



Cooperative English as a Second Language Ministries  
(CESLM) Society

# Annual Report

2012-2013



*Breaking down barriers • Being bearers of Good News*

*Building integrated communities • A living example of unity in the body of Christ*

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# About Us

Cooperative ESL Ministries (CESLM) Society is a group of local Calgary residents who have seen gaps in the integration of the immigrant, refugee, and international community and we are united in our determination to work towards bridging those gaps. We believe that ordinary, open-hearted Calgarians, with some training and support, can make a very positive difference in the lives of newcomers.

## Our Mission

**Empowering churches to reach out in love to the immigrants and internationals in our community.**

## Our Vision

**Churches are key leaders in welcoming and integrating newcomers to Canada.**

## What We Do

CESLM is an interdenominational Christian organization of volunteers from different backgrounds who advocate respect, understanding, and appreciation for people of all cultural, religious, and language backgrounds. We serve our community by training, networking, mobilizing, and inspiring hundreds of current and prospective volunteers who work directly with newcomers in Calgary. We support church ministries and community-based programs that serve newcomers to Canada by providing a variety of services.

**TRAINING AND RESOURCES:** Each year we deliver training programs and provide information and resources for volunteers from church and community organizations including:

- *Reaching Out with English:* a 30-hour intensive training program for volunteers in church-based ESL programs - offered over 3 weekends each Fall.
- *Spring Training:* a full-day training event focused on current issues facing newcomers. Provides information and strategies for assisting newcomers plus an option for ESL facilitators to enhance their classroom skills - offered one Saturday each Spring.
- *Intercultural Communication Workshops:* half-day or evening workshops for groups wanting to raise intercultural awareness, learn about different cultural values, and improve cross-cultural communication skills. Workshops are delivered for your group at your church or organization by CESLM facilitators.

**BUILDING COMMUNITY PARTNERSHIPS:** Through our large community network we connect leaders and volunteers from church and community organizations with representatives from immigrant serving agencies and other supportive community organizations. We do this by providing:

- *Annual Networking Breakfast:* a half-day information and networking event for volunteers and staff from churches, immigrant serving agencies, and other supportive community organizations - offered one Saturday morning each February.
- *Information, contacts, and referrals to services for immigrants and other newcomers:* connecting church and community-based programs to immigrant-serving agencies in Calgary and enabling program leaders to find appropriate specialized services (settlement services, counselling, further education, employment preparation, etc.) for their clients.

**ADVOCATING FOR NEWCOMERS TO CANADA:** We strive to raise awareness among church and community groups, and encourage openness and involvement in reducing the barriers faced by immigrants and other newcomers in Calgary. We do this by:

- Providing information and resources via our website and newsletter and through workshops, speakers, and presentations at our training and networking events.
- Encouraging interaction through Social Media: 'Like' us on Facebook, follow us on Twitter, sign up for our newsletter, or ask us questions via our website.



# Message from the President



September 2013

*Dear Friends,*

I was officially installed as President on June 25, 2013, and as your very new President, this is my first opportunity to deliver a message on behalf of CESLM.

I had been acquainted with the work of the organization for several years through my friendship with Madeline Johnson, the founder of CESLM. However I became truly, and intimately, involved with CESLM as a result of the Treacherous Heart movie screenings during this past year. At these presentations I met friendly and welcoming Board and Staff members who talked about the work of the Cooperative and shared their passion for serving newcomers.

As some of you are aware, CESLM, in the past eleven years has equipped Churches to successfully operate ESL programmes for immigrants and internationals, as well as offering workshops that empower Churches to meet the needs of new Canadians. ESL is all about giving, as unto The LORD: "For I was hungry, and you gave Me meat: I was thirsty, and you gave Me drink: I was a stranger, and you took Me in (Matthew 25:35, KJV). The Bible makes us understand that when we do these to strangers, we have done such to the Lord.

This has been a busy year for the Cooperative and we've been blessed to have the services of two enthusiastic and talented new staff members. Roxy Meyers, Community Liaison Coordinator (also in charge of training and events), stepped seamlessly into her role and has done an excellent job of running our programs and events. Janelle Baldwin took on the position of Communications and Marketing Coordinator, temporarily replacing Colleen Klatt who was on maternity leave. We are very fortunate that Janelle Baldwin agreed to stay on in the position when Colleen resigned. Thank you Roxy and Janelle for all that you do.

In the spring we held a Strategic Planning workday in which we were able to set several important strategic goals for the coming year. The presentations and discussions also brought us greater clarity in articulating our mission, vision, and mandate. This enabled us to see how the roles of Board Members, Staff Members, and Volunteers work together to strengthen the organization.

De Bono suggests that our decisions may be limited because our thinking process is too limited. To broaden our understanding of thinking, De Bono describes six thinking hats. Each hat has a different purpose. Each hat brings a different element to the discussion. Each person has a preferred hat - a preferred thinking style. Learning which preferred styles are present in a group helps the group be more tolerant and understanding. (De Bono, Edward: Six Thinking Hats) .

In CESLM we need all types of hats to make good decisions too. Though we are many, we aim to work as one, speaking the same thing, without divisions, being "perfectly joined together, in the same mind and in the same judgment" (I Corinthians 1:10) all for the common good and benefit of the community we serve.

We are people-minded. "For as the Body is one, and has many members, and all the members of that one Body, being many, are one Body: so also is Christ. For the body is not one member, but many." (I Corinthians 12: 12&14).

When God gives a vision, He always makes the provision. The Board and Staff join me in thanking you, Madeline Johnson for giving us all the opportunity to serve. We also thank you, Drinda Wilson, Past-President, for your service over the past several years in the Cooperative. Thank you Bev Chambers for your tirelessness and encouragement and for the pressures you take off of our lives. I am honoured and incredibly grateful to work alongside the professionals serving on the Board. I thank all of you volunteers, for your generous gifts of time, skill and energy.



The Lord continues to bless us and we finished our year in a positive financial position. We have not yet reached a level of funding that will sustain our core expenses, but in the past year we have established a visiting committee that has been able to bring on several new Community Partners as more churches add CESLM to their mission budgets.

If you or someone you know is interested in contributing financially, or is able to provide our Board with leadership, training, or assistance in the area of fundraising, please let us know. We would be very grateful for your assistance.

Of course, our effort amounts to nothing, unless we dedicate our service to the Lord. Our loving trust in the LORD compels us to believe, with confidence that as we yield totally to His Direction, then His Perfect Will, not His Permissive Will, will be done in CESLM. We as the 'Just' choose to "live by Faith" (Hebrews 10:38). So as we face the challenges of the coming year we seek to glorify God in everything we do, and we pray that He will bless our work.

"Except the LORD build the house, they labour in vain who build it: except the LORD keep the city, the watchman wakes but in vain. It is vain for you to rise up early, to sit up late, to eat the bread of sorrows: for so He gives His beloved sleep." (Psalms 127:1-2).

Thank you, fellow Workers in the Vineyard. I appreciate you all, and God records all you do - Donna Judd, Rhonda McNallie, Dale Fisher, James Edel, Mel Johnson, Bethany Love Ulriksen, and Michele Wiens.

"Therefore, my beloved Brethren, be steadfast, unmoveable, always abounding in the Work of the Lord, forasmuch as you know that your labour (of love) is not in vain." (1 Corinthians 15:58).

*Shalom & Maranatha!*

Yours in His service,

*Ijeoma Chuku*





# Board of Directors & Staff

## BOARD MEMBERS (2012/2013):

### Executive:

Drinda Wilson - President (to June 25, 2013)  
 Ijeoma Chuku - President (from June 25, 2013)  
 James Edel - Vice President (from June 25, 2013)  
 Dale Fisher - Secretary  
 Rhonda McNallie - Treasurer

### Board Members:

Dale Fisher - Director  
 Rhonda McNallie - Director  
 Mel Johnson - Director  
 Donna Judd - Director  
 James Edel - Director (from August 2012)  
 Bethany Love Ulriksen - Director (from September 2012)  
 Ijeoma Chuku - Director (from April 2013)  
 Madeline Johnson - Director (resigned April 2013)  
 Adriana Fishta-Bejko - Director (resigned September 2012)  
 Randy Easthouse - Director (resigned January 2012)  
 Drinda Wilson - Director (second term completed June 2013)

### Staff and Volunteers:

Roxy Meyers - Community Liaison Coordinator  
 Janelle Baldwin - Communications & Marketing Coordinator  
 Beverley Chambers - Administrative Coordinator  
 Rhonda McNallie - Bookkeeper  
 Cindy Ralph - Librarian (resigned February 2013, position vacant)  
 Heather Jones - Registrar



Drinda Wilson



Rhonda McNallie



Dale Fisher



Madeline Johnson



Mel Johnson



Adriana Fishta-Bejko



Randy Easthouse



Donna Judd



James Edel



Bethany Love-Ulriksen



Ijeoma Chuku



# Year in Review

## BOARD OF DIRECTORS

**Meetings:** The Board of Directors met for 9 regular meetings between July 1, 2012 and June 30, 2013. The CESLM Annual General Meeting was held at M.E.T.R.O. Church on September 18, 2012.

**Executive:** As of September 2012, Drinda Wilson, President; Rhonda McNallie, Treasurer; and Dale Fisher, Secretary, formed the Executive. At the June 25, 2013 Board Meeting Ijeoma Chuku replaced Drinda Wilson as President, and James Edel was appointed Vice President.

**Membership:** As of July 2012, membership on the Board of Directors included: Drinda Wilson, Dale Fisher, Rhonda McNallie, Madeline Johnson, Mel Johnson, Randy Easthouse, and Donna Judd.

**New Board Members:** At the August 14, 2012 Board Meeting, James Edel was reinstated as a Director. Additional new Board Members are: Bethany Love Ulriksen who joined the Board on September 18, 2012 and Ijeoma Chuku who joined on April 24, 2013.

**Resignations:** Resignations received during the 2012/2013 year were from: Adriana Fishta-Bejko on September 18, 2012, Randy Easthouse on January 15, 2013, and Madeline Johnson on April 24, 2013. Drinda Wilson's second 3-year term of service to the CESLM Board of Directors was completed in June 2013.

*Thank you to all members of the Board of Directors for their commitment and hard work during the last financial year, and a special thanks to Drinda Wilson on completion of six years of service.*

## STAFF



Two new staff members began working with Cooperative ESL Ministries during the summer of 2012. Janelle Baldwin began in the position of Communications and Marketing Coordinator at the beginning of July. Roxy Meyers, Community Liaison Coordinator in charge of training and events as well as community liaison, began on July 15, 2012. We're pleased to report that both of these capable and talented women learned a lot in a very short time and continue to fill their positions admirably.

Colleen Klatt began parental leave in June 2012 and in August she and Jason became the proud parents of a third lovely daughter, Rachel. Colleen had intended to return to work in May, but after much prayer and deliberation she resigned from her position and will be focusing her attention on her young family. We are very fortunate that Janelle Baldwin has agreed to stay on as Communications and Marketing Coordinator, and Michele Wiens will be taking on some promotional work for us in the coming year.

Bev Chambers continues to volunteer as Administrative Coordinator. Bev and Roxy also serve jointly as Executive Director on an interim basis.



This past year, our Treasurer and Director, Rhonda McNallie, stepped up to fill the role of Bookkeeper and she plans to continue to serve in that capacity on a voluntary basis.

We are blessed with some very committed volunteers. Our Secretary and Director, Dale Fisher has served as caterer at several of our events, meetings, and programs. Former Board Members, Heather Jones and April Luk continue to serve the Cooperative: Heather as Registrar, and April as Events Assistant. Ruth Burgerhout has volunteered to undertake our Financial Review. We are grateful to have many volunteers who help out with events as facilitators, serve on set-up and clean-up crews, and take on administrative tasks.

We extend our thanks to all our Directors, Staff Members, and willing volunteers for their commitment and passion for the mission of the Cooperative, and for their hard work over the past year.

### **ANIW PROJECT: IMMIGRANT WOMEN ONBOARD**

This past year we were invited to participate in a mentorship program run by the Alberta Network of Immigrant Women. The purpose of the mentorship program was to provide immigrant women with one –to-one mentoring and leadership skills to participate as future non-profit board members; and assist non-profit boards to create welcoming, inclusive and diverse boards that are supportive of immigrant women.

Madeline Johnson volunteered to represent us as a mentor in the project to work one-on-one with an immigrant program participant. Madeline's 'mentee' was Beatrix Haller, an immigrant woman whose background is in early childhood education. She had been the Administrator and Owner of a Child Care Centre in Germany and her current goal is to serve on as a Board Member for a community-based education and activity program for children.

The program required that Beatrix attend several Board Meetings and gather information about our constitution, by-laws, and strategic planning goals. She was able to volunteer at some of our events during the year and we enjoyed her enthusiasm and interest in CESLM.

### **FINANCIAL NEEDS**

Thanks to the fundraising efforts of the Board we finished the year in a positive financial position. Our application for a Community Spirit Grant from the Government of Alberta was successful and this has left us in a fairly good position at the beginning of the new financial year.

However, the Cooperative still faces the challenge of building core funding sustainability. Currently we have regular monthly donations that provide about one third of the funding we need to cover our basic operating costs. Solid core funding would ensure that we could continue to deliver the impactful programs that bring our mission to life in the community.

Board and Staff continue to seek guidance, leadership, and assistance in fund development. If you or someone in your network would be interested in contributing and are able to provide leadership, training, assistance, or finances we would be very grateful

Respectfully submitted by,

*Ber Chambers*

Administrative Coordinator





# Training & Events



## FALL TRAINING

Joining the CESLM team in July of 2012, my first assignment was to execute the annual Fall Training sessions. Thanks to the pre-planning efforts of my predecessor, Myra Ruth Brown, Fall Training came together very well. We trained and equipped 20 individuals representing ten churches and organizations. The calibre of facilitators and volunteers who assisted in leading the training sessions, helping with set-up and clean-up, assisting in catering and registering our participants was fantastic. Fall training began September 28 at Lighthouse Church. Agapé Language Centre hosted us on the second weekend of training and Centre for Newcomers provided the setting for our final weekend of training.

## NETWORKING EVENT

On February 23, 2013, Marlborough Park Community Centre was the setting for our Networking Breakfast. Eighty participants attended the event including excellent representation from Calgary's immigrant-serving sector and other Christian Organizations that serve newcomers to Canada. Working with our theme, From Isolation to Integration: Welcoming Newcomers into Community, our guest speakers which included Patti Love (Foothills Alliance Church), Bethany Matchullis, (Calgary Catholic Immigrant Society), and Kathryn Fasegha, (Treacherous Heart Film Productions) each delivered talks that gave varying perspectives on their work and experiences with newcomers and immigrants and their journey of settling into Canada. Two personal stories were shared by immigrants who left a powerful impression on those who were in attendance and affirmed why we do what we do and the powerful impact we can have on individuals and families. Bethany Love Ulrickson, CESLM Board of Directors, was the MC for this exciting and energetic event. The morning gave an opportunity for networking to happen between the variety of churches and organizations that were represented in the hopes that a greater collective impact will be achieved in reaching out to newcomers and immigrants who are choosing to make Calgary their home.

## SPRING TRAINING

Bethany Chapel graciously hosted our Spring Training Event which was held on May 4, 2013. Spring training is intended to focus on a specific theme with plenary sessions and workshops that address that theme as well as a selection of workshops to sharpen ESL Ministry skills. This year we continued to build on the networking theme, From Isolation to Integration: Welcoming Immigrant Families, with the intention to focus on immigrant family dynamics. Kamilla Prasad, pastor at the Fiji Canada Christian Fellowship & Outreach opened the session with a riveting talk on practical ways to reach out to our next door immigrant families. David Kang, with good humor and insight, shared from his personal experience and ministry at First Alliance, the keys to embracing the immigrant family in an intercultural setting. Further training occurred through a variety of workshops that focused on cross cultural parenting, facilitated by Sara Todd, Cross Cultural Parenting Program, CIWA; Alice Mitchell, Adjunct Professor Alberta Bible College, led us through some exercises to increase conversational skills; and Dr. Roswita Dressler, Research Associate from the Language Research Centre University of Calgary, demonstrated a hands on workshop using drama techniques in the ESL Classroom.

## TREACHEROUS HEART FILM SCREENINGS

CESLM partnered with Kathryn Fasegha, writer and director of a feature film entitled Treacherous Heart with two goals. The first goal was to create awareness of the challenges and the cultural tensions that often exist between immigrant parents and their Canadian children, who are seeking to honor their parents and heritage but also trying to fit into Canadian culture. The second goal was to raise funds for both organizations. Screenings were held in February at RockPointe Church and March at Harvest Hills Alliance Church. It was a good collaborative effort that drew an audience of approximately 150 people at each screening event.



## INTERCULTURAL COMMUNICATION TRAINING

We had the opportunity to provide Intercultural Communications training for several organizations this past year, including CIWA and the volunteers in their cross-cultural parenting program in December, Grace Baptist Church which included their pastoral staff, day care staff and congregation members in April, and the New Canadian Friendship Centre in May. Thanks to Bev Chambers, Gail Kastning, Michele Wiens, and James Edel who are all excellent facilitators of the training for their service in this area. Michele Wiens also had the opportunity to present a condensed version of the Intercultural Communications Workshop to the Centre Street Staff in January which was very well received. We continue to receive invitations for this training that provides practical application to communication in the workplace and how cultural differences can be seen as an asset or a barrier in every day interactions.

Respectfully submitted,

*Roxy Meyers*

Community Liaison Coordinator

## Marketing & Communications

It was an honour and a privilege to serve the Cooperative this year in the role of Marketing and Communications Coordinator while Colleen Klatt was on parental leave. I had big shoes to fill and I'm delighted to report that we had a successful year promoting our fall training program, networking event and spring training conference. In addition, we held two fundraising screenings of the feature film *Treacherous Heart*, collaborating with writer/director Kathryn Fasegha to help raise funds for CESLM and *Treacherous Heart*. These events were promoted through local and social media and among the churches and communities that we serve.



Over the course of the year, a fresh, new look has been applied to all of our promotional materials, including our newsletter. The new look has been well received and we've enjoyed increased readership of the newsletter. A new, responsive website reflecting our new look is being designed for launch in November 2013. The new site will automatically adjust to the device it is being viewed on, i.e. smartphone or tablet, making it 'mobile-friendly'. This allows us to provide a great user-experience across many devices and screen sizes. Better search engine optimization will also be reflected in our new site.

This year we have also expanded our social media presence by creating a Twitter account (@eslcooperative) and developed a free iOS app for iPhone & iPad (designed by former Board member April Luk). The app allows users to stay up-to-date with upcoming events, register for events, and set event reminders on their phone. A map view is also part of the app, allowing them to see ESL classes near them. Users can also select the church phone number to call them right away, or select the church email to ask for more information.

I felt very blessed to work with the fantastic team at CESLM this year and look forward to continuing the relationship in 2013-14, as Colleen decided not to return following her parental leave. I am excited to see what the Lord has in store for the ministry in the coming year.

Respectfully submitted,

*Janelle Baldwin*

Marketing and Communications Coordinator



@eslcooperative

Please check our website [www.eslcooperative.ca](http://www.eslcooperative.ca)

To find our app, search 'esl cooperative' in the App Store



# Acknowledgements

The Cooperative's past success is based on countless hours of service from committed volunteers. Essentially we are an organization of volunteers dedicated to serving and training volunteers. This has been one of our greatest blessings and the Board and Staff of CESLM offer our sincere thanks to all our willing volunteers!

Working volunteers are involved in all aspects of our organization and our training events. Many are professional people (ESL Trainers and Teachers, Immigrant Settlement Workers, and Employment Counsellors working in agencies, colleges, schools, city services, and churches) who volunteer their time in training and facilitation. Others provide help setting up furniture and equipment, registering people for events, catering, and cleaning up. Without them, we would be unable to accomplish all that we do.

We would like to thank all those who served in the past year as MCs, Speakers, Presenters, Trainers, and Facilitators at our events.

A very special thanks to the following volunteers for their long-term commitment to the Cooperative and for the ongoing work they do to keep our events and programs running smoothly and to keep our organization on track.

Heather Jones, Event Registrar

April Luk, Event Assistant

Dale Fisher, Events Caterer

Rhonda McNallie, Bookkeeper

Ruth Burgerhout, Financial Review



Heather Jones



April Luk



Dale Fisher



Rhonda McNallie



Ruth Burgerhout

*"We always thank God for all of you...we remember before our God and Father your work produced by faith, your labour prompted by love, and your endurance inspired by hope in our Lord Jesus Christ." 1 Thessalonians 1:2*



# Donors

## COMMUNITY PARTNERS 2012 - 2013

Centre Street Church  
Foothills Alliance Church  
Hawkwood Baptist Church  
Lighthouse Christian Fellowship  
RockPointe Church  
St. James Anglican Church  
Westminster Presbyterian Church  
Southgate Baptist Church  
Rockyview Alliance Church

*We are grateful to all our Donors  
and Community Partners for their  
continued support and faith in the  
work of the ESL Cooperative.*

*Thank you!*

## FUNDING GRANTS 2012 - 2013

Community Spirit Grant

## MINISTRY PARTNERS 2012 - 2013

Johnson, Mel and Madeline  
McNallie, Dale and Rhonda  
Au-Yeung, La Ming  
Johnson, Barb and Kelly  
Johnson, David  
Hunter, Charlie  
Chambers, Norm and Bev  
Rohde, Gisela  
Anderson, Jennifer and Boyd  
Fisher, Dale and David  
Jones, Heather and Craig  
Palmer, Cori and Kenneth

Cross, Anna  
Kang, Christina and David  
Braaten, Margaret and Gordon  
Beach, Martha  
Mah, Bill  
Eliason, Donna  
Penner, Janice  
Hildebrecht, Priscilla  
Zamiski, Donna



# Financial Report

## COOPERATIVE ESL MINISTRIES STATEMENT OF FINANCIAL POSITION YEAR ENDED JUNE 30, 2013

	2013	2012
<b>ASSETS</b>		
<b>CURRENT</b>		
Bank/Cash	14,956	20,393
Receivables	174	124
Prepaid Expenses	525	100
	<u>15,655</u>	<u>20,617</u>
Capital Assets	—	—
<b>TOTAL ASSETS</b>	<u><b>15,655</b></u>	<u><b>20,617</b></u>
<b>LIABILITIES</b>		
<b>CURRENT</b>		
Account payables and accrued liabilities	1,827	108
Undispersed designated funds	920	250
	<u>2,747</u>	<u>358</u>
Deferred Revenue (Community Spirit Grants)	8,894	9,209
	<u>11,641</u>	<u>9,567</u>
<b>NET ASSETS</b>		
Unrestricted	4,104	11,050
	<u><b>15,655</b></u>	<u><b>20,617</b></u>





# Statement of Operations

## COOPERATIVE ESL MINISTRIES STATEMENT OF OPERATIONS YEAR ENDED JUNE 30, 2013

	2013	2012
<b>REVENUE</b>		
Donations	20,905	27,715
Community Spirit Grants	9,209	0
Registrations	9,886	7,179
Sundry and Membership	3	4
	<b>40,003</b>	<b>34,898</b>
<b>EXPENSES</b>		
<b>Program costs</b>		
Facilitators	1,225	1,725
Facility rental	475	484
Food	1,859	1,838
Supplies and sundry	751	1,144
Advertising and printing	635	1,086
Books and Materials	0	47
Event Expenses	2,438	0
Interest and bank charges	170	332
Office and sundry	1,672	1,764
Salaries and benefits	35,506	19,136
Travel	1,608	0
Workshops	700	522
	<b>47,039</b>	<b>28,077</b>
<b>Excess (deficiency) of revenue over expenses</b>	<b>-7,036</b>	<b>6,821</b>



# Training & Event Photos



*Fall Training 2012*

