

# 2016 NEWSLETTER

Progressive Intercultural Community Services Society (PICS)



Serving  
the Community  
since 1987





# OUR VISION

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

# OUR MISSION

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

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# And Yet Another Year Dawns



Shruti Prakash-Joshi, PICS Communications Officer

Dear Readers,

The year 2016 was indeed a year to reckon with at PICS! As you will read in these pages, PICS achieved much in the last year and is looking forward to the next with renewed energy. Whether it is our Employment Programs, our Settlement Program, our Housing Programs, Better at Home or the Legal Advocacy Program or our brand new project - PICS Diversity Village, one thing has been common throughout the year – hundreds of satisfied clients, hundreds of smiles and most importantly an even inspired workforce. I am delighted to present to you PICS Annual Newsletter 2016. Get Inspired!

*Shruti Prakash-Joshi*  
Communications Officer

## PICS is CARF Accredited



CARF International is an independent, nonprofit accreditor of health and human services providers in the areas of Aging Services, Behavioral Health, Child and Youth Services, Durable Medical Equipment, Employment and Community Services, Medical Rehabilitation, Opioid Treatment Programs, and Vision Rehabilitation Services.

Programs and services that are CARF accredited have demonstrated their conformance to internationally recognized standards for service delivery. They have demonstrated their commitment to continuous quality improvement and a consumer-driven focus.

PICS is committed to delivering high quality services to all clients and is equally committed to maintaining a high level of quality standards for business practice. This commitment is demonstrated through CARF accreditation which PICS received in 2014.

# Together We Can Make a Difference

**P**rogressive Intercultural Community Services (PICS) Society as all of you already know is a non-profit social services agency dedicated to meeting the needs of individuals and families of all ethno-cultures and backgrounds. We have spent 29 years in providing practical solutions to the community's needs and now PICS, which started with a shoestring budget and a minimal staff is on the threshold of unveiling its most ambitious project till date - PICS Diversity Village, a 140 bed culturally sensitive complex care home for seniors in Cloverdale, Surrey.

We are all excited about this project and most of my energies last year were dedicated towards creating awareness and raising funds for this project. I am pleased to let you know that not only is PICS owner of the 2.5 acres of land in Cloverdale where Diversity Village is being built but most of the critical components of the project are also in place.

In regards to our other programs, PICS has continued to make a difference in people's lives through the extraordinary efforts of a dedicated staff working together. All our programs – Settlement, Employment, Seniors Housing, Better at Home and Harmony House are running smoothly and efficiently.

Some of our goals we met over the year included; expanding our volunteer base; expanding partnerships and existing services beyond the South Asian community; developing a sustainable funding base; and developing a more inclusive organizational culture.

The efforts we made in the past year in strengthening and enhancing our operations will lay the foundation by which we can create opportunities for the benefit of our community and people. In closing, I would like to say thank you to everyone who has supported and continues to support PICS. Together we can certainly make a difference.

*Dr. Charan Gill*  
PICS CEO



Dr. Charan Gill, CEO PICS with children from PICS Day Care

## Leading a Highly Energized Team is Inspiring



Bobby Pawar, President  
PICS Board of Directors, 2016-2017

I am honoured to be granted the opportunity to serve as President of the Board of PICS for 2016-2017. As someone with experience working locally both in the for-profit and non-profit sectors, I am keenly aware of PICS' role as a community builder across sectors. PICS represents the voice of many groups and organizations throughout our community – at City Halls in Metro Vancouver, provincially in Victoria and nationally in Ottawa.

When I took over as Board President, there were many strategic goals that were identified and I am happy that we have managed to address and fulfill most of them. We have in the last 10 months lobbied extensively with every level of government to educate them about PICS and especially about our new project initiative, PICS Diversity Village, a culturally sensitive complex care home to be built in Cloverdale. Our fundraising goals too have been met this year with "The Black Tie Affair" fundraiser and the Radiothon on Red FM being testament to this fact. Of course the road ahead is challenging but it is heartening to note that PICS is led by a strong team of individuals who are guided by an equally engaged and enthusiastic new board.

I would like to thank PICS staff, led by our CEO Charan Gill for always keeping a positive outlook and keeping things energized. I would also like to thank all those who volunteer their time to support all of our endeavours in the community.

In regards to my role as President of the Board of Directors, as stated previously it is an easy task, given the professionalism and dedication of every board director. With their invaluable contributions we will soon begin a systematic review of our society policies and goals in an attempt to increase efficiency and modernize our organization. We are reviewing our role on the national scene and our relationships with all other organizations operating in our sector to increase our positive presence and service. I want to express my appreciation for each member of the PICS organization and the community for the support they have given me in this year as President and I look forward to working with you in the future.

**Bobby Pawar**

President, PICS Board of Directors, 2016-2017

## To Further PICS Mission and Vision



### PICS Board of Directors 2016-2017

PICS has a dynamic Board whose goal is to further PICS mission and vision. The Board works closely with the CEO and gives valuable inputs in regards to the Society's strategic growth and the direction the society is headed towards.

In the picture above sitting from left to right:

Paul Dosanjh  
Kiran Dhaliwal  
Renu Seru  
Bobby Pawar (President)  
Maninder Daddha (Treasurer)  
Balvinder Aulakh (Vice President)  
Parm Boparai

Standing from left to right:  
Abby Gemino  
Dr. Parmjit Aulakh

Not Present:  
Sarwan Singh Randhawa  
Charan Gill (PICS CEO)  
Puneet Khaira



## Fundraisers



### The Black Tie Affair

The Black Tie Affair, a gala fundraiser organized by PICS in support of PICS Diversity Village, a culturally sensitive complex care home for seniors on Saturday was supported by more than a 1,000 people and raised around \$400,000 for the project. Canada's National Defence Minister Honourable Harjit Singh Sajjan was the keynote speaker and many other notable personalities were in attendance.



### Radiothon on CKYE 93.1 RED FM

South Asian radio station RED FM organized a radiothon to help and support PICS Diversity Village. With their help PICS managed to raise \$100,000. RED FM gave a donation of \$30,000 which included proceeds from their 2016 RED FM Walk and Run and their own \$15,000 corporate donation towards PICS Diversity Village. Thank You RED FM!



### Fijian Community Supports PICS Diversity Village

The Fijian Community in Metro Vancouver celebrated their Independence Day with a grand gala and as a gesture of gratitude for the work that PICS does, decided to donate \$5,001 to PICS Diversity Village. Thank you Fijian Community, your contribution and your support means a lot to us!



### Humjoli Diwali Gala in Support of PICS Diversity Village

Humjoli, Better at Home Surrey-Whalley's, social group initiative with the objective of reducing isolation in Senior South Asian women raised a total of \$13,000 for PICS Diversity Village in Surrey, through their fun filled Diwali Gala. The activities included a fashion show by seniors and many scintillating dance performers by women. Thank you Humjoli!

## Events 2016



### Kids Summer Camp 2016

PICS Summer Camp for children was bigger and better this year with 54 children between the ages of 6-12 participating in it. The children took part in various arts and crafts activities, games and even went on field trips to the water park, movie theatre 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.



### PICS 9th Annual Mega Job Fair And Business Expo

PICS EAP team along with summer students organized another fantastic Mega Job Fair and Business Expo. The fair this year exceeded expectations with 102 exhibitors and more than 4,000 attendees. This highly successful Job Fair has once again proved that no one does it better than we do! Congratulations EAP team members!



## Blanket Drive for Syrian Refugees

With our objective of helping Syrian Refugees integrate better into the system and to help them with their daily needs, Dr. Raminder Kang, Manager, Settlement Programs helped Tamam Hasan, PICS Arabic Settlement Counsellor, organize a blanket drive for the Syrian refugees. The blankets were donated courtesy of Rotary Club of Surrey-Newton and very well received by refugees. Thank you Rotary Club of Surrey-Newton!



## Workshops

Settlement Program organized many Worksafe, Employment Standards and Health and Wellness workshops this year. Since these workshops have crisp and practical content for our clients, the workshops, especially the Health and Wellness workshops have become quite reputable and are always full.



## Another Successful CVITP Program

PICS' Annual Community Volunteer Income Tax Program once again proved super beneficial for the community with more than 500 clients being served at the clinic run purely by dedicated PICS volunteers. The clinic provided services for a month and our volunteers left no stone unturned in helping clients out. The tax clinic is run by the employment program in Surrey and by the settlement program in Vancouver.



## Musical Extravaganza in Delta

Centre for The Arts in Delta was the venue for an exciting and soul stirring musical evening organized by PICS. The grant PICS received from the Ministry of International Trade and Multiculturalism (BC) was used to organize this event. The objective of this musically themed event was to bring forth different cultures to promote interculturalism through music. A large number of people gathered to listen to musicians such as Alvin Ryuzen Ramos, Amarjeet Singh, Bruce Harding, Leonard Eagle Cloud Howell, who played brilliantly.



## Akhand Path at PICS Assisted Living

The second Akhand Path organized by PICS Assisted Living recently was a grand success. The entire staff, management and residents of Assisted Living worked day and night to make this religious ceremony a success.



## Flu Shot Clinic at PICS

This year too PICS organized a super successful flu shot clinic with the help of Medicine Shoppe on Kingsway. Apart from our own staff, a number of our clients received the flu shot free of cost. The pharmacists also gave a mini workshop to the clients about personal hygiene and how to prevent the flu.

## PICS Goes to Ottawa

PICS CEO Mr. Charan Gill and Director of Employment Programs Mr. Satbir Cheema were in Ottawa earlier this year for the Federal Government's official apology for the 1914 Komagata Maru incident. They met with a host of Ministers and MPs including Premier Christy Clark.



## Pathways to Prosperity National Conference

Our Settlement Director Devinder Chattha represented PICS at the Pathways to Prosperity national Conference in Ottawa, an alliance of university, community, and government partners dedicated to fostering welcoming communities and promoting the integration of immigrants and minorities across Canada. Ms. Chattha met with the Minister of Immigration, Refugees and Citizenship (IRCC) Hon. John McCallum and Director General of IRCC Stephanie Kirkland and apprised them about wide ranging Settlement and Integration Programs that PICS offers.



## Roundtable and PISA-CAPIH Meeting

PICS was a part of round table discussions on the important issue of "Culturally Sensitive Care for Seniors" on behalf of Asian Canadian Seniors Health Network. Shruti Prakash-Joshi and Rajeev Mohindru attended the roundtable which was a big success and covered widely in the media. PICS was also called to present our latest project, PICS Diversity Village at the PISA-CAPIH (Canadian Association of Physicians of Indian Heritage) annual meeting. Rajeev Mohindru, Inderjeet Hundal and Shruti Prakash-Joshi presented on behalf of PICS and received tremendous support for PICS Diversity Village from the organization.

## PICS Receives \$500,000 for 75 Child Care Spaces in Cloverdale

Progressive Intercultural Community Services Society has received \$500,000 from the provincial government to create 75 child care spaces in their new state-of-the-art complex care home, PICS Diversity Village that will be built in Cloverdale soon.

## Kudos!



### CEO Charan Gill Wins Lifetime Achievement Award

PICS CEO Mr. Charan Gill has been honoured with the Drishti Lifetime Achievement Award 2016. The award was given to Mr. Gill for devoting more than 35 years of his life towards the betterment of the community by finding practical solutions to community needs.



### Settlement Director Devinder Chattha Honored

Devinder Chattha, Director of PICS Language, Settlement and Social Programs was honored by Enacting Resilience Project team at Surrey Library where a forum was conducted to share some of the findings of the project.



### Mentor of the Year Award for PICS Employee

Danny Pendhall, Job Developer/Facilitator for WIMI 45+ program was conferred with the annual BCCDA Award of Mentor of the Year at the recently held Career Development Conference sponsored by the BC Career Development Association in Vancouver. The conference being held for the 19th year is well known in the field of career development and draws almost every organization/agency working in this field. Congratulations Danny!



### PICS Employees Walk for a Cause

PICS participated in United Way's first annual Walk for Possibility and helped United Way raise \$25,711 which will go towards helping newcomers in our community. Rain and cold weather didn't keep PICS employees away from reaching the final destination and they did make it - tired and wet but with their spirits intact!

### Sonia Chaudhary Honored

Sonia Chaudhary, Director, Health and Aging Services was honored with Elder Abuse - Action to Awareness Award by SFU's Gerontology Research Centre for her work on the subject with Metro Vancouver Cross Cultural Seniors Network Society, an organization that PICS supports.

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 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.

PICS continues to take strong operational steps towards Diversity Village. In 2015/16 they met their Strategic Planning goals of meeting with local, provincial, and federal politicians and have ensured that all critical components for the building of the Diversity Village are in place.

**93%**

of Settlement program participants reported an increased level of knowledge and comfort with looking for other resources or places in the community to meet their family's needs after receiving PICS services

**88%**

of South Vancouver Employment Program of BC participants feel they were able to meet with a case manager within two days after their intake

**100%**

of Job Options participants reported that the overall delivery of the program met their goals

**100%**

of Vocational Rehabilitation Services program participants reported they had the opportunity to ask questions and give feedback about the services they were receiving

**92%**

of participants in the PICS Self-Employment program were able to develop a business plan for their proposed business

**88%**

of Assisted Living seniors reported that their quality of life has been enhanced since they moved into the assisted living facility

**94%**

of tenants in the PICS Seniors Housing Independent Living program confirmed that emergency maintenance support is received within 24 hours

**95%**

of South Vancouver Wage Subsidy program participants felt that the placement with an employer was suitable for their career

**98.5%**

of participants that completed the survey reported that their level of confidence and safety increased since coming to Harmony House

**99%**

of Adult Day program participants report that they have a sufficient amount of time and variety of social activities

PICS focus on employee Health and Safety remained a top priority this year with 91% of PICS staff reporting that the Health and Safety committee trained them on the site safety plan.

**86%**

of PICS employees reported that their Supervisor nurtures their professional development and growth

**83%**

of participants found it was very easy to communicate with PICS staff (322 cross-program participants)

**83%**

of participants believe that PICS staff are very knowledgeable (312 cross-program participants)

**85%**

of consumers always feel welcome & respected in PICS programs (320 cross-program participants)

**87%**

rate their experience at PICS as excellent (316 cross-program participants)

## Audited Financial Statements

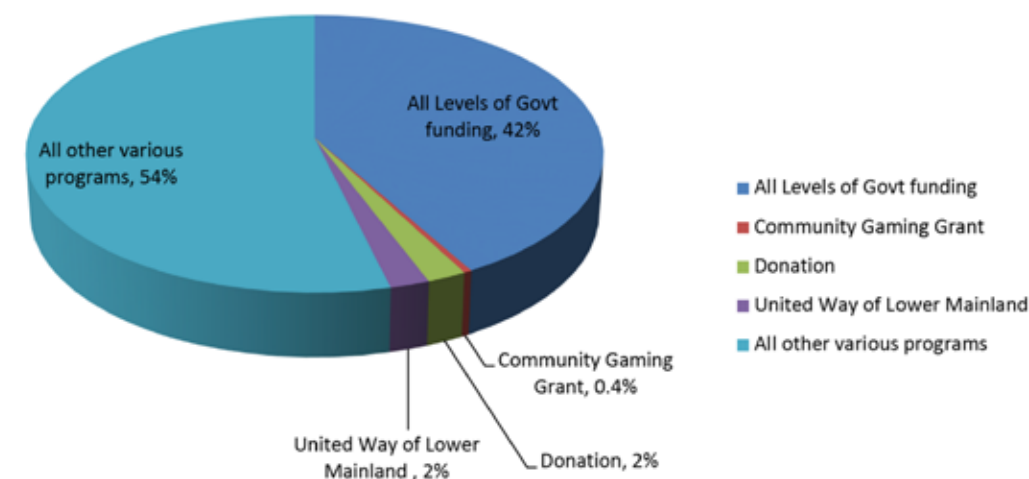
### Progressive Intercultural Community Services Society Statement of Financial Position March 31, 2016

<b>ASSETS</b>	
<b>CURRENT ASSETS</b>	
Cash and term deposits	1,090,847
Accounts Receivable	616,333
GST receivable	32,759
Inventory	7,021
Prepaid expense	599,260
Total Current Assets	2,346,221
RESTRICTED CASH AND TERM DEPOSITS	905,770
DUE FROM RELATED PARTIES	536,192
CAPITAL ASSETS, NET	15,679,024
<b>TOTAL CURRENT ASSETS</b>	<b>19,467,207</b>
<b>LIABILITIES</b>	
<b>CURRENT LIABILITIES</b>	
Accounts payable and accrued liabilities	260,036
Security Deposits	69,706
Due to Government Agencies	35,914
Deferred revenue	213,258
Current portion of long term debt	421,335
TOTAL CURRENT LIABILITIES	1,000,250
LONG TERM DEBT	6,540,793
<b>TOTAL LIABILITIES</b>	<b>7,541,043</b>
<b>FUND BALANCES</b>	
Externally restricted	975,476
Internally restricted	-
Unrestricted	10,950,688
<b>FUND BALANCE ENDING</b>	<b>11,926,164</b>
	<b>19,467,207</b>

### Progressive Intercultural Community Services Society Statement of Operations For the Year Ended March 31, 2016

<b>REVENUE</b>	
Assisted Living - Telephone	5,475
Assisted Living - Utilities	10,242
Community services	5,431,160
Donations	162,530
Food revenue	13,558
Forgiveness of loan	0
Gaming	37,382
Interest	26,367
Other misc. revenue	56,348
Subsidy - BC Housing	317,075
Subsidy - Fraser Health	1,076,036
Tenant - rent parking	2,895
Tenant rent contribution PH I	304,183
Tenant rent contribution PH II	725,131
<b>TOTAL REVENUE</b>	<b>8,168,383</b>
<b>EXPENSES</b>	
Advertising	30,203
Amortization of capital assets	680,219
Audit and legal	21,171
Bank charges	7,876
Building Occupancy	861,453
Equipment and vehicle maintenance	40,224
Food supplies	101,006
Insurance	60,069
Mortgage interest	221,311
Office	511,592
Program development costs	330,852
Salaries, wages and benefits	4,953,252
Training and travel	22,884
<b>TOTAL EXPENSES</b>	<b>7,872,111</b>
Excess(deficiency) of Revenue over Expenses	296,272

Source: TGL Group Chartered Professional Accountants LLP



PICS Assisted Living facility in Surrey has scored an overall satisfaction rate of 89.6%, the highest rate of satisfaction among all 32 facilities surveyed by Fraser Health Authority.



2016 Tenant Satisfaction Survey Results  
Domain Scores

Domain	PICs (2016)				All 2016 Sites (n=32)			
	% Yes Always	% Yes Sometimes	% No Hardly Ever	% No Never	% Yes Always	% Yes Sometimes	% No Hardly Ever	% No Never
Activities	81.2	14.4	2.0	2.5	56.5	30.9	7.2	5.4
Choice	88.7	9.7	1.6	0.0	78.1	18.9	2.3	0.8
Care & Services	87.9	10.3	1.8	0.0	74.0	22.3	2.8	0.9
Staff Relations	91.6	8.4	0.0	0.0	89.2	10.3	0.5	0.0
Staff Responsiveness	86.7	12.7	0.6	0.0	80.6	17.4	1.7	0.3
Communications	90.6	7.5	1.4	0.5	76.2	19.0	3.4	1.4
Meals & Dining	86.2	11.8	1.6	0.4	58.4	32.9	6.5	2.2
Laundry	100.0	0.0	0.0	0.0	89.5	9.7	0.6	0.2
Building Environment	96.1	3.4	0.5	0.0	81.5	13.2	3.2	2.1
Resident Environment	92.9	5.7	0.5	0.9	85.0	12.8	1.8	0.5
Overall Satisfaction <sup>1</sup>	89.6	8.8	1.1	0.5	75.5	19.6	3.3	1.5

**NOTES:**

<sup>1</sup>Average of all survey items



## Testimonials and Success Stories

“Very helpful organization for new comers to Canada [with an] excellent environment. Nice office, love it. Good location.”  
EPBC Participant

“I really appreciate the help and being comfortable in staying at Harmony House.”  
Harmony House Resident

“We are very happy with your services. Best of luck. You are helping people a lot.”  
Settlement Program Participants  
[Translation from Punjabi]

“I have learned so many things about my business through Self Employment Program. Actually, SEP give me opportunity to start.”  
SEP Program Participant

“Instructions are wonderful. I always get helpful suggestions from them.”  
WIMI 45+ Participant



***“Were able to get jobs instantaneously! Thank you Eva”***  
Settlement – Surrey

Dear Eva,  
We would like to say that we are much thankful for your dedicated efforts to secure jobs for me (Sheetal Gupta) and my husband (Madhur Gupta). I would also like to thank PICS because it was here that we could meet you. We landed in Vancouver, Canada as newcomers on 6th July 2016 and were able to get jobs on 1st August 2016 with your help. Eva, we would just like to say a very warm thank you to you and can't find enough words to express our feelings. I am happily working at Riviera Hotel with Mr. Kumar and my husband is working in Pitt Meadows.

Kindest and Best Regards,  
Sheetal Gupta  
Dr. Madhur Gupta



***“Thank you for your knowledge, time and dedication”***  
Settlement – Vancouver

Dear Sukhwinder,  
We feel that writing about our experience is the best way we can thank you for all the help, knowledge, time and dedication that you have devoted to us and, still continue to.  
As we all know, there are plenty of things that newcomers like us need to learn and adapt to in a new country. And that's what we have been trying to do for the past year - fighting the settlement stress, adapting to a new environment, looking for jobs and learning everything from scratch. Among all this, we took over the lease for a house and decided to sublet the basement as help with rent. We accepted the tenant without checking references because she seemed fine but a couple months later we found ourselves in an unpleasant situation when she started creating problems and refused to move out, even threatening us with lawsuits.  
Completely shocked by what was going on, we were trying to figure out what to do and how to solve the situation in which we found ourselves. We visited all the Institutions and asked for help, but only received basic information which didn't prove helpful. But thanks to people at Work BC who introduced us to you and PICS.  
You listened to our problem and offered advice and assistance. Moreover the support we got from you reassured us that we are not alone here and that people in our new country are welcoming and ready to help new immigrants as they take their first steps. We can never thank you enough for the help you have provided us, especially in solving this situation.

Jelena Mijalkovic & Milan Veljkovic



***“PICS Assisted Living has extended my life”***

I am Deep Kumar and 79 years old. Two years earlier in September 2014, I was very sick and could not walk properly. Fortunately, I got a space in PICS Assisted Living. I feel like it's a blessing from God. The care given to me has brought me back to good health. I have no relations and no family support in Canada, but here at PICS it is like staying with my family. The staff here is very competent, good natured and understanding. The food, environment and everything here is very good and it has truly “extended my life”. PICS is trying to open a new extended health facility and I request everyone to support them.



***“PICS Assisted Living is a second home”***

I am extremely fortunate and happy to find a second home at PICS Assisted Living. All my needs are met here just as if I was living at home! The food is very home-like and tasty, the staff is helpful, attentive and the management is always available to listen to any complaints and provide appropriate advice and remedies.  
My fellow residents are very friendly and neighborly and I enjoy their company. My two rooms equipped with a kitchenette and shower, are very spacious and meet all my needs. I think it is worth the long wait to become a resident.  
God bless PICS!

Mohamed Faquih (a proud resident of PICS Assisted Living) ☺☺☺

***“The skills I developed in the PICS office have been invaluable”***

Faiz Jaffar worked as a student at PICS Employment Resource Room in Vancouver. He recently wrote the following message to Barry Goodwin, Director Employment Programs (Vancouver).  
“Hey Barry, I have been wanting to revisit the Vancouver South Office but wasn't sure when to drop by. How have you all been doing recently? As for myself, I have been doing very well. I recently got a job working at a University Office. The skills I developed in the PICS office have been invaluable to me. I am inexpressibly grateful for the experience with PICS that's now translating to my professional career. On another side note, do you remember on my first day at work you handed me a pen and told me to hold on to it? Well, I was at my cousin's wedding last week, and just as they were about to sign the wedding certificate, they realized they did not have a pen. So I reached into my pocket, found the PICS pen, and lent it to them. And even though by accident I managed PICS product placement at the wedding. Please let me know how the office is faring and give my regards to former colleagues (particularly to Minal, Maninder, Skye, Sandy, Winston, Linda and VJ).”

Faiz Jaffar



**“Thank you for all your support, Manjinder!”**  
Employment Programs – WIMI 45+

Hi Manjinder

Thank you for your help and support because of which I got a job in Superstore as a Cashier in the Deli department. I am excited to get my first job in Canada. Now, I can support myself. Thank you to PICS, Program Manager KC Chau and WIMI 45+ program for helping me.

I am a new Immigrant from the US and landed here 8 months ago. Finding a job in Canada is quite different than what it is in the United States. I was completely confused about the process and everyone was asking me for local experience and certification for every single job. It was strange to know that my over a decade of experience as a Baby Nurse had no value in the Canadian system. Then I come to know about PICS and it changed my life in Canada. Everybody welcomed me here with a smile and warmth. I joined WIMI 45+ program and it was the best decision of my life. The program is very informative and it gave me confidence to walk and talk in Canada as an informed immigrant. I learnt Computers and improved my job search skills and found a job at Superstore.

I must thank Manjinder and KC for the opportunity you both gave me. It is greatly appreciated. I will keep in touch. I'm very grateful for the help I got from PICS and I would recommend anyone who needs help to this program.

Regards,  
Pamela Ricketts

**“Participating in the Job Options Program has restored my confidence”**

I now have a job as a freelance writer with City of Surrey and I was able to get a job because of the information I gathered from the Job Options Program, specifically transferable skills, networking skills, and 'sales pitch technique' that learnt to create a website of my work.

Looking back, before joining this program I was little down and financially stressed. My husband had been laid off and we had two sons going into university. The thought of having to get back into a field that I'd been out of for almost 20 years was exhausting. I had taken classes to upgrade my skills for getting back into technical writing as well as some unpaid work to get my experience up, but I needed a boost to help me figure out how to do a proper job search. I tried different ways to get in the market but came of it. Then I came to know about the PICS program. The program helped me explore the job market. I've gotten up to speed on social media, I've gained confidence in speaking with employers, and I have a realistic view of my transferable skills. But the biggest thing that has happened is that I now have the confidence to ask for help. I think my biggest barrier was my lack of confidence in my abilities, but participating in the Job Options Program has restored my confidence.

I am thankful to you and KC for the help and information both of you provided through the program. I highly recommend this program for mature workers to pave the way to career. This program helps to get confidence and develop job search skills. I am thankful to PICS for having such a great program. PICS has awesome facilities and staff that always send positive messages and encouragement at each and every step.

Merja Tammy (Job Options Program)

*The Job Options Programs was unfortunately discontinued a few months ago due to lack of funding.*



## Vaisakhi Parade

PICS had a strong presence in both the Vaisakhi parades (Vancouver and Surrey) this year. Hundreds of people visited our booth and sought out information about our various programs.



Humjoli Group on a bus trip to Granville Island and Stanley Park



The seniors from Assisted Living out on a picnic last year



Humjoli Group heads off to Harrison Hot Springs!



Marpole Summer Festival

## Igniting Young Minds at IGNITE 2016

PICS employees Shruti Prakash-Joshi and Ikagarjot Singh represented PICS at the IGNITE 2016 conference recently at Princess Margaret Secondary School in Surrey. It was an amazingly rewarding experience to talk to the students about the work PICS does and the importance of social work.



PICS booth at Sunset Community Centre



### We do Remember!

North Delta Remembrance Day ceremony was solemn and beautiful and Deshpal Grewal and Shruti Prakash-Joshi feel honoured to have represented PICS.



### Students visit seniors at PICS Assisted living facility

In a bid to give back to the community, students of Sullivan Heights Secondary School in Surrey recently visited seniors at PICS Assisted living facility, spending time with them, listening to their stories and presenting them with gifts.

## A great early education program for young kids!



2016 has really been a hectic year for PICS Day Care. A number of new initiatives were introduced and many new events planned. Our Day Care which was initially to help only clients of Settlement Department now has separate programs for children 0-6 and also runs the Early Years Foundation Program, a great program for young kids and their parents/grandparents.

The Early Years Foundation Program is funded by United Way and delivered effectively by our Child Care Supervisor Lakhi Sodhi. A testament to the popularity of the program is that within weeks of the program starting, the registration was full! The past year has been a flurry of activity with Lakhi organizing many fun and educational events at the facility and some of these included celebrating Father's Day, Canada Day, taking the children for RED FM Walk and Run, Halloween and many more.



## Human Resources and Finance



Ikagarjot Singh and Bev Greenlaw

### ***Busy 2016 as new Initiatives Launched***

The Human Resources Department of PICS had a busy 2016. We recruited five new staff into the PICS Family and co-ordinated various seminars and training opportunities for staff. A new policy on "Onboarding new staff" was also introduced. We continue to make inroads into automating our Personnel records. PICS in accordance with its Policies and Procedures also conducted a number of training sessions for staff such as Bill 35 and EIIR and Joint/Committee/Accident Investigating Seminar and Business Etiquette in the 2016 Workplace Seminar for staff. An annual Policy and Procedures and Health and Safety refresher training was also arranged for staff so that they are well apprised of any policy changes etc.

*Bev Greenlaw*  
Manager Human Resources  
*Ikagarjot Singh*  
Human Resources Advisor

### ***PICS Remains Financially Healthy***

PICS is expanding fast - be it new programs or the society's fundraising goals - and in the midst of this flurry of activity and new challenges, PICS accounts team remained strong and transparent. Our balance sheet for 2016 reflects PICS' good financial health and shows that the finance team have maintained records in accordance with generally accepted accounting principles. We routinely provide financial information to the CEO, PICS Board of Directors and to Program Directors in order for them to make informed decisions. As we do annually, this year too we reviewed our accounting policy with the objective of improving internal controls. Because of new programs, we have ensured that all insurances for PICS have been reviewed to minimize the risk to the society.

*Sukhbir Hara*  
Director Finance

### ***In 2016 PICS received funding from sources as follows:***

- Ministry of Citizenship & Immigration Canada
- Ministry of Employment and Social Development Canada
- Jobs, Tourism and Skills Training and Responsible for Labour
- Province of BC Ministry of Jobs, Tourism and Skills Training
- Community Gaming Grant
- Fraser Health
- BC Housing
- WorkSafe BC
- PICS Charitable Foundation
- United Way of Lower Mainland
- Public Donations

## Settlement and Integration Programs

### ***Optimism Bounds As We Enter 2017***



2016 has undoubtedly been a rewarding yet an extremely challenging year for the Settlement Department at PICS. Delivering effective social programs (Settlement & Integration, Language, Literacy, Women, Youth and Children's programs) to the most vulnerable is the main function of our service and I am extremely proud that my entire Settlement & Integration team, Local Immigration Partnership (LIP) staff and Language & Literacy Staff have continued to offer their expertise and experience of a number of years, serving more than 7,000 clients per year.

Immigration patterns might be changing but the needs of the community remain the same if not more. For young immigrants, refugees, children and even seniors settling effectively in a new country is not an automatic process. It requires months and at times years of support after the initial settlement help and therefore it is important to have integration of services such as language and literacy projects, child care, employment support and help for seniors who continuously need support even after becoming Canadian citizens. And in order to fully assimilate these groups, we need to focus not only on social and economic integration, but also on cultural and interfaith integration. I hope to find some funding from the federal government to work towards this goal in 2017. I also hope that the government supports us in running language and literacy hubs and sessions for newcomers. We have been fortunate to get continuous funding from federal, provincial and local governments and other funding bodies (United Way of Canada, Coast Capital Savings, Delta Literacy, Inspirit Foundation, Toronto to name a few) for our Surrey location and I am extremely thankful for this support.

Moreover with the influx of Syrian refugees in 2016-2017, the need to hire more settlement staff, especially Arabic Speaking Settlement Counselors has become a priority issue. Our current Arabic speaking Counselor has served more than 200 Syrian refugees so far and has been busy with their need for continuous support. But while Surrey remains strong, the federal government has unfortunately cancelled our contract for providing Settlement services in Vancouver citing a changed funding formula. This is certainly unfair because PICS is the only organization in Vancouver South serving South Asian clients. We urge IRCC to review their decision and restore our funding in Vancouver. Similarly IRCC has decided to cancel the DLIP program in Delta midway defeating the very purpose which it was meant for. But when one door closes, another opens and PICS is excited to plan a brand new Day Care Centre with 75 spaces at PICS 'Diversity Village', a state of the art complex care home that PICS plans to build in Cloverdale. This would not have been possible without financial support from Hon. Stephanie Cadieux, the Minister of Children & Families Development (MCFD). I am also excited about our new funding by Fraser Health to set up a support/treatment Centre for South Asian men. Therefore for us at Settlement Services its optimism in 2017.

*Devinder Chattha*  
Director, Language Studies, Settlement & Social Programs

## Settlement Highlight of the Year

### We went an extra mile to help Syrian refugees



Year 2016 was indeed a year that Canada can be proud of. Keeping its promise, the government accepted Syrian refugees and the not-for-profit sector geared itself up to help them as much as possible. We at PICS and especially our Settlement Department too prepared to ensure that the refugees have a smooth settlement process here in Canada. Despite limited resources and a very small budget I can say that PICS went an extra mile to help the refugees. Apart from organizing a welcome to Canada party for the Syrians at the Arab Muslim community centre in New Westminster, over course of last year we have helped numerous refugees by referring them to elementary and high schools, community services like the Muslim food bank, community churches, community centres, middle eastern shopping stores, Arabic speaking doctors, nurses, and dentists. Translation services are extremely important for their integration and therefore I ensured that they received services from certified Arabic translators. A big issue faced by the refugees was affordable housing. PICS along with ISS ensured that at least 10 families were accepted in affordable housing in Langley BC. At PICS we organized a blanket drive, courtesy of Rotary Club of Surrey-Newton. We also gave away clothes donated by PICS staff as well as laptops and desktops donated by City of Surrey and car seats distributed by BCAA and United Way. My colleagues Eva and Manmeet helped write resumes, and find work for them. But there is much work to be done. I am the sole Arabic Settlement Counsellor at PICS and the work that needs to be done is tremendous. I hope the Government of Canada recognizes the critical need that PICS is filling despite limited resources. I urge the government to give us the necessary tools so that we can help integrate refugees in Canada in a better way so that they can effectively contribute to Canada's economy.

*Tamam Hasan*  
Arabic Settlement Counsellor at PICS

### A Bigger, Even Better PICS in 2017



2016 was a great year for PICS. As Director of Community Connections, I was able to reach out not only to our local community, but the community at large as well, spreading PICS' message.

Almost all of 2016 was spent in making connections with the community, elected government at municipal, provincial and federal level to garner support for PICS Diversity Village, a much needed culturally sensitive complex care residential facility for seniors that PICS is building in Cloverdale. I am happy to report that there is a tremendous amount of support for this project at all levels.

It was also because of our efforts that we were successful in convincing the municipal government in Surrey to widen 80th Street. Due to increased traffic on 80th, the street is often backlogged causing great hardships to our clients. We appealed to the municipal government and they have now agreed to widen the corridor, which will be a big relief to everyone especially our clients.

The program to help low income individuals fill their taxes free of charge is a program that runs very successfully each year. This year I was able to rally the community and get more volunteers than ever before with the result that we served more clients than previous years. I am excited about 2017 as PICS is on the verge of expanding. I feel positive and am sure we will all work with renewed energies in the New Year!

*Jagtar Dhaliwal*  
Director, Community Connections

## Employment Programs

### Busy 2016 but 2017 Sounds Even Better!



Satbir Cheema and Barry Goodwin

The Employment Department continued to offer multiple employment programs and services to people from diverse backgrounds at different locations in Surrey, Delta, White Rock, and Vancouver. We assisted hundreds of clients in getting training and employment or in starting their own businesses. We are delighted that partnerships with WorkBC ESCs in Surrey and Delta have strengthened and consolidated our standing in the Social Services Sector. One of the major accomplishments of 2016 was the annual PICS Mega Job Fair and Business Expo in Surrey which attracted a record 102 exhibitors and 4700+ attendees. Taking inspiration from such an overwhelming response we are now planning to organize two mega job fairs every year, alternating them in Vancouver and Surrey every six months. In regards to other programs we submitted a few key proposals to the Federal Government under Skills Link programs and hope that these are awarded to us. Both the proposals PICS Employing and Supporting Youth (EASY) Program and PICS Employment for Youth Through Social Innovation Program are designed to empower youth and we are hopeful that considering our expertise in delivering such programs our bid would be successful. In 2016, we were fortunate and privileged to receive an exceptionally talented team of Summer students and we are looking forward to more talent coming our way this year as well.

One particular program we have excelled in this year has been our Business Entrepreneurial Start-Up Training (BEST) Program, that has quickly evolved from a pilot program to the most sought after program in the region for clients needing support for business launch and development. Clients living in Surrey, Delta, Langley, South Vancouver and Burnaby are lining up to join our programs. We are now planning to expand our BEST program by including a Fee for Service intervention to serve unemployed or underemployed clients. We are also developing a Business Development Resource Centre that will provide information and resources related to setting up and operating businesses. So where 2016 was an extremely productive year for us, I am positive that 2017 will be even better!

*Satbir Cheema*  
Director, Employment Programs and Planning

## Employment Programs

### Community Outreach Has Been Our Goal

PICS Vancouver has a one-stop shop to help people find and retain a job. At the PICS WorkBC Employment Services Centre for Immigrants, we provide job seekers with key job search information and advice. People can find important job-related information, receive employment counselling assistance, benefit from job search workshops, and access training upgrading assistance. Located close to Main Street and Marine Drive, we serve Immigrant job seekers as well as anyone else who walks in the door. This past year, and even more so in the year to come, we are focusing on community outreach service delivery. This means taking our free employment-related information and expert services out to community locations and events. This involves our employment counsellors at Vancouver South community events all the way from Marpole Community Fest to the west to the River District Community Resource Fair in the east. Also, we go to public library branches to deliver job search workshops and offer drop-in job search clinics.

*Barry Goodwin*

Manager, WorkBC Employment Services Centre, PICS Vancouver

### Employment Highlight of the Year

#### The BEST Program!



The year 2016 was extremely rewarding for the BEST program at PICS. Our group of experienced business advisors/facilitators trained close to a 100 participants who went on to successfully open their own businesses. PICS undoubtedly has one of the best self employment programs with our personable approach and our experienced team. Knowing that we can make a difference in the future of someone's life is the best reward of all. To quote Dawn Stewart, a recent graduate: "There was so much that I didn't know that I didn't know. I've come out of this program feeling so enlightened and confident!"

*Katarina Low*

Program Assistant/Resource Advisor, BEST Program

### Harmony House, a safe secure place for women in distress

Victims of domestic violence fleeing their abusers are in a very fragile mental and physical state and therefore giving them a helping hand and providing a safe secure environment for them to heal is the top priority at PICS harmony House, a 2nd stage transition home for women in Surrey.

It's unfortunate but the reality is that since Harmony House has opened doors, the home has always been full. But accepting this sad reality, we at Harmony House do our best to help these women start a new life free from violence. Harmony House can accommodate up to 10 people and this includes children as well and therefore the environment created in the house is in accordance with the needs of both children and their moms.

We are very grateful to the support BC Housing has shown Harmony House and it is because of them that we are able to deliver the program effectively and as a result help women who are suffering emotional distress, lack of self-confidence and zero motivation to move ahead in life. Through our programs we provide them with emotional support, teach them necessary skills to be independent and provide referrals and assistance in accessing support services, housing, financial, medical and legal assistance while giving them a safe environment to live in.

*Shabana Parvez*

Coordinator Harmony House



### Advocating for the Rights of Farm Workers

The Legal Advocacy Program for farm workers funded by the Law Foundation of BC providing advocacy services and legal education for seasonal farm workers in the Lower Mainland and Fraser Valley area started in 2001 and has since grown from strength to strength. The program is a joint partnership between Progressive Intercultural Community Services Society (PICS) in Surrey and Abbotsford Community Services (ACS) in Abbotsford and represents the most marginalised and vulnerable group of workers in BC.

Apart from representing farm workers in legal cases the program also strongly advocates for the rights of farm workers' community. In 2016 alone we have helped scores of farm workers by representing them in Employment Insurance, WorkSafeBC, Employment Standards and housing related legal issues affecting residents and temporary seasonal agricultural workers with diverse backgrounds and different spoken languages in the province.

PICS Society, through this program has always showed its commitment and played a positive role in improving the working conditions of farm workers in BC. We are hoping to expand this program in the coming years so that we can advocate on behalf of more workers in our community.

*Gurpreet Singh Pabla*

Legal Advocate, PICS Legal Advocacy Program



## Seniors Care Services

### Big Plans ahead for Senior Care at PICS



With each passing year we feel that the need for senior housing in our community is steadily increasing. Our 77 Unit Independent Living Facility and 49 Unit Assisted Living Facility are occupied with seniors of all ethnicities particularly South Asian cultural and religious backgrounds, including Sikhs, Hindus, Muslims and Christians. I can proudly say that PICS Assisted Living and PICS Independent housing is a perfect example of the multicultural mosaic as it exists in Canada with seniors belonging to more than 18 different cultural backgrounds living under one roof. In addition to these two facilities we also operate a Day Program for seniors. This program is excellent for seniors who want the opportunity to come out of their homes and socialize with others, while also having the opportunity to return to their families and homes in the evening. Our 49 Unit assisted living facility offers 24 hour care with registered care aides, licensed practical nurses and a 24 hour emergency response system. Staff members are fluent in English, Punjabi, Hindi, Bengali, Urdu and Fijian Hindi languages. And just as we are successfully running these two facilities we are also very excited about our next big project –PICS Diversity Village, a culturally sensitive complex care home for seniors to be built in Cloverdale. This facility when built will relieve some of the pressure from the hospitals as far as senior's long term care is concerned. As senior population steadily increases the community is feeling not only the need for more long term care beds but also those which are culturally appropriate. This will allow our seniors to live out their remaining years in dignity, respect and care they deserve.

*Inderjeet Hundal*

Administrator, PICS Senior Care Services

### Seniors Highlight of the Year

#### We Must Be Doing Something Right



While analyzing facts and figures in the wake of PICS completing its tenth anniversary of Assisted Living this year, the joyful thought that came to my mind was, "we must be doing something right". And this is because where industry figures suggest that seniors on an average spend 2-2.5 years in a care facility before they pass, here at PICS Assisted Living we have at least 10 residents currently who have completed between 3,000-3,500 days translating to 8.5 – 8.0 years of stay at our facility. Our first resident moved into Assisted Living in February 2007 and since then we have continued to accept residents. Though there have been some changes in the pattern of residents moving into assisted living, often due to changes in policies of the health authority, but we have seen a steady increase in our numbers. In my opinion the appropriate care, language support, social activities and feeling of belongingness that PICS Assisted Living provides has enabled our clients to live 3-4 times longer as compared to other facilities. We hope to replicate this environment at PICS Diversity Village, a complex care home to be built in Cloverdale, so that our seniors can lead happy, satisfied and fulfilling last years.

*Rajeev Mohindru*

Director of Care, PICS Seniors Care

## Better at Home Program

### PICS is Well Equipped to Deliver Innovative Health and Aging Related Programs



Tomorrow's forecast? Gray/White. According to statistics Canada, seniors will account for an increasingly larger proportion of the Canadian population in the next few years (about 25% by 2036) and we at PICS are striving to improve the quality of life for aging individuals through the wide gamut of our health and aging services and programs. PICS offers multiple programs for seniors including Better at Home which PICS hosts in Surrey-Whalley and South Vancouver. These programs provide transportation, housekeeping, companionship and socialization services, which are a lifeline to many of the frail and elderly. In 2016 we operated at full capacity, having provided over 2500 housekeeping service moments. Our transportation services in Surrey-Whalley continue to connect seniors with their most needed medical and grocery shopping visits and we are pleased to report that amongst 67 Better at Home programs across BC, our sites were among the very few sites who reported their annual data without any discrepancy. Similarly our group social initiative to reduce social isolation amongst South Asian senior women, Humjoli was a huge success this year. Our other programs such as United In Change, HIV/AIDS Awareness & Education Project and Computer Club for seniors in Vancouver are all making a difference in the lives of the people in our community.

Incidents of HIV, Hepatitis C and other sexually transmitted diseases are increasing in the community, especially the South Asian community and therefore we are hoping that in 2017 we might be able to secure funding by Public Health Agency Canada to create more awareness about this. PICS has the expertise, it has the knowhow but we are seeking support from the government in this initiative. For me 2017 bodes well because we know that here at PICS we are serious about making a positive difference in people's lives.

*Sonia Chaudhry*

Director, Health and Aging Services

### Better at Home Highlight of the Year

#### "Humjoli" a Fine Example of True Togetherness



Imagine you are 55 or older and you have just moved to a foreign country. Your spouse has passed away, your children are independent and live with their own families, and you have no close friends who live near you. Pretty soon, you may lapse into depression and you may even stop caring about things that used to once interest you. Social isolation is a huge problem among seniors in Canada and is the leading cause of depression and other ailments. Through "Humjoli", the group created to help South Asian senior women connect with others in their community we have not only been successful in eradicating and replacing these feelings with happiness, self-worth but this group is also creating long lasting friendships. What started in a small way last year is now a strong group with more than 60 women who meet weekly, share stories, talk to each and also organize, picnics, fundraising events and other celebrations. Humjoli along with its committee and other members recently celebrated a fun filled Diwali Gala and fundraiser in Surrey which was a huge success and also garnered media attention. The entire program was conceived, planned and executed by the women of this group. Therefore Kudos to Humjoli and we at PICS hope that 2017 will see the group become even stronger.

*Apaarveer Josan*

Coordinator Better at Home, Surrey -Whalley

PICS provides multiple services to people from diverse backgrounds. Call 604-596-7722 or visit [www.pics.bc.ca](http://www.pics.bc.ca) for more information. Programs and services offered are as follows:

**Business Entrepreneurial Start-Up (BEST) Training 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 (SEP)** - PICS provides self-employment training and support to the EI eligible clients living in Surrey, Delta and Burnaby. These clients must be case managed at their respective ESCs as per their residence in Surrey, Delta, White Rock and Burnaby.

**PICS Entrepreneurship Program (PEP)** - this program enables Non-EI eligible Youth, Aboriginals, Immigrants and PWD clients to start their businesses. This program is offered in our PICS Surrey Head office and the Vancouver office.

**Workplace Integration for Mature Individuals (WIMI 45+)** formerly known as *Workplace Integration for Mature Immigrants (WIMI 45+)*, the criteria for client eligibility has now been expanded to include all mature individuals (instead of only mature immigrants). The project continues to help mature individuals (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. Short Term training based on the needs and expectation of the participants is provided in order to strengthen their employability. The program also has a mentoring component to help participants who are professionals return to their chosen profession.

**Vocational Rehabilitation Services** this program provides specific employment-related services to injured 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)** 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** - PICS provides interpretation and translation services. Interpreters and translators who are members of the Society of Translators and Interpreters of B.C. are contracted to provide these services. This is a fee for service and customers are charged as per the services provided.

**Volunteer Program** - the main purpose of the Volunteer program is to strengthen and expand the volunteer sector and enrich the developmental experiences and marketable skills of volunteers. The program is intended to increase benefits to all stakeholders (volunteers, non-profit organizations, school districts, and local businesses).

**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 annual event continues to meet or exceed expectations in terms of the participating exhibitors. This year there were 102 exhibitors and more than 4,700+ attendees. Vancity has been presenting sponsor for the past two years. Next year we are considering to organize two separate job fairs – one in Surrey (August) and the other in Vancouver (Feb-March).

**PICS Community Volunteer Income Tax Program (CVITP) – 2016**, in partnership with the Canada Revenue Agency's Community Volunteer Income Tax Program (CVITP), PICS helped more than 500 persons to file taxes this year. All the volunteers were given special certificates.

**WorkBC Project (Employment Program of British Columbia)** - this program is jointly funded by the Federal Government and the Provincial Government and is delivered through WorkBC storefronts that are distributed across the Province. PICS is a partner with numerous WorkBC Employment Service Centres (ESCs) located in Surrey, Delta, White Rock, and Vancouver and PICS' staff is assigned to these storefronts to deliver services to clients from their respective catchment areas.

**PICS 77-unit 'Guru Nanak Niwas' PICS' Independent Living facility** is designed specifically for independent senior adults who want to enjoy a lifestyle filled with recreational, educational and social activities with other seniors.

**PICS 49-unit Assisted Living Complex** provides a special combination of residential housing, personalized supportive services and health care. These residential settings maximize independence of our residents, offering the same features as our Independent Living complex, with the added assistance of personal care.

**PICS Seniors Day Care Program** offers daily structured programs in a community setting with activities and health-related and rehabilitation services to elderly who are physically or emotionally disabled and need a protective environment.

**Harmony House**, 2nd Stage Transition House, is a long-term (18 months) supportive housing program for immigrant women and children fleeing domestic violence. Our mission is to provide safe housing, education, support, and practical assistance for women and children fleeing domestic violence. Our vision is to empower women to become independent and self-sufficient leaders of the community.

**Legal Advocacy Program** - the legal advocacy program for farmworkers funded by the Law Foundation of BC provides legal representation, advocacy services and legal education for regular and seasonal farmworkers in the Lower Mainland and Fraser Valley area. The program is offered free to eligible clients and is a joint partnership between PICS in Surrey and Abbotsford Community Services in Abbotsford.

**Better at Home** - PICS hosts the Better at Home programs in Surrey-Whalley and South Vancouver. These programs provide transportation, housekeeping, companionship and socialization services for the elderly. We have provided over 2500 housekeeping service moments in 2016 so far. Our transportation services in Surrey-Whalley continue to connect seniors with their most needed medical and grocery shopping visits.

**Humjoli** - "Humjoli" is the group social initiative of Better at Home programs and has been created to help South Asian senior women connect with others in their community. From weekly meetings, picnics and fundraising to events and celebrations, our goal is to honor and provide for our seniors.

**United In Change** - funded by United Way the program focuses on engaging seniors with meaningful activities around healthy lifestyles, well being and quality of life. Objectives of the program include: improving the overall wellbeing of seniors, improving the quality of life by engaging seniors in healthy and meaningful activities and providing awareness on issues affecting seniors such as abuse, health, housing etc.

**HIV/AIDS Awareness & Education Project** - this project continues to spread awareness about the global issue, protection and prevention strategies, information like where to get tested and sexual health. The project is targeted at youth. This year over 35 workshops to different youth groups have been delivered through our through our partner organization SUCCESS.

**Computer Club for Seniors in Vancouver** - computer classes for seniors are delivered in Vancouver are offered to seniors 55 and older, every Wednesday and Friday at PICS Ross Street Computer Lab since 2012. Seniors are taught basic, intermediate and advanced computer skills and also offered training in using smart phones and tablet computers.

## PICS 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

## PICS Plans for 2017

**Surrey Settlement & Integration Program (SIP)** provides services such as Community Connections, Employment, Information & Orientation, Needs Assessment & Referrals, Basic counselling & Guidance, Volunteer Recruitment and Mentoring Services. We provide free settlement services funded by Citizenship & Immigration Canada for all Permanent Residents. in eight different languages English, Punjabi, Hindi, Dari, Pashtu, Farsi, Urdu and Arabic. The objective of our Settlement Team at PICS is to assist new immigrants in a way that facilitates an accelerated and more efficient integration in Canadian society. Furthermore, the aim is to better acquaint new immigrants with the necessary tools and information to settle and succeed in the community as well as the job market. Free settlement services to naturalized citizens and temporary foreign workers with settlement needs are also provided under provincial funding.

**Vancouver Settlement & Integration Program (SIP)** provides services such as Community Connections, Information & Orientation, Needs Assessment & Referrals, Basic counselling & Guidance, Volunteer Recruitment and Mentoring Services. We provide free settlement services funded by Citizenship & Immigration Canada for all Permanent Residents in English, Punjabi, Hindi, and Urdu. We also provide service in Tagalog language. Free settlement services to naturalized citizens and temporary foreign workers with settlement needs are also provided under provincial funding.

**Delta Local Immigration Partnerships (DLIP) Program** is indirect services that bring about a new form of collaboration at the community-level related to newcomers' settlement and integration. They aim at systematizing local engagement in and awareness of newcomers' integration process; support community-level research and strategic planning; and improve coordination of effective services that facilitate immigrant settlement and integration and lead to better outcomes for newcomers.

**Child Care Program for Settlement** - PICS childcare is free for Settlement clients. The service is available on site and serves clients who are availing Settlement services. The Services are equivalent to pre-school instruction and approved by CIC and CMAS. PICS childcare also runs programs for children 0-6 years under the United in Change Program. Apart from this our child care Supervisor Lakhi Sodhi runs the Early Years Foundations Program, a drop in service for young kids and their parents/grandparents on a voluntary basis as well.

**Literacy Programs** are offered in George Mackie Library on once a week basis. The program is designed for clients to practice communication and fluency in speaking English as a Second Language. Certified English Teacher provides these services on drop-in basis.

**Community Adult Literacy Program (CALP)** in partnership with Kwantlen Polytechnic University and the Surrey Libraries is run since last many years at the location close to you based on one-on-one tutoring. It has been funded by the Ministry of Education.

## New Programs

**Stabilization and Transitional Living Residence facility for South Asian Men** - BC CLINICAL and Support Services Society, (BCCSS) on behalf of Fraser Health Authority (FHA), has approved our funding to establish 13 provincially licensed beds for South Asian Men, nineteen years of age or older (19+), with significant alcohol and/or drug addictions. It will cover geographical area of Fraser Health regions that expands from Burnaby to Boston Bar, communities located on the north and south side of the Fraser River. The process for establishing residence will resume shortly.

**"Syrian Kids Go"** - Settlement and Integration Department has acquired a short term funding for the Syrian Refugees youth, this project aims at incorporating youth into Canadian mainstream culture. The project will run from December 2016 till May 2017 with hope to continue it further. We will help 20 youth with Informal English conversation and corporate learning with topics of interest to them such as schools and its surrounding culture, sports, hobbies, music, social interactions among youth, gender relationship, rules & laws, potential danger from others. This will be done through round table discussion, bi-weekly visit to points of interest, outdoor and indoor activities with guest speakers speaking on topics.

**Additional full time Arabic speaking Settlement Counsellor** - Due to influx of Syrian refugees in coming months, IRCC has approved another full time Arabic speaking Settlement Counsellor to help them with settlement and integration needs that also includes basic employment services, labour market information and Informal English language sessions.

**Future Programs** - The provincial government has approved funding to create 75 spaces for a day care at PICS Diversity Village, a culturally sensitive complex care facility that is to be built in the community of Cloverdale.



Most of the current programs and services will continue for the next 3-4 years. We will also be launching a few new programs or expanding the current programs.

**Business Development Resource Centre** - We plan to develop this centre as an integral part of the BEST programs, where clients will get information and resources related to setting up and operating businesses.

**Surrey Volunteer Centre** - We are exploring funding options to 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.

**Fee for service intervention as part of BEST Programs** - Since BEST programs can only serve unemployed or underemployed clients, this fee for service intervention will offer similar support and assistance to working persons who have dreams of starting their own businesses. This service will be launched in January 2017 and will cover the following.

### Proposals submitted to the Federal Government under Skills Link funding for Youth:

**PICS Employing and Supporting (EASY) Program** - PICS Employing and Supporting Youth (EASY) Program will serve youth who have barriers to employment, are between the ages of 15 and 30, and who are legally entitled to work in Canada. This would be a 19 weeks' intervention that will train youth for employment/self-employment.

**PICS Employment for Youth Through Social Innovation Program** - PICS Employment for Youth Through Social Innovation Program will support youth between the ages of 15 and 30. This would be a 23 weeks' program for youth who are legally entitled to work in Canada. The selected participants will go through 7 weeks of Career Exploration, and Employability and Essential Skills Training. Thereafter they will have 16 weeks of a workplace experience at PICS Events Management Company, a social enterprise developed as part of this innovative project.

# PICS DIVERSITY VILLAGE

A PICS PROJECT FOR SENIORS



## GET INVOLVED

Give your seniors the gift of care.  
Support PICS Diversity Village today.

To donate please call 604.596.7722 or visit [www.pics.bc.ca](http://www.pics.bc.ca)

17505 & 17515 64 AVE



TOTAL FLOOR AREA  
**186,836 FT<sup>2</sup>**



BEDS  
**140**



DAYCARE SPACES  
**75**



PARKING SPACES  
**189**

## PICS DIVERSITY VILLAGE OVERVIEW

Characterized as a **Level 4 – Enhanced Assisted Living or Congregate Care (Including Dementia)**, offering a high standard of culturally sensitive care.

### THE NEED

By **2039**, the Surrey population is expected to grow by **46%**, largely driven by the 65+ population, which is expected to grow by **144%**. As of 2014, the aggregate complex care bed need for 65+ citizens was **3,347**. The need for culturally sensitive, personalized senior care in BC is growing. Together, we can provide a real home away from home for the ones we love.

### VISION

- Providing a home that is culturally sensitive to everyone and does not exclude anyone
- Foster a home-like ambience instead of a stark, institutional feel
- Provide an environment where residents can thrive
- Create community with a **Child Daycare, Adult Day Program, Café, Community Gathering Space** and a **Gift Shop**
- Integration with Community Services and Assisted Living

**This revolutionary community will change the face of senior care in BC.**

**COMPLETION**  
EST. AUG 2020



PICS DIVERSITY VILLAGE  
LIVE WHERE THE WORLD LIVES