality and serve the community. The residents were joined in their efforts by the hard working staff of Assisted Living who worked day and night to make this an extremely successful event.







## PICS summer camp was fun!

Progressive Intercultural Community Services (PICS) Society's three week camp for elementary school students in Summer this year turned out to be an educational, enriching and super fun experience for the 24 children who participated in the camp. The camp was organized by PICS Summer Students Jonathan Gomes (Camp Leader and Co-ordinator) and Brandon Bong (Assistant Co-ordinator) who planned a plethora of activities for the children such as arts and crafts, games and field trips to Crescent Beach, Bear Creek Water Park and the Vancouver Aquarium. The purpose of this camp was to bring children of all ages and ethnicities to interact with one another through fun and engaging activities.

A special shout out goes to all camp volunteers without whose help this camp would not have been a success. They are Bridget Gomes, Eman Gill, John Luyten, Karl Chen, Tanya Thandi and Tara Joshi.







# PICS MINI AND MEGA JOB FAIRS, SUPER SMASHING SUCCESSES

PICS was host to two job fairs this year. Both the job fairs were extremely successful.

While the employment department hosted the mega job fair and BC Small Business Expo and was attended by thousands, PICS Settlement department organized a much more personalized smaller fair at the Head Office.

Both the job fairs were extremely successful. While the smaller one apprised new comers to Canada with the dos and don't of applying for a job and gave them an opportunity to meet with employers in a personal, smaller setting, the megajob fair effectively targeted thousands of job seekers and tens of exhibitors who interviewed people on the spot. Extremely happy with the outcome of the job fairs, PICS will be hosting similar job fairs next year as well.





**Thousands of people attended PICS 8th Annual Mega Job fair and BC Small Business Expo.**



**PICS Settlement Program organized a highly successful mini job fair at the Head Office.**





# The Delta Local Immigration Partnership Program Forum a big success



More than 50 delegates attended the forum. Special guests included Delta Councillor Jeannie Kanakos and School Trustee Val Windsor.

A large number of service providers and community members also participated in the event. The panelists presented the guests with much needed information regarding the needs of new immigrants in Delta.

This was followed by various workshops to identify best practices and solutions to many barriers that new immigrants face.



# PICS Vancouver Settlement Services office now offers services in Tagalog Language

Over the last 28 years PICS has helped people from all walks of life, directly in line with Canada's policy of multiculturalism. Now with the aim of providing support services to even more people and to help newcomers from the Philippines accelerate their process of settlement and integration into Canadian Society, PICS Vancouver Settlement Office has taken the initiative to provide settlement services in the Tagalog Language

These volunteer based services will be provided twice a week and will apply to every client who wishes to make use of these services. The services offered will focus on a full range of support services including orientation, training, guidance, mentoring, volunteering and service bridging among others.



# PICS celebrates National Volunteer Week



Progressive Intercultural Community Services Society marked the National Volunteer Week by felicitating dedicated volunteers who generously donate their time to PICS.



The event was organized on April 13, 2015 at PICS Head Offices located in Surrey.

PICS invited noted community leader Dr. Ragh-bir Singh Bains who was recently honored with the Prime Ministers Award for Community Leadership to give away certificates to PICS volunteers. Also present on the occasion were, Jinny Sims, MP Newton-North Delta; Jasbir Sandhu, MP Surrey North; Jim Michaluk, Publisher Surrey North Delta Leader. MLA Bruce Ralston was represented by Constituency Assistant, Lorinder Birak.

### Visits and more Visits

PICS Assisted Living facility and the care that it provides has become a showcase seniors home with a large number of visitors flocking to see how the facility is run.

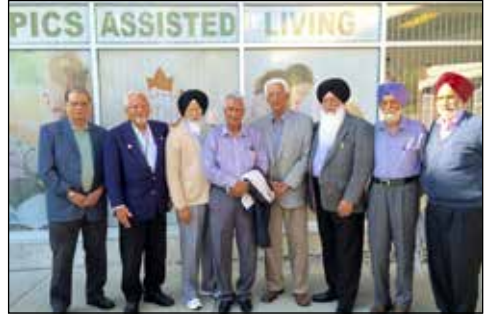
This year we had some very prominent persons such as Minister of seniors Alice Wong, leader Of BCNDP John Horgan, Consul General of Pakistan Mohammad Tariq, Punjab's Minister for Rural Development and Panchayat, Sikan-der Singh Maluka as well as the executive committee members of No 5 Sikh Temple Richmond visited PICS Assisted Living facility.

Similarly Minister of Multicultural Tim Uppal and minister for status of women Kellie Leitch visited PICS head offices and PICS 2nd stage transition home for women, Harmony House.

### Workshops and Forums

2015-2016 was a hectic year for PICS. Many workshops and forums were organized to disseminate key information to our clients.

Some of the prominent ones included the DLIP forum organized, the Inspirit wrap up event, scores of info sessions for farmworkers, seniors and PR card holders.





# Free flu shot clinic at PICS



With the start of the flu season a large number of people especially seniors and those suffering from chronic diseases are at the risk of falling sick. To keep infections under control at our offices and to ensure that our clients are safe and healthy, PICS organized a free flu shot clinic for staff and clients recently. CEO Mr. Charan Gill encouraged all to take care of their health and received a flu shot himself.







# Testimonials and Success Stories

## *“PICS Helped Me Develop Professionally”*

### **PICS Vancouver Settlement Office Practicum Placement Testimony (Oct 2014 – April 2015)**

It is amazing to think that my 8 month journey at PICS has come to an end. I still remember my first day. I was extremely anxious about working with individuals from my own community and I knew that it could be a challenge. However it was not long before I had my first opportunity to work with a client and although there were a few challenges in my weekly placement but with the support and guidance of the staff I quickly overcame these difficulties.

I was fortunate to come across the amazing individuals that work at PICS Vancouver Settlement office. From my supervisor to settlement workers it quickly became obvious that these individuals care about their clients and the community in which they work. There was never any hesitation for me to ask for help when I needed it. I always knew my supervisor's door was open whenever I needed assistance while working with clients or working on tasks. In addition, the settlement workers were always available when I needed to discuss any issue I was dealing with around my placement.

Thank you to everyone at PICS Vancouver for providing an environment for individuals to thrive and grow in their personal goals along with the agency. In addition, I would not have had this positive experience without the patience and acceptance of clients and their willingness to have a student work with them.

A. Atwal

### **CRA Appreciates PICS**

Canada Revenue Agency has profusely thanked PICS of organizing and hosting the tax preparation clinic for 2015 Community Volunteer Tax program.

In their letters of appreciation to Satbir Cheema, Director, Employment Programs and Planning and Deshpal Grewal, counselor /coordinator employment programs CRA said it recognized the value of this program and would continue to support volunteer organizations by providing training and tax preparation software .

“You can take pride in knowing that you have assisted people living in your community during tax filing season,” said the letter.

## *“You can take pride in knowing that you have assisted people living in your community”*

# ***“Register with PICS as soon as you Land”***

## **PICS helped me settle down in Canada and guided me to get my first job in my profession.**

Hello,

I am Arun Anilkumar Prabha, and I am extremely happy to share my experience which I had with PICS, Vancouver after landing here as PR. I would like to use this opportunity to explain how PICS helped me settle down in Canada and guided me to get my first job in my profession.

During my first days in Canada I realized it is not easy to get into my profession as it required local experience and proper guidance. After completing my official procedures my wife and I decided to register with PICS. We were given a detailed orientation about the settlement program by Sukhwinder Gosal, Coordinator, Settlement and Integration Program who then awarded me a case manager, Maysome Leung who has gone out of her way to help me find employment. I have already recommended PICS to friends who will soon land here as permanent residents.

PICS is a great starting point and I thank Sukhwinder Gosal and my case manager Maysome Leung and entire PICS staff for supporting and guiding me in starting my career.

Arun Anilkumar Prabha



## **Thank you PICS, I have a job now!**

Dear Mr. Chau,

I would like to thank you, PICS and the government for sponsoring such a good program (Job Options program for Older workers 55 +) . Thanks to this program and PICS, I have a job now.

I believe this program has taught me all that is required to find a job. Although this job that I got is temporary I am confident that this will break the barriers. I was able to use the techniques we learned from this program – networking and interview skills - effectively during my job search for which I am very grateful.

Most of the questions I was asked in my interview were the same the ones that we were practicing during our session. Once again, I am truly grateful for the opportunity you have given to me to be part of the group.

Best regards.  
M



# PICS built his confidence, skills and experience

### **PICS have given J the practical tools and support he needed with which to start building a successful, independent life.**

Dear Mr. Chau

I believe I spoke to you in the spring regarding my cousin, J about the possibility of his being admitted to your job options program for older workers (55+).

I told you how worried the family was at that time for his future. It appeared certain that if he couldn't get on top of his depression and find work, he would be end up on the street or become suicidal.

Since the very start of J's entry into your program, slow but steady change was evident. By the end of the program, changes in John were dramatically visible. Now, with a bit of work coming in weekly, and a small but sure paycheck, John is a different person completely. When spoken to on the phone, his voice is confident and businesslike. In person, he wears clean clothes and is visibly groomed. He speaks about his warehouse jobs with an air of maturity and pride and comments in a strong voice that... 'Its work.'

One of the things that John said he learned in the program, was that the computer type of job that he had focused on looking for over the years, was his 'dream job'.

Through PICS, he has actively learned to put his energy into looking for attainable work and in the process is building up confidence, skills and experience that could lead to something else down the line if and when he is ready. You have given J the practical tools and support he needed with which to start building a successful, independent life.

What more can be said. We are grateful.

Sincerely,  
Marjorie and D Elliott  
(J's cousins)

### **PICS guidance changed my perception.**

Hello Maysome,

I would like to thank you once again for all your support and guidance as my Case Manager @ PICS. You helped me in putting my case forward in a more effective way by directing me through the right channels.

After being laid off from work, the first day I stepped into your office, I had a very different approach about my future planning, about getting funds for any education or for a business opportunity. But your systematic guidance really changed my perception about how to plan my career.

The online "Training Innovations" workshop from Work BC was an awesome experience. All the courses on communication were top of the line. I recommend these to any person looking to sharpen their communication skills. Being on EI and looking for a career change is not a simple step. But with the help of PICS and Work BC , I crossed this hurdle more professionally.

I was able to get admission to a BCIT course with the help of WorkBC sponsorship. I was also worried about how to support my family after my EI funds maxed out but timely suggestions from PICS about getting basic living expenses, while still completing my courses at BCIT, eased my anxiety and I was able to fully concentrate on my studies.

Today, 4 months after completing my studies at BCIT, I am successfully working in the field of Security and Home Automation as a partner/owner of a small business. Yes I worked hard but this would not have been possible without the help of PICS and WorkBC.

Thank you Maysome, Thank you PICS, Thank you WorkBC.

Paramjit Gill



## PICS Job Options program



### PICS has become an integral part of my success story in Canada

Despite choosing Canada for a better life, moving here and sustaining myself was a huge challenge.

I initially moved to Canada in 2011, but was uncertain and anxious about my future and as a result I left my wife and kids in good care of other family members and went back to my job in India.

But unable to live a life away from my family I returned to Canada for good in Dec 2012 knowing fully well that the road ahead would be full of challenges. As predicted my flying credentials and 25 years of service in the Indian Army were of little use. I got in touch with various organizations and friends but met with no success, until I joined the Job Options program at PICS. The program turned out to be just what I was looking for and to my amazement this was also a paid program.

The job options program gave me an insight into Canadian labor market and job search. Upon completion of the program at PICS I applied for a position at a company that outsources visa applications for the Indian Consulate and I was promptly hired. But the best part was that in October this year I applied for a job opening at PICS itself and was hired! I now work as Community Connections Coordinator for PICS Settlement Department in Surrey.

I am extremely grateful to PICS to have helped me establish myself in Canada. I proudly claim that this great institution has become an integral part of my success story.

Rupinder Singh Gill

### Fahed Bhatti

Originally from Pakistan, Bhatti was connected by PICS with a representative of the Human Resources Management Association (HRMA)- the regulatory body for H.R. specialists. He availed of PICS in-house daycare for his lovely twins during his job search and in order to find a temporary "survival job", we also connected him with of-ficial job search sites and printed suitable inhouse opportunities from other sources. Extremely satisfied with his ex-perience with PICS Bhatti said, " You are doing a great job".

### Nijjar Singh

An I.T. expert from India was connected with an inhouse mentor in his field of expertise, was provided with internal job postings, referred him to appropriate job search sites and professional associations to network.

### Jagdish Gill

Lawyer from India. Availed of PICS services in the community connection stream. With an updated resume, he was referred to the Law Society of B.C., to the National Committee of Accreditation (NCA), and to our in-house legal advocate for mentoring guidance. He has since received referrals to different law firms to either apply for employment or as work as a volunteer in order to get familiar with the Canadian working culture.

### Balwinder Singh

Operator of a small leather import business in the Payal Business Centre in Surrey. Singh found employment after his first ever meeting with a PICS representative. The employment counselor walked him personally to a job opening across the street and introduced him. Thirty minutes later, a very happy Mr. Singh returned to PICS with a job letter in hand. As thank you to PICS staff, he has offered discounts at his store.

### Nandini Aggarwal

IELTS teacher – arrived in September of 2015. This is what she had to say about PICS "Just reached home and feeling blessed to see mails from someone who is trying to make things better for one in an ALL NEW WORLD – the way the staff, especially Ms. Eva – attended to me was incredible. The Society is doing an incredible job. The knowledgeable staff did not leave any stone unturned in making me feel positive and comfortable."

***"The Society is doing an incredible job."***

# A look at PICS Program and Satisfaction Statistics

PICS has always followed high standards and best practices and as a result the agency was accredited by CARF in 2014. Our various committees and departments strictly follow CARF recommendations in an attempt to further improve quality of our services and meet internationally recognized standard standards.

PICS has a quality assurance committee which strives to evaluate on an ongoing basis its specific structures and processes that allows the organization to efficiently deliver services to consumers. Stakeholder and participant feedback are key components to a successful quality improvement process that the QA committee helps to ensure.

## *Here's a look at some of our program outcomes from 2014/15*

### **Vancouver Employment**

100% of those placed through the PICS Wage Subsidy program felt the placement was suitable for them and their career.

**83% of PICS participants found it 85% of PICS participants rate their experience as Excellent**

### **Vancouver Employment**

80% of Employment center clients felt they have a better understanding of the local job market because of the program.

### **Job Options Surrey/White Rock**

94% of participants felt they were given the tools and supports necessary to help them find a job

### **Settlement/Integration Program**

100% of participants surveyed feel satisfied with the amount of time staff spent to understand their needs and serve them.

**83% of PICS participants found it was Very Easy to communicate with our staff**

**87% of PICS participants believe that PICS staff are Knowledge Experts**

### **Seniors Housing**

91% of residents feel their quality of life has been enhanced since moving into the Assisted Living facility.

### **Harmony House**

89% of women reported their level of confidence increased since coming to Harmony House.

### **Surrey Employment Program**

100% of Vocational Rehabilitation participants felt that PICS staff helped them with their job search.

**89.5% of participants reported they ALWAYS feel welcome & respected in PICS programs.**

### **Seniors Housing**

98% of participants stated that attending the Day Program has helped maintain or improve their health and well being.

# It's the team that matters!

### **Satbir Singh Cheema** **Director,** **PICS Employment Programs and Planning**

The Employment Programs are fortunate to have an exceptionally dedicated and committed team that has delivered multiple employment programs and services to people from diverse backgrounds from multiple locations that include: Surrey, Delta, White Rock, and Vancouver. Through these programs we have assisted hundreds of clients in getting training and suitable jobs or in starting their own businesses. Moreover, we were able to develop and nurture partnerships in the region that have strengthened and consolidated our standing in the community services sector.

Our team regularly brainstorms to discuss new ideas and initiatives. One of the most successful initiatives undertaken by our team this year has been the annual PICS Mega Job Fair and Business Expo that attracted over 70 local businesses and employers and thousands of attendees. Another successful initiative by our team this year was the development of the self-employment program that has positioned PICS in the region as the go to organization for business launch and development.

PICS Employment Programs in coordination with CRA also hosted the highly successful tax clinic for low income seniors. This was such a success that CRA has promised to collaborate with PICS each year for this.

Currently, the team is planning to develop a Business Development Resource Centre that will provide information and resources related to setting up and operating businesses and also open a Surrey Volunteer Centre that will provide information and referral services to potential volunteers as well as agencies and organizations that need volunteers. We are also starting two new programs to assist mature immigrants, youth, aboriginal and PWD clients, funded by the provincial government under the Canada-B.C. Job Fund Agreement, which will be offered at our PICS Surrey Head office and the Vancouver office located on Main Street and Marine Drive.

And as I look back with pride at our achievements in 2014-2015 I also look forward to 2016 which I am sure will be even better!







# Service to Community is our goal!

## **Devinder Chattha** **Director PICS Settlement and Language Programs**

PICS Settlement programs focus on meeting core needs of new comers and immigrants and these needs include Language acquisition, literacy skills, settlement, employment and many other socio-cultural and socio-economic needs. Our dedicated and diligent staff continuously look for challenges and new ways to meet the needs of our clientele group who are in dire need of settlement assistance in their new country. Through our collective efforts, we assist hundreds of clients settle in Canada and integrate into Canadian society. With our clients' positive comments and encouraging words, we feel motivated to continue this service to our newcomers.

Our staff keeps abreast of all new information and are continually trained through professional development activities so that they are able to offer updated services to our community. Community Connections Coordinator and Employment Counselors have built strong connections with employers, businesses, the chamber of commerce, the Boards of Trade, and the regulatory bodies across all communities so clients can get the best possible leads to build their future strong and safe.

Delta Local Immigration Partners (DLIP) Program in North and South Delta has done a tremendous job of finding gaps in services through asset mapping and research and has also

set up a Partnership Council that overseas our work and participates in finding the barriers that newcomers face. Last year DLIP organized two forums which brought community organizations together and also organized a number of focus groups to find out what was missing in the city of Delta. Currently, DLIP is in the process of establishing an Immigrant Advisory Committee to encourage newcomers to talk about their concerns in with the aim of finding solutions for their smooth settlement and fast integration. Anyone interested in joining Immigrant Advisory Committee, may please call DLIP Program Coordinator at 604-594-3455 ext. 122.

Project Based Language Training (PBLT) our most current program provides Language training with a labour market component. This too will prove to be of immense help to new comers.

Similarly our settlement office in Vancouver has also done a tremendous job of helping new comers. A big Hurrah moment for us was when we started offering services in Tagalog to the large Filipino community in Vancouver. Whether it is through the workshops we offer, the support groups we run or language services we provide, our aim in one – Service to the Community!

# PICS Assisted Living – A Place Seniors Call Home

**Inderjit Hundal**  
**Administrator, PICS Housing Programs**



The 49 units at PICS Assisted Living provides necessary support to individuals with housing, personal care, emotional, social and psychological needs. Over the past year, we continued to provide health and wellness clinics, educational lectures, health information sessions, falls clinics, walking clinics, mobility workshops, osteo-fit training etc; enabling the seniors to continue to maintain a safe and secure lifestyle in a family like environment. This has resulted in an improved quality of life and for the elderly and their families. In addition to this PICS runs the adult day program which is attended by approximately 300 seniors per month and provides much needed social support and respite to these individuals and their families.

The activities program is an integral part of the facility's program and is central to the quality of life for seniors. At our facility, we provide an ongoing program of activities designed to meet, in accordance with the comprehensive assessment, the interests and the physical, mental, and psycho-social well-being of each resident. We involve the resident in an ongoing program of activities that is designed to appeal to his or her interests and to enhance the resident's highest practicable level of physical, mental, and psychosocial well-being. Many activities including exercises, yoga, meditation, board games, mind games, computer classes etc. are facilitated to entertain the residents and also keep them happy and healthy. Other social activities including, reminiscence, storytelling, music, dance etc keep the minds of the residents stimulated.

At our 77 units of independent housing, many individuals living there had at one time been the vulnerable elderly, some of them also homeless. By offering them this accommodation, we are able to provide them with a safe and secure shelter in a comfortable environment, where all their needs are being met.

PICS is now looking forward to building its multicultural extended care home for seniors and considering what a great success PICS Independent Housing, Assisted Living and our Day Care is, I am sure this home too will leave a lasting legacy for generations to come.

# PICS is a one - stop shop for job seekers

**Barry Goodwin,**  
**Manager, WorkBC Employment Services Centre**  
**PICS Vancouver South Immigrant Satellite Office**



In Vancouver South on Main Street, PICS has been helping people and building community for over 18 years. Today, among other services, we operate an employment resource centre, a 'one-stop shop' for people looking for jobs or careers. People from a variety of educational, professional and cultural backgrounds regularly visit our WorkBC Employment Services Centres to receive help in their career exploration and job search preparation.

We are fortunate to have built a caring and competent team of employment counsellors, case managers, career advisors, workshop facilitators and others. Some people come into our employment resource centre for a few hours, some a couple of times a week focusing on intensive job search activities.

In the resource room you will find computer workstations and a selection of resources where you can research occupations and companies and draft, print and fax resumes and cover letters. The real gems of the centres, however, are the resource room advisors who are there to help you. While WorkBC Centres don't operate as resume writing services, we are there to make suggestions, help proof-read and empower you to take the next steps on your own.

Our work is very satisfying, as we see people move forward; and sometimes challenging, as we work with a range of employment difficulties. Whatever your employment needs, come and visit us at 8153 Main Street (close to Southeast Marine Drive) in Vancouver.

# Harmony House – Nurturing Women with Love and Care



**Sadia Sameeullah**  
**Coordinator, Harmony House**

PICS Harmony House is a second stage transition home for women providing them and their children a safe and secure environment where they can heal and nurture in a culturally sensitive, linguistically accessible environment.

At Harmony House, residents receive an array of services to support their empowerment and goals of integrating in the society safely at their own pace. They learn life skills, get assistance with employment search, learn budgeting

and brush up their English language skills to enhance their capacity of leading their lives to the best of their potential. Aside from measurable services, these women also receive emotional support and advocacy from PICS and our community partners.

Because of its connection to the head office, residents of Harmony House have an easier access to our other services such as: language classes, women's health clinic, employment programs, settlement and integration services, and other training programs. Our approach to empower women is rooted in honoring their immigrant and refugee experiences as we work with them with a trauma informed perspective. Women get an opportunity to experience the dynamic and multi-ethnic fabric of the Canadian society where they enjoy a reciprocal process of sharing their cultural wisdom with each other. This year has been especially fruitful for residents of Harmony House. Not only did we collectively establish a very successful communal kitchen program, we also planted a community garden which yielded high quality organic vegetables throughout the summer season.

Harmony House is dependent on generous contributions from the community and I appeal to everyone to donate generously.

Just as Mahatma Gandhi had said, "Be the change you wish to see in the world," we are trying our best to heal women who have been scarred with violence and abuse, but we can't do this by ourselves, we need the help of concerned people who want to see real change.

For more information and to donate please call 604-596-7722 or 604.897.2313, or email me at [sadia.sameeullah@pics.bc.ca](mailto:sadia.sameeullah@pics.bc.ca).

# Helping seniors in their home, at their pace



**Sonia Chaudhry**  
**Manager, Better at Home Program**  
**(Surrey, South Vancouver)**

Better at Home program helps seniors with simple day-to-day tasks so that they can continue to live independently in their own homes and remain connected to their communities. The Government of British Columbia funds the program, United Way of the Lower Mainland manages it and local non-profit organizations such as PICS provide the services.

It has been an awesome experience managing the service delivery of Better at Home program in Surrey -Whalley including (Guildford and Fleetwood) and Vancouver South. Our services are a lifeline to many of the frail and elderly and the satisfaction one derives from helping seniors is certainly unparalleled. Our transportation services continue to connect seniors with their most needed medical appointments, while the grocery shopping service helps them buy food regularly at local supermarkets.

Our housekeeping staff works tirelessly to provide affordable house cleaning to seniors living in our communities. Apart from Better at Home, PICS also provides

- Computer Classes for Seniors
- Group Social Activities for Seniors
- Nutrition and Wellness for Seniors



# Legal Advocacy Program for Farm Workers



**Gurpreet Singh Pabla,  
Legal Advocate**

The Legal Advocacy Program for Farm Workers funded by the Law Foundation of BC provides advocacy services and legal education for seasonal farm workers in the Lower Mainland and Fraser Valley area. This program is a joint partnership between two organizations; Progressive Intercultural Community Services (PICS) Society in Surrey and Abbotsford Community Services (ACS) in Abbotsford.

This program represents the most marginalised and vulnerable group of workers in BC and strongly fights for the rights of farm workers. Since its inception PICS Legal Advocacy Program has successfully represented cases for farmworkers. Because of the efficacy of the program many group cases too were withdrawn by the government resulting in thousands of dollars being saved by more than 300 farm workers in BC in the last few years.

This program has taken up many issues pertaining to Employment Insurance, WorkSafeBC, Employment Standards, housing and have also solved other legal issues affecting resident and temporary seasonal agricultural workers in the province.

Through advocacy PICS, ACS and BC Federation of Labour raised funds and installed the Golden Tree Monument, a unique, one of a kind monument representing the sacrifices of farm workers in the province.

The design of the tree was inspired by three women who lost their lives in a van accident while going to work on March 7, 2007, in Abbotsford. This accident initiated a Coroner's Inquest into the transportation of farm workers in the province in which PICS played a pivotal role. The inquest made 18 recommendations, most of which have since been implemented.

PICS is committed to fighting for the rights of farmworkers and through PICS Legal Advocacy Program we hope to help many more workers in the new year.





# Settlement Department, Vancouver 2015-2016

## Collaboration with the CRA (Community Volunteer Income Tax Program (CVITP))

Our team at the Vancouver office hosted tax preparation clinics and arranged for volunteers to prepare income tax and benefit returns for eligible individuals with low income and a fairly meek tax situation. The goal was to help a wide array of individuals such as social assistance recipients, seniors, students and newcomers to Canada. Filling tax returns was a significant step towards attaining financial literacy and helped individuals to get various tax credits and benefits that they were not aware of.

## Women's Support Group

Successfully being run since April 2010, women from all sections of society gather weekly to discuss any concerns they may have. What started as a small group of 18 women, the support group has over the years reached more than 150 women who participate in these sessions and discuss their issues without fear and embarrassment. What started as a group to empower women has now become something much bigger in its scope and content!!

## Donation Program

The donation program reaches out to community members to donate generously to support some of the initiatives taken

by PICS Settlement Vancouver. Since its inception in September, 2011 the Donations Program has collected over \$12,000 in funds. These funds have been used to give back to the community, initiate new programs and facilitate a more efficient environment for people to access our services.

## Seniors Computer Classes

Started in April 2012, Seniors Computer classes have been extremely successful in closing intergenerational gaps as a large number of youth volunteers are involved in teaching seniors. The role reversal of seniors as students and youth as teachers has provided an excellent platform for communication between seniors and youth.

## Settlement Services in Tagalog Language

Starting May 1, 2015, PICS Settlement Services (Vancouver) provides all Settlement related services in Tagalog language. This is a volunteer based program and services focus on a range of support services including orientation, training, guiding, mentoring, volunteering and service bridging among others.

**PICS provides multiple employment services to people from diverse backgrounds. Last year PICS offered employment programs and services from multiple locations that include: Surrey, Delta, White Rock, and Vancouver. Programs and services offered were as follows:**

## Employment Program of British Columbia (EPBC).

The program jointly funded by the Federal Government and the Provincial Government is delivered through WorkBC storefronts that are distributed across the Province and PICS is a partner with numerous WorkBC Employment Service Centres (ESCs) located in Surrey, Delta, White Rock, and Vancouver.

In Vancouver, PICS operates a separate Employment Services Centre (under EPBC) as a WorkBC Satellite Office for Immigrants. This office, located in Vancouver South, provides a range of EPBC services to people on both a drop-in and appointment basis.

## Business Entrepreneurial Start-Up (BEST) Training Programs.

BEST Programs are a suite of self-employment programs that support potential entrepreneurs to plan, launch, and operate businesses successfully. These programs include:

- Self-Employment Program. Clients for this program are referred by their respective ESCs and need to meet the eligibility criteria set out by the Ministry.
- PICS Youth Entrepreneurship Program. The program supports youth at risk to become self-employed.
- Business Development Training and Financing Program. Clients who are not eligible for the above government funded programs are able to find support through this fee for service program. Clients are supported in developing business plans and can avail business consultation and mentorship to launch and operate their businesses.

## JobOptionsBC - Regular.

This program is funded by the Province of BC and provides training and support for unemployed, non-EI eligible British Columbians who are 18 years of age or older to find and retain employment. This program ended on September 30, 2015.

## JobOptionsBC for Older Urban Workers (55+).

This program provides training and support for unemployed, non-EI eligible British Columbians who are 55 years of age or older to find and retain employment. It ended on September 30, 2015.

## Vocational Rehabilitation Services.

This program is now in its 8th year and provides specific employment-related services to clients referred by WorkSafeBC and is designed to help injured workers gain, maintain, and improve skills that allow them to return to the labor market.

## Parenting After Separation (PAS).

The program is funded by the Ministry of Attorney General and is delivered as a partnership between PICS and Boys and Girls Club of South Coast BC. It is a mandatory requirement to attend this session for partners who are separating and wish to resolve their issues through the Provincial Court.

## Interpretation and Translation Services.

This is a fee for service and customers are charged as per the services provided.

## PICS Resources for Volunteer Engagement (PROVE) Program.

The program is intended to increase benefits to all stakeholders (volunteers, non-profit organizations, school districts, and local businesses). PROVE is intended to be a volunteer development and certification program to assist youth and job seekers through skills development and upgrading. This program has been funded by Coast Capital Savings.

## Career Resource Centre.

This centre provides information and resources to job seekers who are enrolled in the programs offered at PICS.

## PICS Mega Job Fair and Business Expo.

This is an annual event that attracts 70 – 100 local businesses and employers and thousands of attendees. Vancity was our presenting sponsor for the past two years.



### Our Partner WorkBC Store-front locations are:

**Delta – In partnership with Boys & Girls Club**  
3rd Floor 11861-88th Ave, Delta  
604.591.9116

**Cloverdale – In partnership with SOURCES**  
101-5789-176A St., Surrey  
604.576.5426

**Fleetwood/Guildford – In partnership with PCRS**  
Suite 202-10334-152A Ave., Surrey  
604.580.9747

**South Surrey – In partnership with SOURCES**  
#208 – 1461 Johnston Road,  
White Rock, BC V4B 3Z4  
604.542.7590

**Whalley – In partnership with OPTIONS**  
105-13655-104 Ave., Surrey  
604.584.0003

### Workplace Integration for Mature Immigrants (WIMI 45+).

This new project will help mature immigrants (45+) to integrate into the Canadian workplace by providing intensive training to enhance their job search skills, employability skills, and life / soft skills in workplace.

### PICS Entrepreneurship Program.

This is another new program that will enable Youth, Aboriginals and PWD clients to start their businesses. This program will be offered in our PICS Surrey Head office and the Vancouver office located on Main Street and Marine in South Vancouver.

### Business Development Resource Centre.

This centre will be attached to the BEST programs and will provide information and resources related to setting up and operating businesses.

### Surrey Volunteer Centre.

At present Surrey does not have a Volunteer Centre and identifying this gap in services, it was decided that PICS will develop a Volunteer Centre for Surrey. This Volunteer Centre will provide information and referral services to potential volunteers as well as agencies and organizations that need volunteers.



PICS has a fully equipped child care which provides child minding facilities to children of PICS clients when they come to our office to access services. PICS Child care is efficiently run by our child minding supervisor Lakhvinder Sodhi who ensures that the children in her care are not only supervised and cared for but also engaged in meaningful activities. Our child-care follows PICS mission of promoting intercultural understanding and its vision of building a healthy and just society.





# PICS MULTICULTURAL LONG TERM CARE HOME

NOTE: The above is an artist rendering of the proposed facility and subject to change.

## *South Asian bed needs will almost triple in the next 25 years.*

### The project

To meet the growing demand for seniors housing and assisted living within the South Asian community, PICS was chosen by the BC Housing Commission and the Fraser Health Authority to develop two adjacent facilities: a 77 Unit Independent Living Facility and 49 Unit Assisted Living Facility. Both facilities were completed in 2007 and are now occupied with seniors of all ethnic and South Asian cultural backgrounds and have been extremely successful with a significant wait list for both facilities. In addition to these two buildings, PICS also operates a Day Program for seniors out of the Assisted Living Facility.

When residents become frail and require a higher level of care or individuals in the community can no longer be managed at home and require Long Term Care, there is currently no facility for them to go to that is culturally sensitive. These seniors end up in hospital or in a facility in which the culture is not familiar. There are an estimated 150 South Asians in hospital beds currently in Fraser Health Authority where they will remain. If there was a Long Term Care Facility that was culturally sensitive, these patients could be transferred into a Long Term Care bed saving the Health Care system money and freeing up hospital beds and other scarce resources.

### Demand

In 2014, the total population in Surrey was approximately 530,000 people of which 14% were 65 and older (75,000). Twenty five percent were identified as South Asian in 2011. Applying these ratios there were approximately 18,000 South Asian Seniors in Surrey. In planning Long Term Care residential beds, the Canadian average is estimated at 46

beds per 1000 people aged 65+. Based on this factor 825 beds would be required to support the South Asian community in Surrey. However, because the South Asian community has a very strong network, they tend to stay at home longer. As such, for planning purposes we adjusted the estimate to the 70+ population which results in 543 beds required.

By 2039, the Surrey population is expected to grow by 46%, largely driven by the 65+ population, which is expected to grow by 144%. Based on this, it is expected that the South Asian bed needs will almost triple in the next 25 years.

Further analysis was done on the population in Abbotsford. In 2014, the total population in Abbotsford was approximately 139,000 people of which 16% were 65 and older (22,000). Nineteen percent were identified as South Asian in 2011. Applying these ratios there were approximately 4,200 South Asian Seniors in Abbotsford. Based on the factor of 46 beds per 1000 people aged 65+, 192 beds would be required to support the South Asian community in Abbotsford.

By 2039, the Abbotsford population is expected to grow by 29%, largely driven by the 65+ population, which is expected to grow by 78%. Based on this, it is expected that the South Asian bed needs will almost double in the next 25 years.

### Supply

There are many long term care facilities in Surrey; however, there is not one facility currently that is culturally sensitive to this group. In fact there are only a few examples of South Asian facilities in the literature. Examples include: Neem Tree Care - Nursing and Dementia Care South Asian Unit, England; Aristicare, New Jersey; and King Harbor Multicare Centre, New York. Each of these facilities stress how important it is to have staff speaking the same language, serving South Asian



# PICS is currently engaged in fundraising activities with the target of raising at least \$5 million.

cuisine, participating in all the important festivals and celebrations. They report that the seniors thrive in this environment because it is familiar to them.

## The Vision

Today's resident-directed care model is seeing a move away from traditional institutional settings and towards the creation of intimate residential settings that enhance comfort for residents, provide ample opportunities for interaction, and ensure privacy and dignity. We believe that the built environment can profoundly impact wellness, and we would approach the PICS Long Term Care Facility as a home first and foremost, incorporating therapeutic benefits such as natural light, restorative views and a sense of community into the design. The 140 bed Long Term Care Facility that will be developed will support approximately 12 houses of 10 residents each and each house would be self-contained with their own kitchen, living and dining space. The houses will be clustered into neighbourhoods that will have access to outdoor space and activity areas. The 5 storey building will have amenities on the first floor including a cafe, child daycare, multipurpose space, exercise room, etc that will create a community for the residents and will draw the community in to provide a more enriched environment for the seniors in the facility.

## Progress to Date

PICS acquired land in March 2015. The fully serviced two acre property at 17505-64 Avenue is conveniently located in central Cloverdale and can easily be accessed from Delta, White Rock, Langley, Abbotsford, Aldergrove and the other

town centres of Surrey. All conditions of the sale have been met and PICS will take possession of the land on March 31, 2016.

PICS is currently engaged in fundraising activities with the target of raising at least \$5 million.

The following professional teams have been engaged and are working diligently to support this exciting project. Each bring a wealth of experience with projects of this nature, and will contribute their invaluable expertise to make the project a success:

**Project Manager -**  
Concost Management Inc. (CONCOST)

**Architect -**  
Ciccozzi Architecture Inc.

**Planning and Engineering Consultant -**  
McElhanney Services Ltd.

PICS has been working diligently towards applying for rezoning of the land through the City of Surrey, and expect to have a hearing scheduled soon. PICS has also personally engaged members of the neighbourhood to increase support for this project. Additionally, PICS is working closely with BC Housing which is in full support of this project and is committed to paying the construction loan for the building.

