



**Cooperative
ESL Ministries**

Annual Report 2009-2010

*Cooperative English as a
Second Language Ministries (CESLM) Society*



Breaking down barriers.

Being bearers of Good news.

Building integrated communities.

A living example of the unity of Christ's body.

www.eslcooperative.ca

E-mail: questions@eslcooperative.ca

Charitable Registration No: 86399 3440 RR 0001

Message from the President

September 2010

Dear Friends,

Another year has found the Cooperative more active than ever. Thanks to our staff and volunteers, we now have an organization that runs top-quality, professional level programs to equip churches to successfully operate ESL programs for immigrants and internationals, as well as offering workshops that prepare churches to meet the needs of new Canadians.



The Lord has blessed us. We have dedicated staff who have facilitated events with outstanding results. We have had the means to organize and present all of the programs that we offer to support churches. As well, thanks to Alberta Immigration and Employment, we have been able to present Intercultural Workshops to churches and organization in and around Calgary.

This has been a year of change, as well. We are in the process of further defining ourselves as an organization and as a board, in order to function more effectively. We have further defined our mission and vision. This in turn will lead to a more effective organization whose goals are clearly stated.

There have been possibilities for CESLM to share this vision with other cities. Last spring, Madeline, Mel, Drinda and I were able to visit Edmonton and meet with representatives from churches that offer ESL classes. They wish to support their churches in much the same way as we do here.

Of course, all of this is for naught, unless we are determined to serve the Lord in all we do, and honour Him in all our endeavours. As we face the challenges of the coming year, it is to Him that we look for wisdom and provision.

In Christ,

Kenny Thompson



About CESLM

Cooperative ESL Ministries (CESLM) Society is a group of local Calgary residents who have come together to fill a gap we have seen in our city's integration of the immigrant, refugee, and international community. We believe that ordinary, open-hearted Calgarians, with training in cross-cultural communication and good principles of adult education for language learners, can make a difference.

CESLM is a network of associations composed of many volunteers, crossing many borders of belief, but who share a common commitment to the God whose love we have experienced. We are Christian, from many different backgrounds. We are non-sectarian and will not proselytize. We will advocate for understanding and appreciation of people whose culture and language is different.

Our Mission: Empowering churches to reach out in love through ESL to the internationals and immigrants in our community.

Our Vision: Churches as societies' leaders, welcoming and integrating newcomers to Canada.

What We Do

1. **Support Church-Based ESL Ministries** - CESLM offers conferences, workshops, and training sessions to current and prospective ESL teachers, directors, administrators, conversation partners, home-stay parents, and other volunteers involved in an ESL ministry in Calgary. We also provide forums for churches, ESL teachers and volunteers to network with one another.
2. **Advocate on Behalf of Canada's Newcomers** - we do consciousness raising among faith groups in Calgary, encouraging openness and involvement and reducing barriers. This involves audio-visuals, print materials, and presentations to various community groups.
3. **Act as a Referral Agent to Other Service Providers** - CESLM provides referrals to specialized services for Newcomers such as employment training/services, settlement/housing issues, medical and life skills, citizenship, further academic training, English for professionals, et cetera.

"All the new concepts and perspectives helped me understand the challenges we have in a multicultural country."

CESLM Intercultural Workshop Participant

Report from the Board

Objective

The intention of this report is to summarise Board matters that would not normally already be covered by the reports of our staff members.



Meetings

The Board met 7 times between July 1, 2009 and June 30, 2010.

Summary

The continued strength of CESLM staff members, fundraising and the beginning of a strategic planning process were among the main topics of discussion in 2009-10.

Executive

As of September 2009, Kenny Thompson, President; Drinda Wilson, Vice President; Heather Jones, Treasurer; and Charlie Hunter, Secretary, formed the executive.

Board Membership

As of September 2009, membership on the Board was Kenny Thompson, Cathy Smith, Heather Jones, Drinda Wilson, Gisela Rohde and Charlie Hunter. Ruth Burgerhout joined in October 2009 and James Edel in February, 2010. It was hoped that Manfred Lottermoser would join but most unfortunately he was forced to decline due to illness. We hope he is doing as well as possible now. Thank you to all Board members for their commitment and hard work during the year.

Staff

The Board is thrilled with the contributions of our staff. We are extremely fortunate to have all of them. They are very capable, passionate, and committed. Thank you so much.

Bev Chambers continued as volunteer staff member. In April, 2010, her position, Coordinator of Intercultural Project, became Administrative Coordinator. She also fills the role of Privacy Officer. Words cannot do justice to the Board's gratitude for her remarkable competence, admirable generosity, leadership, passion, and tireless work for the Cooperative.

Olivia Kitt continued her excellent work as Marketing and Communications Coordinator. In the spring, for personal reasons, she decided to move to Vancouver. She continued her role very efficiently from there until June 30, 2010. The Board was delighted to appoint Colleen Klatt to replace Olivia in a newly named role, Marketing and Communications Coordinator. It is wonderful to have Colleen with us. She brings outstanding credentials and great potential.

We continue to be blessed to have Myra with us, initially as Coordinator of Training Events & Financial Administration. That title was changed to Community Liaison Coordinator just prior to the year covered by this report. In June, 2010, Myra requested a reduction in hours in part because when Bev became Administrative Coordinator, she (Bev) took over the financial administration part of the Community Liaison Coordinator's position. To further reduce Myra's workload, it was agreed that volunteers from within or outside the Board would help with a) Teaching Associate Memberships; b) Checking in with ESL program leaders; and c) the CESLM library. Myra's contributions to the Cooperative are invaluable. Among other admirable attributes, she is competent, patient, tactful and humorous.

Related to the changes just mentioned, in April, two standing committees of the Board were created: a) a Standing Committee of the Board on Event Planning was approved and Drinda, James, Cathy and Gisela volunteered and were appointed; b) a Standing Committee on Finance was approved, for which Heather and Ruth volunteered and were appointed.

Nominating Committee

Membership was Bev, Kenny and Charlie. Appointments are listed above.

Fundraising

As our government grants began to wind down, in December, the Board turned attention to other sources of funds. We were delighted to appoint Mel and Madeline Johnson as Resource Development Coordinators in December. The Board agreed to pay them an advance on expenses in the hope that the \$40,000 necessary to keep CESLM functioning in its current form through until June 30, 2011 could be raised. As of June 30, 2010, receipts did not yet match that goal and the Board is about to consider an extension of the time line.

Strategic Planning

In March, it was decided to begin a strategic planning process to pave the way for future directions. The process was begun on June 12, 2010, and continued into September. The Board is extremely grateful to Lorne Fredlund, Executive Pastor, Rockpointe Church, for his facilitation of this process.

Other

In May, the Board sent a delegation to Edmonton where, thanks to the initiative of Marvin Busenius of the Canadian Bible Society, there is interest in forming an organization with similar goals to CESLM's.

On behalf of the CESLM Board,
Charlie Hunter

Intercultural Project Report

The ESL Cooperative received funding from Language Training Programs, Alberta Employment and Immigration for the development and delivery of Intercultural Communication Training to volunteers from churches and non-profit agencies. The funding was part of two project grants that we received to design, develop and deliver training between March 15, 2007 and June 15, 2010. Overall, the Intercultural Project was very successful with results substantially exceeding the parameters set out in the grant agreement.



The objectives of the project were to raise intercultural awareness, to promote the development of intercultural appreciation, to promote understanding of intercultural barriers and issues, to provide volunteers with the opportunity to learn intercultural communication strategies, and to support churches in their efforts to welcome and be inclusive of immigrants and their families.

The project included the development of an Intercultural Information Package, the design of Intercultural Communication Training, the development of materials and learning activities for the workshops, and the delivery of the training.

Training Workshops

The Intercultural Training Project began with research for the Intercultural Communication Handbook. This was followed with the development of the handbook and the design and development of training workshops and materials. The first workshops were delivered at the Spring Training Conference in May 2007, and in August 2007 our half-day Intercultural Communication Workshop was piloted.

Since then we have produced the handbook, designed workshops, and developed a variety of workshop activities and materials. Our introductory **Intercultural Communication Workshop** is a 4-hour workshop. Gail Kastning designed the follow-up workshop “**Communicating across Cultures: Strategies for Effective Communication**”, is a 2.5-hour workshop that focuses on specific strategies for intercultural communication and is designed for those who have completed the first workshop.

*In total we have delivered **33** Intercultural Communication Workshops to a total of **553** participants.*

It is a practical workshop and is easily adaptable for use with higher level ESL students.

The workshops have been revised and the materials and activities have been adapted based on feedback we received from the participants and facilitators. We now have a variety of materials and activities and can prepare and

adapt training to meet the needs of a wide variety of participant groups. In total we have delivered **33** Intercultural Communication Workshops to a total of **553** participants.

Resources

In addition to the development of the Intercultural Communication Handbook, we have acquired a number of useful books on Intercultural Communication and Cross-Cultural Understanding. These books will be available this fall for Associate Members to borrow from our library.

Facilitator Training

Part of the project was the training of five additional Intercultural Communication Facilitators. Training for the new facilitators began in September 2008. Five people began the training and completed the training workshop. Four of them worked on reading assignments and completed observations. Three participants have continued with the training program, facilitating workshops and assisting with evaluation. Unfortunately two participants have moved away from Calgary, and another found the training too difficult to manage because of family commitments and a demanding work schedule.

Reflections on the Intercultural Project

The Intercultural Project has been very well received. Comments and questions have been positive. Participant evaluations emphasize the importance of the work we are doing – in training people who are willing and able to help newcomers settle into our community.

Churches and community organizations that have hosted events or met with us are very enthusiastic about the training and resources that we have to offer. We have been invited to give workshops in churches of many different denominations and have been met with a wonderfully warm welcome every time.

Report submitted by,

Bev Chambers

*"It made me understand that not only do you need to be more tolerant of other cultures but maybe even more importantly be **informed** about other cultures."*

CESLM Intercultural Workshop Participant

Community Liaison Report

This year it was a great privilege to serve CESLM – and God – in the role of Community Liaison Coordinator. This role includes both church-based ESL network facilitation and the delivery of networking and training events.

CESLM's 2009 Fall training started at Southwood United Church with 33 church volunteers in attendance. A warm leadership buy-in was evident by the participation of Rev. Ed Lewis and the three volunteer leaders who had just started their first English Conversation Club at Southwood.



The second weekend, held at Abbeydale Christian Fellowship, was followed by a great wrap-up at M.E.T.R.O. church. That final weekend also showcased the generosity of Canadian Bible Society. Once more this great organization offered ESL Bibles free of charge to church-based ESL programs.

A church new to the cooperative, Parkdale Grace Fellowship, was the scene of the 2010 networking event which enjoyed a record attendance of over 75 people. Input from Board member, Cathy Smith, ensured maximum interchange between participants and the immigrant-serving agencies which were represented. Pastor Patti Love of Foothills Alliance Church brought the informative and motivational keynote address.

The cooperative's training year came to a close following the May training event hosted by another church new to the cooperative, Pineridge Christian Fellowship. The event's four ESL workshops received stellar reviews. The other timely workshop track, with input from immigrant-serving agencies and youth pastors, related to immigrant youth.

The 2010 networking event enjoyed a record attendance of over 75 people. Input from Board member, Cathy Smith, ensured maximum interchange between participants and the immigrant-serving agencies which were represented.

Three areas of the ESL cooperative have received new and expert leadership. Heather Jones (Board Treasurer) has taken over the area of Teaching Associate memberships. Cindy Ralph, a volunteer

who is a professional librarian, has taken charge of the cooperative's resource library. Board members who are ESL teachers - Drinda Wilson, Gisela Rohde, Cathy Smith – are now offering personal consulting to the church-based ESL programs in CESLM's network.

What a privilege is mine to participate in "welcoming and integrating newcomers to Canada"!

Respectfully submitted,

Myra Brown

Marketing and Communications Report

This year Olivia Kitt continued to develop tools and resources to effectively communicate to CESLM's publics. In addition to creating promotional posters, writing newsletters and updating the website she assisted in the development of fundraising material for Madeline & Mel's fundraising.

She also developed several new tools for the website to better serve our community. These include a 'Start-Up Package' for new church ESL programs, added the bulletin board, a page for articles, an advertising information sheet for prospective advertisers and a fact sheet on immigrants in Calgary.



In July, she created a Facebook page which now has 54 "friends", this page is regularly updated with quick bits of news and helpful information for our community. In November, she sent letters to all CESLM donors along with the annual report. She also created a poster that she and Myra put it up at over 20 agencies. This was an excellent opportunity to connect with agencies who may not have heard of CESLM, and to spread the word about church ESL programs. She got a few phone calls from agencies after delivering the posters for more information.

In mid-December, she completed collecting information for a survey of church ESL programs that she had created. The final report is now on our website. A few interesting points from the survey include:

- Over 1,900 students have been served by church ESL programs this year.
- The biggest needs of ESL programs are more ESL resources and help finding students for their programs.
- Less than 2/3 churches had sent a representative to a CESLM event in the past year.

In June of 2009 Olivia moved to Vancouver and continued to work from there until a replacement person (Colleen Klatt) was found for her position. Her dedication to CESLM will be remembered with gratitude. Olivia went above and beyond the call of duty to ensure CESLM was providing the best communication tools and resources possible to our community. She is missed.

Report submitted by,

Colleen Klatt on behalf of Olivia Kitt

"It was very useful because it brought to my attention so many areas of difference in people's world views. I gained a better understanding of how people in other cultures think."

CESLM Intercultural Workshop Participant

Curriculum Revision Report

The Fall 30-Hour Training Material was revised in 2008, again in 2009, and again this year. The second revision was to make it somewhat easier and more user-friendly, which it did. This year's revision was mostly an update about new materials and taking out references to the pronunciation text, "Clearly Speaking" that we are no longer going to provide with the training or have on hand to sell, thus reducing the need to account for inventory. It is also now in MS Word, making future changes or corrections easier for anyone to do.



Report submitted by,

Gisela Rohde

Fund Development

CESLM was pleased to have Madeline and Mel Johnson accept the fund development role in January. They continue to have success in their fundraising and in the coming year we look forward to pursuing contacts they have made.



"Thank you for the plethora of teaching materials. Thank you for such expert teachers and such good care of all of us. This is an excellent course and I will be sure to tell others."

CESLM Fall Training Participant

CESLM is grateful to all our donors, funders, and associate members for their continued support and faith in this organization.

Funders:

- Language Training Programs, Alberta Employment and Immigration

Donors:

- | | | |
|-----------------------------------|-----------------------------|-------------------------------|
| • Anna and Chester Cross | • Darryl McDonald | • Jan and Ruth Burgerhout |
| • Au-Yeung Lai Ming | • Darrel Eliason | • John and Jacqueline Hallett |
| • Barry and Jessie Johnson | • David Johnson | • John T. Huang |
| • Beddington Pentecostal Church | • Donna Zamiski | • Kelly & Barb Johnson |
| • Bev & Norman Chambers | • Drinda Wilson | • Kenny Thompson |
| • Beverley Pike | • Elaine Hastman | • Laine & William Warden |
| • Bill and Catherine Mah | • Esther Aichele | • Lo Kam |
| • Bill Demaer | • Foothills Alliance Church | • Melvin & Madeline Johnson |
| • Boyd and Jenny Anderson | • Gisela Rohde | • N.L. Jacobsen |
| • Calgary Chinese Alliance Church | • Harold and Hilde Johnson | • Preston & Janet Medd |
| • Craig and Heather Jones | • Hawkwood Baptist Church | • Providential Performance |
| • Charlie Hunter | • Helen Lewis | • Ronald and Myra Brown |
| • Dan Lodovica | • Helen Ohlhauser | • Sunnyside Retreat Centre |
| | • Irene White | |
| | • James Edel | |

Teaching Associates:

- | | | |
|-------------------|----------------------|---------------------|
| • Esan Adebola | • Judy McKearney | • Ruby Knudtson |
| • Brenda Kloiber | • Jung Sunwoo | • Ruth Burgerhout |
| • Deborah Lawson | • Justin Bills | • Sandy Patterson |
| • Donna Judd | • Karen Kajorinne | • Sharon Groeneveld |
| • Fern Buszowski | • Leslie O'Loughlin | • Shirley Franks |
| • Grace Stolte | • Lorna Jacobsen | • Theresa Voigt |
| • Irene Rubens | • Lydia Elankairajah | • Zona Wilson |
| • James Edel | • Margret Blackburn | • Faye Lippett |
| • John Vandenberg | • Mary Cummins | • Gwen Love |
| • Jessie Mercer | • Peggy Abbott | • Jean Patterson |
| • Johanne Lamont | • Ralph Hertzprung, | • Jane Whitman |

Professional Associates

- | | |
|--------------------------|----------------------|
| • Beddington Pentecostal | • St. James Anglican |
|--------------------------|----------------------|

The CESLM Board & Staff

Board Members (2009/2010):

Kenny Thompson - President

Drinda Wilson - Vice-President

Heather Jones - Treasurer

Charlie Hunter - Secretary

Cathy Smith - Director

Ruth Burgerhout - Director

Gisela Rohde - Director

James Edel - Director

Part-time Staff Members/Contracts:

Beverley Chambers - Administrative Coordinator

Olivia Kitt (until June 2010)/Colleen Klatt (as of June 2010) - Marketing & Communications

Myra Brown - Community Liaison & Training Events

Mel & Madeline Johnson - Fund Development

Gisela Rohde - Curriculum Development Contract

Gail Kastning - Intercultural Workshop Designer & Facilitator

Esther Aichele - Bookkeeper

Cooperative ESL Ministries
Statement of Financial Position
June-30-10

		2010	2009
ASSETS			
CURRENT			
	Cash	\$ 7,912.00	\$ 49,165.00
	Receivables	\$ 7,749.00	\$ 164.00
	Inventory	\$ -	\$ 396.00
		\$ 15,661.00	\$ 49,725.00
	Capital assets	\$ 298.00	\$ 897.00
		\$ 15,959.00	\$ 50,622.00
LIABILITIES			
CURRENT			
	Accounts payable & accrued liabilities	\$ 2,100.00	\$ 4,292.00
	Undisbursed designated funds	\$ 400.00	\$ 32,922.00
		\$ 2,500.00	\$ 37,214.00
	Deferred capital contributions	\$ 298.00	\$ 897.00
		\$ 2,798.00	\$ 38,111.00
NET ASSETS			
	Unrestricted	\$ 13,161.00	\$ 12,511.00
		\$ 15,959.00	\$ 50,622.00

Copies of the complete Financial Report are available upon request.

Cooperative ESL Ministries**Statement of Operations**

YEAR ENDED JUNE 30, 2010

	2010	2009
REVENUE		
Designated funds	\$ 47,850.00	\$ 31,355.00
Donations	\$ 7,827.00	\$ 11,145.00
Fundraising	\$ 9,475.00	\$ -
Registrations	\$ 6,948.00	\$ 6,725.00
Sundry and memberships	\$ 2,074.00	\$ 1,602.00
Amortization of deferred capital contributions	\$ 599.00	\$ 599.00
	\$ 74,773.00	\$ 51,426.00
EXPENSES		
Conference costs		
Facilitators	\$ 15,475.00	\$ 16,384.00
Facility rental	\$ -	\$ 320.00
Food	\$ 1,650.00	\$ 3,837.00
Supplies and sundry	\$ 57.00	\$ 320.00
Advertising and printing	\$ 1,057.00	\$ 1,067.00
Amortization	\$ 599.00	\$ 709.00
Books and materials	\$ 396.00	\$ 396.00
Designated funds disbursed	\$ 47,850.00	\$ 31,355.00
Fundraising	\$ 2,800.00	\$ -
Interest and bank charges	\$ 210.00	\$ 91.00
Meetings and training	\$ 750.00	\$ 552.00
Office and sundry	\$ 1,179.00	\$ 1,348.00
Professional fees	\$ 2,000.00	\$ 1,537.00
Workshop	\$ 100.00	\$ 548.00
	\$ 74,123.00	\$ 58,464.00
Excess of revenue over expenses	\$ 650.00	-\$ 7,038.00



Fall Training 2009

35 Participants
completed CESLM's
30 Hour Training for
Church Volunteers,
held in October.

