



# Annual Report

2016-2017

**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

**C**ooperative 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 thirty-hour intensive training program offered over three alternate weekends spanning a period of six weeks each Fall.
- **Spring Training:** A one-day training event focused on current issues facing newcomers. It provides information and strategies for assisting newcomers with an option for ESL facilitators to enhance their classroom skills. This is offered one Saturday each Spring.
- **Intercultural Communication Workshops:** A half-day or evening workshop for groups wanting to raise intercultural awareness, learn about different cultural values, and improve cross-cultural communication skills. Workshop is 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 by providing:

- **Annual Networking Breakfast:** A half-day information and networking event for Church staff and volunteers, immigrant serving agencies, and other supportive community organizations. This is 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, 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: Our Website, Our Newsletter, Facebook, Twitter.



# President's Report



September 2017

*Dear Friends,*

Year after year one constant remains - "...regardless we could never do it without God!"

After sixteen odd years Cooperative English as a Second Language Ministries (CESLM, the Cooperative) Society is still as relevant as when it was birthed, when her role was not completely defined or made clear to all. Individually we have faced and scaled challenges, and collectively it has been a tough year in more ways than one.

Miraculously, which can only be by God, and we do not make light of it, we had three super additions to our CESLM Board Membership this past year in review.

Margaret Daley, a special needs Educator, a Nurse, and a life-long learner with various skill sets comes to CESLM with a pure unadulterated servant heart. Volunteering is her God-given passion and she excels at it. Margaret has kindly agreed to attend to our Treasurer duties.

Mel Johnson, divinely returned to the CESLM Board this Year In Review. Mel definitely has a fundraising style about him which one should envy. He has stated his willingness to continue fundraising for and on behalf of CESLM. The Board of Directors deeply appreciates Mel Johnson back with us.

Because of the obedience of one person, hundreds of lives are impacted in our world today by CESLM.

"...Behold, to obey is better than sacrifice, and to hearken than the fat of rams." I Samuel 15:22.

She obeyed without an iota of doubt that when God gives the Vision, He makes the Provision.

With that childlike Faith that is required of all who trust unflinchingly in the LORD, she rested and watched God move these past many years. We are blessed to have Madeline Johnson back with us in CESLM. It is pure joy to hear her rehash how God arrested her attention concerning the birthing of Cooperative English as a Second Language Ministries Society.

We have had moments of sadness or put mildly, mixed feelings, when some of our invaluable Directors and Staff moved on divinely to other areas of life and Ministry.

Roxy Meyers, our Community Liaison Coordinator seamlessly took over this office when the need arose. She was the face of CESLM out there. Roxy effortlessly put together several events, and consistently with rave reviews. Roxy felt the Lord's direction to move on. Who are we indeed to question what the LORD approves? And so CESLM's loss became the gain of Samaritan's Purse!

If you are an avid reader of our CESLM Newsletter then James Edel is likely known to you. James also wore other hats as our esteemed Vice President, and lastly CESLM Board Treasurer till the end of this Year In Review. Due to other commitments, James resigned in June.

The story of her association with the Cooperative can only be recognized as Divine. Yes, God physically brought Amber Wylie-Moerman to the CESLM. She has been a huge blessing especially as a Resource Person in our Training Workshops. Amber was going to have her second baby and we in CESLM understand priorities. First things must indeed come first!

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During this past Year In Review, CESLM skipped both our popular thirty-hour Reaching Out With English (ROWE) Training Workshop and our Networking Breakfast Event. We focused more attention on reorganization, relationship building, and completed the hosting of our Intercultural Communication Workshop for sister Encompass Partners. The participant feedback engendered calls for more Training Workshops in this area.

Cooperative ESL Ministries was not in deep financial stress as we enjoyed the last portion of the Alberta Government Community Initiatives Program Grant received in 2015. Our spending was reduced because our operating cost was reduced, and a few more new donors came on board.

CESLM submitted the final report concerning the grant to Alberta Government this year.

CESLM enjoyed and completed our third successful year of Encompass Partnerships camaraderie, an experience we are sure to cherish individually and collectively. It was therefore with mixed feelings that we, as one of the founding Partners, chose not to renew our Partnering Agreement at the end of this Year In Review. This is as a result of CESLM decision to be financially discrete and accountable due to our current reorganization.

Dale Fisher, our CESLM Board Secretary, Resource Person at our Training Workshops, Newsletter Contributor, and Hostess extraordinaire continues to amaze us even at the shortest possible notice. Thank you Dale, for your undying love and care.

Janelle's Family is growing and needing more attention, and this Year In Review she has gone above board to maintain our CESLM website. The many compliments received regarding the website is only due to Janelle's expertise and dedication. We sincerely appreciate you, Janelle.

For another successful year, my sincere thanks go to past and present CESLM Society Board of Directors, Executive Staff, Volunteer Staff, Community Partners, Friends, and all here present, individually and as one Body in Christ Jesus (Hebrews 6:10).

Thank you all for supporting Cooperative ESL Ministries Society, and do remain blessed.

Shalom and Maranatha!

Yours in His Service,

*Ijeoma Chuku*



## Board of Directors & Staff

### BOARD OF DIRECTORS (JULY 01, 2016 - JUNE 30, 2017):

#### EXECUTIVE

Ijeoma Chuku - President

James Edel - Vice President;  
Treasurer - (January 24 - June 30) 2017

Dale Fisher - Secretary



Ijeoma Chuku



James Edel



Dale Fisher

#### BOARD MEMBERS

Amber Wylie-Moerman - Director (Resigned June 30, 2017)

Margaret Daley - Director (June 07, 2017)

Mel Johnson - Director (June 07, 2017)

Madeline Johnson - Director (June 07, 2017)



Amber Wylie-Moerman



Mel Johnson



Madeline Johnson



Margaret Daley

*All Members of the CESLM Board of Directors are volunteers*

#### PART-TIME STAFF AND VOLUNTEER POSITIONS

Roxy Meyers - Community Liaison Coordinator (Resigned October 31, 2016)

Janelle Baldwin - Communications and Marketing Coordinator

Joan Gauthier - Administrative Assistant  
Completed term (August 10 - December 31) 2016

Ruth Burgerhout - Financial Reviewer

Ruth Jargalsaikhan - Bookkeeper (January 01, 2015 - December 01 2016)

Masashi Goto - Bookkeeper (October 07, 2016 - August 09, 2017)

April Luk - Events Volunteer

Donna Judd - Events Volunteer

Beverly Chambers - Finance/Administration



# Year in Review

## BOARD OF DIRECTORS

**Meetings:** Between July 01, 2016, and June 30, 2017, the Board of Directors met for nine regular Board Meetings held in October, November, December, January, February, March, April, and June. The Annual General Meeting was held at Encompass Partnerships on September 28 2016.

**Executive:** As of July 2016, Ijeoma Chuku, President; Bev Chambers, Treasurer; Dale Fisher, Secretary; formed the Executive.

**Membership:** Membership on the Board of Directors, as of July 2016, included: Ijeoma Chuku, Dale Fisher, James Edel, Amber Wylie-Moerman.

**New Directors:** Margaret Daley joined the CESLM Board on June 07, 2017. Mel Johnson joined the CESLM Board on June 07, 2017. Madeline Johnson, the Founding Director of CESLM also joined the Board again as Vice President on June 07, 2017.

**Resignations:** James Edel resigned from the position of Vice President as of June 25 2016, continued to serve as Director, taking on the role of Treasurer from January 24, 2017 to June 30, 2017 when he resigned from the Board.

Amber Wylie-Moerman resigned from the Board on June 30, 2017.

*All members of the Board of Directors are volunteers and we thank them for their commitment and hard work during the last financial year.*

## STAFF

Roxy Meyers, Community Liaison Coordinator, is in charge of training and events, in addition to building our network of relationships and negotiating partnerships with Churches and other Supportive organizations in the community. Events and training programs run very smoothly and we met and exceeded our planned goals in the events we organized. Roxy's talents and organizational skills are a tremendous blessing to the Cooperative.

Janelle Baldwin, Communications and Marketing Coordinator, is a creative woman who is very talented in the area of graphic design. Our website, newsletter, and promotional material present a fresh and attractive look, and during the past year Janelle has maintained a blog as well as looking after our Facebook and Twitter accounts. Janelle accomplishes a lot in a few hours per week.

During the past year Beverly Chambers has volunteered as Finance/Administration.

Joan Gauthier served as Administrative Assistant during the past year.

Ruth Jargalsaikhan served as CESLM volunteer Bookkeeper and when she and her Family relocated out of province Masashi Goto continued as CESLM Volunteer Bookkeeper. We are grateful to both of them for their service.





We are grateful for many committed volunteers. All our Board Members have assisted in our training programs and events. Secretary, Dale Fisher continues to host our Board Meetings, as well as cater at several of our events, meetings, and programs. President, Ijeoma Chuku, attended community forums, networking meetings and events. All Members of the CESLM Board volunteered their time by attending CESLM training and events, assisting in program delivery, and/or helping with set-up, tear down, and clean-up at various events.

Many former Board Members such as April Luk, Heather Jones, and Donna Judd continue to serve as Volunteers. And Ruth Burgerhout has again undertaken our year-end Financial Review. We are grateful to have many volunteers who help out with events as facilitators, serve on set-up, tear-down, 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.

## STRATEGIC PLAN

CESLM pursues the Organizational Goal, to move towards financial sustainability by building the resources (knowledge, experience, funds, and partnerships) needed to provide a sustainable funding base that will cover operating costs and ensure stable core funding for the future. A minimal balance of external funding, and low operating costs this year gave CESLM a stable financial cushion.

Solid core funding will ensure that we can continue to develop and deliver impactful programs that bring our mission to life in the community.

We always seek and invite individuals with a servant heart to explore opportunities with CESLM.

Respectfully submitted by,

*Ijeoma Chuku*

President



## Training & Events

### INTERCULTURAL COMMUNICATION WORKSHOP - OCTOBER 29, 2016

The Intercultural Communications Workshop was held at Encompass Partnerships in Calgary. The workshop was coordinated by Roxy Meyers and facilitated by Michele Wiens. There were thirty four participants. President, Ijeoma Chuku; Director, Amber Wylie; and Administrative Assistant, Joan Gauthier were also in attendance.

Michele Wiens started the AM session with some power points showing cultural statistics, followed by question time. During the PM session participants formed small groups at individual tables for role-play of situations in which cultural blunders occurred. Participants processed the situations and how the blunders could have been avoided.

Thirty one of the thirty four participants completed evaluation forms and expressed an interest in receiving a copy of the Intercultural Communication Workshop Training Handbook. The link to download the Handbook was emailed to each individual that requested it.

The overall evaluation of the workshop was extremely positive. Excellent dialogue happened in the small groups because of the mix of cultures represented.

The Host Pastor in a follow up email was wondering about future workshops for parents wanting to learn how to communicate with their children.

CESLM has also received several enquiries from Churches and groups expressing interest in the Intercultural Training Workshop.

Respectfully submitted,

*Roxy Meyers*

Community Liaison Coordinator

*Joan Gauthier*

Administrative Assistant

### SPRING TRAINING - APRIL 22, 2017

What a great time at 2017 Spring Training Conference that Cooperative ESL Ministries hosted! God is good. It was so beneficial to connect with each other and the speakers were such a big blessing. Our theme was Invited in – The Journey so Far, and we became appreciative of this journey.

We became appreciative of what is happening in North America, as churches reach out to newcomers – we also became aware of the challenges in attitudes towards newcomers (thanks Rick and Patti). We're praying for Rick and his initiative with [www.lovenewcanadians.org](http://www.lovenewcanadians.org) check it out!

We became inspired to bring Jesus up in friendships with Muslims and ask good questions (thanks Travis).

We became inspired to find good resources for low level students (thanks Mary).

We became inspired to keep the dialogue going with our students (thanks Roswita).

We became inspired to befriend and invite in refugees and immigrants (thanks Vivian). We became appreciative of the huge cultural differences, especially as they pertain to the value of reading, and we were able to vicariously celebrate the successes of new Syrians as they gain benchmarks (thanks Mouner). A big thank you to our presenters.



Also a big thank you to the CESLM Board Team, Ijeoma Chuku (President), Amber Wylie-Moerman, James Edel (Treasurer), and Dale Fisher (Secretary). And, a big thank you to those who pitched in: Margaret Daley, Donna Judd, Jane Whitman, and Adam Tasseron. Encompass is such a great place to be, so thank you to Harvey Matchullis and the team at Encompass as well; lift them up in your prayers as they minister to the marginalized in Calgary [www.encompasspartnerships.com](http://www.encompasspartnerships.com).

Thank you for your presence, to you who attended, and for those who joined with us in spirit. May the Spirit of God guide us to be warm and welcoming to other cultures - isn't that what love is?

Respectfully submitted,

*James Edel*

## Marketing & Communications

This year has seen growth on several fronts, including social media and our newsletter. We continue to focus on ways to actively engage our subscribers and bring fresh, interesting content. Our Facebook reach has continued to grow. Twitter has seen less growth, however it has not been as much of a focus. Our blog and newsletter subscribers are also on the rise. While the blog has not yet reached weekly contributions, we are gathering articles from an increasing number of sources. Our ESL program list continues to be a big draw on our website, it is updated twice yearly. In the coming year, we will explore developing a new website. This year we had fewer events than usual, but the two events we hosted were well attended.

It's been a blessing to work with such a dedicated group of people. I'm looking forward to another year of serving this fantastic ministry.

Respectfully submitted,

*Janelle Baldwin*

Marketing and Communications Coordinator



@eslcooperative

Please visit our website [www.eslcooperative.ca](http://www.eslcooperative.ca)  
To find our app, search 'esl cooperative' in the App Store



# Acknowledgments

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.

## Special Thanks:

The Board and Staff of CESLM wish to express our sincere thanks to Ruth Burgerhout, who donated her time and accounting expertise, yet again, in undertaking a Review of our Financial Records for July 01, 2016 to June 30, 2017.

We also extend our thanks to our Bookkeepers, Ruth Jargalsaikhan, and Masashi Goto, for their service.

We appreciate our Event Volunteers without whom we could never manage to run our programs and events. These are Amber Wylie-Moerman, Dale Fisher, James Edel, Margaret Daley, Donna Judd, April Luk, Ijemamaka Idiata, Ruth Jargalsaikhan, Heather Jones, Jane Whitman, and Adam Tasseron.

Thank you to volunteers from our Encompass Partnerships, Jose Luis and Jai Singh who helped with the set-up and operated the sound system for our Spring Training Event.

**"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

Thanks to the Community Initiatives Program of Alberta Culture, from which we received a grant of \$29,000.00 (twenty nine thousand dollars) in 2015. This two-year funding was granted to assist Cooperative ESL Ministries in the development of long-term sustainable funding to support core organizational costs.

CESLM submitted the final report concerning the grant to Alberta Government this year in review.

### COMMUNITY PARTNERS 2016 - 2017

Lighthouse Christian Fellowship  
 Hawkwood Baptist Church  
 St. James Anglican Church  
 Rockyview Alliance Church  
 Foothills Alliance Church  
 Northside Bible Fellowship  
 RockPointe Alliance Church  
 Westminster Presbyterian Church  
 Center Street Church  
 Sunnyside Christian Retreat Centre  
 All Saints Lutheran Church

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

**Thank you!**

### DONATIONS FROM INDIVIDUALS

Alison M. Longson  
 Amber Wylie-Moerman  
 Anonymous  
 Charlie Hunter  
 Dale and David Fisher  
 Darrell Ulriksen  
 David Johnson  
 Gisela Rhode  
 Hany Guirgis  
 Heather and Craig Jones  
 Heather Webber  
 Ijeoma Chuku  
 James Anderson

wJanice Penner  
 Kelly and Barbara Johnson  
 Kennedy Thompson  
 Kenneth and Corinne Palmer  
 Lynne Oishi  
 Marilyn Millions  
 Martha Beach  
 Marvin Busenius  
 Mel and Madeline Johnson  
 Norman and Bev Chambers  
 Rhonda McNallie  
 Robert Slimm  
 Sam Aylesworth





# Financial Report

## COOPERATIVE ESL MINISTRIES STATEMENT OF FINANCIAL POSITION YEAR ENDED JUNE 30, 2017

	2017	2016
<b>ASSETS</b>		
<b>CURRENT</b>		
Bank/Cash	8,983	10,796
Receivables	46	282
Prepaid Expenses	542	626
	<u>9,571</u>	<u>11,705</u>
Capital Assets	0	0
<b>TOTAL ASSETS</b>	<u><b>9,571</b></u>	<u><b>11,705</b></u>
<b>LIABILITIES</b>		
<b>CURRENT</b>		
Account payables and accrued liabilities	58	—
Undispersed designated funds	820	820
	<u>878</u>	<u>820</u>
Deferred Revenue	0	6,000
	<u>878</u>	<u>6,820</u>
<b>NET ASSETS</b>		
Unrestricted	<u>8,693</u>	<u>4,885</u>
	<u><b>9,571</b></u>	<u><b>11,705</b></u>



# Statement of Operations

## COOPERATIVE ESL MINISTRIES STATEMENT OF OPERATIONS YEAR ENDED JUNE 30, 2017

	2017	2016
<b>REVENUE</b>		
Donations	20,669	27,569
Community Initiatives Grant	6,000	14,000
Registrations	2,569	8,583
Sundry and Membership	6	16
	<u>29,244</u>	<u>50,168</u>
<b>EXPENSES</b>		
<b>Conference costs</b>		
Facilitators	674	2,320
Facility rental	0	705
Food	880	2,225
Supplies and sundry	704	1,016
Advertising and printing	0	0
Books and Materials	0	46
Event Expenses	0	0
Insurance	1,169	980
Interest and bank charges	195	393
Office and sundry	880	1,104
Rent	2,280	2,100
Salaries and benefits	18,286	39,581
Travel	241	326
Workshops	125	200
	<u>25,435</u>	<u>50,996</u>
<b>Excess (deficiency) of revenue over expenses</b>	<u>3,809</u>	<u>-828</u>



## Training & Event Photos



Spring Training 2017

