

CIWA Remote Services

Updated on May 1, 2020

CIWA has migrated its programs and services online and over the phone. Majority of classes, workshops, and group sessions are being delivered virtually through Zoom and Microsoft Teams. Please see the list of programs for specific remote services and contacts.

Our general communication lines are open. Please feel free to contact us with any questions regarding services and programs. Frequent updates are being provided on our website and all social media platforms.

Settlement and Integration Services			
Program(s)	Services	Delivery	Contact
Intake, Settlement and Referral Services & Integration Program	<ul style="list-style-type: none"> Information, orientation and referral services for all immigrants Supports with completing online documents (i.e. PR renewal, EI application, etc.) Interpretation support Supportive counseling Advocacy support 	<ul style="list-style-type: none"> Phone Email 	Lucy Natana LucyN@ciwa-online.com 403-263-4414 ext. 137
Emergency Housing & Find Me a Home	<ul style="list-style-type: none"> Support with the cost of rent for immigrant women at risk of eviction during COVID-19 outbreak Emergency support for immigrant women escaping abusive situations 	<ul style="list-style-type: none"> Phone Email 	Lucy Natana LucyN@ciwa-online.com 403-263-4414 ext. 137
Filipino Community Development Program	<ul style="list-style-type: none"> One on one support and family reunification services Group sessions on parenting courses, resume writing clinic, and family reunification workshops <p><i>*community based group programming suspended at this time</i></p>	<ul style="list-style-type: none"> Phone Email Online 	Maria Chelo Galay MariaG@ciwa-online.com 403-263-4414 ext. 156
Financial Coaching	<ul style="list-style-type: none"> Support services to help immigrants with managing finances 	<ul style="list-style-type: none"> Phone Email 	Lucy Natana LucyN@ciwa-online.com 403-263-4414 ext. 137
Legal Clinic	<ul style="list-style-type: none"> Access to immigration related legal support provided by Calgary Legal Guidance lawyers for low income immigrant women 	<ul style="list-style-type: none"> Phone Email 	Titi Memar TitiM@ciwa-online.com 403-263-4414 ext. 145
My Community My Home	<ul style="list-style-type: none"> One on one support for immigrant senior women <p><i>*community based group programming suspended at this time</i></p>	<ul style="list-style-type: none"> Phone Email 	Sameena Arif SameenaA@ciwa-online.com 403-263-4414 ext. 264

New Friends and Neighborhood Groups	<ul style="list-style-type: none"> One on one support for existing clients <i>*community based group programming suspended at this time</i>	<ul style="list-style-type: none"> Phone Email 	Debra Colley DebraC@ciwa-online.com 403-263-4414 ext. 156
Pre-employment Skills Program	<ul style="list-style-type: none"> Ongoing one on one employment counselling session Pre-employment support through mock interviews, resume critiques, and job search strategies Computer class intake and registration Accounting software training intake and registration Workshops and information and orientation sessions 	<ul style="list-style-type: none"> Phone Email Online 	Saifan Kosheryan SaifanK@ciwa-online.com 403-263-4414 ext. 287
Pursuit of Happiness for immigrant seniors	<ul style="list-style-type: none"> One on one support for existing clients <i>*community based group programming suspended at this time</i>	<ul style="list-style-type: none"> Phone Email 	Allison Bajt AllisonB@ciwa-online.com 403-263-4414 ext. 156
RESP Support	<ul style="list-style-type: none"> RESP information and orientation for immigrant mothers 	<ul style="list-style-type: none"> Phone Email 	Tseday Mamo TsedayM@ciwa-online.com 403-263-4414 ext. 245
Tax Clinic	<ul style="list-style-type: none"> Tax filing services for low income families 	<ul style="list-style-type: none"> Phone Email 	Hellen Tesfai HellenT@ciwa-online.com 403-263-4414 ext. 131
Volunteer Program	<ul style="list-style-type: none"> Limited services available at this time 	<ul style="list-style-type: none"> Phone Email 	Janeth Alonso JanethA@ciwa-online.com 403-263-4414 ext. 144

Language Training & Childcare Department			
Program(s)	Services	Delivery	Contact
HIPPY - Home Instruction for Parents of Preschool Youngsters	<ul style="list-style-type: none"> Ongoing one on one support for existing clients 	<ul style="list-style-type: none"> Phone Online 	Luz Buritica luzb@ciwa-online.com 403-263-4414 ext. 185
Language Instruction for Newcomers to Canada (LINC)	<ul style="list-style-type: none"> Virtual classes and one on one support for students in place Classes started on April 6th via Zoom 	<ul style="list-style-type: none"> Phone Online 	Marcela Alfonso marcelaa@ciwa-online.com 403-263-4414 ext. 122
Learning Support Services	<ul style="list-style-type: none"> Ongoing support for LINC learners and instructors Accepting referrals from partner agencies 	<ul style="list-style-type: none"> Phone Email 	Fiona Lowes fional@ciwa-online.com 403-263-4414 ext.152
Pebbles in the Sand	<ul style="list-style-type: none"> Virtual classes and one on one support for students in place Classes started on April 6th via virtual platforms 	<ul style="list-style-type: none"> Phone Online 	Anna Ermakova annae@ciwa-online.com 403-263-4414 ext.115

Employment Services Department			
Program(s)	Services	Delivery	Contact
Training for Professionals			
Bridge to Success for Professional Immigrant Women	<ul style="list-style-type: none"> Ongoing recruitment for May 18th start date (Intake 2) 	<ul style="list-style-type: none"> Phone Email Online 	Tijana Jovanovic TijanaJ@ciwa-online.com 403-263-4414 ext. 274
Career Services for Foreign Trained Professionals	<ul style="list-style-type: none"> Ongoing recruitment for July 13th start date (Intake 2) 	<ul style="list-style-type: none"> Phone Email Online 	Roma Akram RomaA@ciwa-online.com 403-263-4414 ext. 127
Child Development Worker Training for Immigrant Women	<ul style="list-style-type: none"> Virtual classes and one on one support for students 	<ul style="list-style-type: none"> Phone Email Online 	Vanessa Listana VanessaL@ciwa-online.com 403-263-4414 ext. 266
Labour Market Bridging for Volunteers: Interpretation and Translation	<ul style="list-style-type: none"> Ongoing recruitment for Oct 5th start date (Intake 2) 	<ul style="list-style-type: none"> Phone Email Online 	Elaine Lawson Elainel@ciwa-online.com 403-263-4414 ext. 281
Links to Young Adult Employment	<ul style="list-style-type: none"> Ongoing recruitment for Oct 5th start date (Intake 2) 	<ul style="list-style-type: none"> Phone Email Online 	Punam Dalal PunamD@ciwa-online.com 403-263-4414 ext. 143
Training for Employment Entry			
Childcare Training for Low Literacy Immigrant Women	<ul style="list-style-type: none"> Virtual classes and one on one support for students 	<ul style="list-style-type: none"> Phone Email Online 	Farzana Mubashir FarzanaM@ciwa-online.com 403-263-4414 ext. 128
Childcare Training Pathway	<ul style="list-style-type: none"> Virtual classes and one on one support for students 	<ul style="list-style-type: none"> Phone Email Online 	Shahitha Maideen ShahithaM@ciwa-online.com 403-263-4414 ext. 163
Fast Track Employment Training for Immigrant Women	<ul style="list-style-type: none"> Ongoing recruitment for Administrative Support track, May 25th start Ongoing recruitment for Protection Skills track (security guard), July 6 start Ongoing recruitment for Front-line Customer Service track, Aug 4th start 	<ul style="list-style-type: none"> Phone Email Online 	Ketaki Wani KetakiW@ciwa-online.com 403-263-4414 ext. 270
Food Service Training	<ul style="list-style-type: none"> Ongoing recruitment for July 6th start date (Intake 2) 	<ul style="list-style-type: none"> Phone Email Online 	Myla Felipe MylaF@ciwa-online.com 403-263-4414 ext. 250
Line Cook Training	<ul style="list-style-type: none"> Ongoing recruitment for July intake 	<ul style="list-style-type: none"> Phone Email 	Susan Milford SusanM@ciwa-online.com 403-263-4414 ext. 273

Modular Employment Training	<ul style="list-style-type: none"> • Inquiries welcome • Virtual classes start every Monday 	<ul style="list-style-type: none"> • Phone • Email 	Jocelyn Echenique JocelynE@ciwa-online.com 403-263-4414 ext. 170
Retail Training Program	<ul style="list-style-type: none"> • Ongoing recruitment for July 27th start date (Intake 2) 	<ul style="list-style-type: none"> • Phone • Email 	Marie Solange Bebandoue Evehe MarieB@ciwa-online.com 403-263-4414 ext. 229

Family Services Department			
Program(s)	Services	Delivery	Contact
Cross Cultural Parenting Program	<ul style="list-style-type: none"> • Ongoing one on one support for immigrant parents and grandparents • Virtual group parenting sessions 	<ul style="list-style-type: none"> • Phone • Email • Online 	Fiona Hayes FionaH@ciwa-online.com 403-263-4414 ext. 160
Civic Engagement	<ul style="list-style-type: none"> • Ongoing one on one follow up support to all existing clients • Virtual Train the Trainer sessions for adult and youth • Youth Leadership Course <p><i>*registration required for all courses</i></p>	<ul style="list-style-type: none"> • Phone • Email • Online • Social media 	Shannon Edeonu ShannonE@ciwa-online.com 403-263-4414 ext.199
Employment Security Alliance for Vulnerable Immigrant Women	<ul style="list-style-type: none"> • Ongoing one on one support to all existing clients • Limited group sessions for employer participants 	<ul style="list-style-type: none"> • Phone • Email • Online 	Satbir Kaur SatbirK@ciwaa-online.com 403-263-4414 ext. 233
Family Conflict Prevention Program	<ul style="list-style-type: none"> • Ongoing one on one counseling services for immigrant women and men • Accepting new intakes and appointments • Virtual support groups 	<ul style="list-style-type: none"> • Phone • Email 	Bela Gupta BelaG@ciwa-online.com 403-828-4968
Family Resource Network Hub	<ul style="list-style-type: none"> • Accepting referrals for the following spoke services: <ul style="list-style-type: none"> ○ HIPPY ○ Home Visitation ○ Immigrant, Girls, Boys and More ○ Individualized parenting support 	<ul style="list-style-type: none"> • Phone • Email • Online 	Veronica Aliu VeronicaA@ciwa-online.com 403-263-4414 x 280
Healthy Relationships for Immigrant and Refugee Families	<ul style="list-style-type: none"> • Ongoing one on one support to all existing clients • Limited virtual Train the Trainer practice runs 	<ul style="list-style-type: none"> • Phone • Email • Social media 	Julie Moreno JulieM@ciwa-online.com 403-263-4414 ext. 296
In Home Support	<ul style="list-style-type: none"> • Ongoing one on one support to existing clients • Initial needs assessment • Critical services referrals • Accepting referrals from Children's Services 	<ul style="list-style-type: none"> • Phone • Email 	Kashmira Zala KashmiraZ@ciwa-online.com 403-263-4414 ext. 195

One-on-One Counselling	<ul style="list-style-type: none"> • Ongoing one on one counseling services for female immigrant youth and seniors • Accepting referrals via phone and email • Virtual group sessions 	<ul style="list-style-type: none"> • Phone • Email 	Azita Afsharnejat AzitaA@ciwa-online.com 403-263-4414 ext. 147
Pathways to Success for Immigrant Youth	<ul style="list-style-type: none"> • Ongoing one on one support to existing clients • Virtual support groups 	<ul style="list-style-type: none"> • Phone • Email • Social media 	Raidah Noshin RaidahN@ciwa-online.com 403-263-4414 ext. 283
Supports for Immigrants with Mental Health and Addiction Issues	<ul style="list-style-type: none"> • Ongoing one on one mental health and addictions support for immigrant women and men • Accepting new intakes and appointments • Virtual support groups 	<ul style="list-style-type: none"> • Phone • Email 	Vandana Sharma VandanaS@ciwa-online.com 403-263-4414 ext. 255
Youth Mentorship Program	<ul style="list-style-type: none"> • Ongoing one on one follow up support to all existing clients • Ongoing recruitment for new mentees and mentors <p><i>* group & mentorship sessions suspended at this time</i></p>	<ul style="list-style-type: none"> • Phone • Email 	Sirine Morra SirineM@ciwa-online.com 403-263-4414 ext.217
Youth Program	<ul style="list-style-type: none"> • Daily home activities for female immigrant youth • Ongoing one on one support to existing clients • Virtual group sessions for Girls Culture Club and homework support <p><i>*community based programming suspended at this time.</i></p>	<ul style="list-style-type: none"> • Phone • Email • Online • Social media 	Amarjit Parmar AmarjitP@ciwa-online.com 403-263-4414 ext. 148
Victims Support Outreach Program	<ul style="list-style-type: none"> • Ongoing one on one support • Accepting referrals from Children's Services 	<ul style="list-style-type: none"> • Phone • Email 	Catherine Kurishingal CatherineK@ciwa-online.com 403-561-0549

For general inquiries, contact the following:

Settlement and Integration Services	Email: settlement@ciwa-online.com Phone: 403-444-1757
Language Training	Email: language@ciwa-online.com Phone: 403-444-1756
Employment Services	Training for professionals: Email: careerservices@ciwa-online.com Phone: 403-444-1751
	Training for employment entry: Email: workplaceservices@ciwa-online.com Phone: 403-444-1821
Family Services	Email: familyservices@ciwa-online.com Phone: 403-444-1759

Calgary Immigrant Women's Association

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