



**CIWA**  
2012-2013  
*Annual Report*

A background image of a bright blue sky with large, fluffy white clouds. The text is overlaid on the left side of the image.

**“IF YOU TEACH A BOY,  
YOU EDUCATE AN  
INDIVIDUAL;  
BUT IF YOU TEACH A GIRL,  
YOU EDUCATE A  
COMMUNITY.”**

**- GREG MORTENSON**

# TABLE OF CONTENTS

**01**

President and Board Chair

**02**

Executive Director and  
Management

**03**

Statistical Overview

**05**

Settlement and Integration

**07**

Family Services

**09**

Language Training and  
Childcare

**11**

Employment Services

**13**

International Women's Day

**14**

Volunteers

**15**

Staff

**18**

Funders, Donors and Gala  
Sponsors

**20**

Financial Statements and  
Credits

## A MESSAGE FROM THE PRESIDENT AND BOARD CHAIR

Saawan Logan

For the past three decades, Calgary Immigrant Women's Association served over 60,000 immigrant women – women who have been empowered by their experiences with CIWA and who form a vital part of our community.

As we report on our activities, the Board of Directors wishes to congratulate the Executive Director and dedicated staff and volunteers on another successful year and recognize their tremendous work. We would like to acknowledge our funders and partners for their ongoing support as we continue to provide our many valuable programs to immigrant women.

The past year was very busy with CIWA running its many programs and building new programs for the future. This year, CIWA also hosted an International Women's Day celebration and marked its 30th anniversary with a wonderful gala. As we commemorated these events with our many clients, friends and supporters, we had a chance to reflect upon all that CIWA has accomplished in the last 30 years. We look forward to the challenge of helping integrate the ever growing number of immigrant women coming to Calgary and provide them with the tools to succeed.

The Board is implementing a number of strategic goals this year that will help CIWA continue to be a leading immigrant serving agency providing a meaningful impact in the lives of our newest Canadians. We look forward to working with all our supporters as we deliver innovative programs and engage immigrant women and their families in building a stronger, culturally enriched and more prosperous city.



## A MESSAGE FROM THE EXECUTIVE DIRECTOR AND MANAGEMENT

Beba Svigir, Mae Chun, Shokoofeh Moussavi, Rekha Gadhia,  
Jennifer McColl, Eva Szasz - Redmond, Michael Wyman



We completed the past year with exceptional results in the area of both quantitative and qualitative expectations of client service. We have new programs and resources to meet the demands of our constantly increasing clientele. CIWA completed 2012-2013 fiscal year with a budget of almost \$8.5 million. Its capacity and skill base is ready for new challenges and milestones.

We expanded our reach by bringing programs to highly-barriered clients in their neighbourhoods. More than 120 community locations in Calgary currently offer CIWA programs. Childcare is available at all locations. An impressive number of employment partners joined our efforts in placing immigrant women in meaningful and dignified work opportunities that enhanced their integration. Immigrant youth received a range of support services, mentoring support and leadership opportunities to engage and influence the community, reach their goals and fulfill their dreams of equal opportunity in Canada.

Our volunteers make us stronger and more efficient every single day as they take on challenging duties to ensure every single client coming to CIWA is taken care of and provided with support they need. Funding partners remain committed to working with us in making this community inclusive and appreciative of the skills and resources immigrants bring to Canada. We thank them for their trust and commitment. We also appreciate all other partners that work with us for their tireless commitment to building a resilient, diverse and inclusive community.

# 2012/2013 STATISTICAL OVERVIEW

**15,661** clients served (individual and group services)

## Immigration categories:

Independent (25.48%)	Live-in caregiver, investor and others (12.62%)
Family class (20.27%)	Temporary foreign worker (4.21%)
Citizen (20.19%)	Refugee claimant (2.93%)
Refugee (13.07%)	

**150** countries

## Top six countries:

Phillippines (16.15%)	Ethiopia (4.66%)
China (11.98%)	Pakistan (4.27%)
India (6.25%)	Sudan (3.99%)

**132** languages

## Top six languages:

Tagalog/Ilocano/Filipino/Cebuano (16.16%)
Mandarin/Cantonese (13.01%)
Spanish (11.23%)
Arabic (8.3%)
Amharic/Tigrina/Oromo (6.97%)
Hindi/Punjabi (4.64%)

## OPERATING REVENUE SOURCES



Government of Canada	67%
Government of Alberta	12%
United Way	8%
City of Calgary - FCSS	3%
Other funders	10%

# LOOKING FORWARD

As we reflect back upon and celebrate 30 years of impact and growth, the future of CIWA is shaping up to be even more exciting. It is with great anticipation that we share some of the endeavours we have envisioned and look forward to implementing in the upcoming years.

Going forward, we have committed to enhancing the supports, processes and mechanisms that enable low literacy women to reach their goals and have solidified our wrap-around strategy for holistic and timely service provision to multi-barriered families. This unique approach will further enhance the quality of our service and strengthen the relationship with our beneficiaries.

This fiscal year we have been more than delighted to receive a five year commitment from our long-serving Board Chair, Gerda R. Bloemraad, who upon leaving CIWA a couple of months ago, gifted us with a scholarship fund to be presented yearly to deserving clients wishing to pursue learning opportunities in a chosen field. Each year, for the next five years, \$2000 in scholarships will be awarded to individuals to help them realize their potential and pursue their dreams.

Our space acquisition in the last several years was not in line with the growth and expansion we went through. We are currently in the process of finding a permanent solution for our needs for space at the First Street Plaza building. We hope that this will secure long-term space sustainability for CIWA and its clients for years to come.

Past, present and future - 30 years of accomplishments and 30 years of looking forward.

**Vision :** Empower Immigrant Women. Enrich Canadian Society.

**Mission :** To engage and integrate immigrant women and their families in the community.

**Values :** Equality. Innovation. Emphaty. Collaboration.



**CIWA**

Calgary Immigrant Women's Association

# SETTLEMENT AND INTEGRATION



- Intake, Settlement and Referral Services
- New Friends and New Neighborhood Groups
- Integration Program
- Filipino Community Development Program
- Volunteer Program
- Assisting Immigrant Mothers (AIM) Project
- Breast Health Initiative for Newcomers
- Find Me a Home Project
- Legal Clinic

## DID YOU KNOW

- ☁ ConocoPhillips, Salvation Army, Stantec, Translalta and individual donors donated over 350 bags of Christmas gifts and household goods to 176 immigrant families
- ☁ Calgary Legal Guidance volunteers provided legal support to 381 clients through our legal clinics
- ☁ Philippine Cultural Center Foundation provided opportunities for youth of our Filipino Community Development Program to teach senior members basic computer skills and social media
- ☁ Electronic Recycling Association donated refurbished desktops and laptops to 32 clients
- ☁ Habitat for Humanity Southern Alberta engaged Assisting Immigrant Mothers Project participants in their annual Christmas fundraiser; the participants raised \$800 by wrapping gifts and checking parcels and coats for mall patrons



## Our Partners



EFW Radiology has been in the Calgary community for over 40 years, and enjoys giving back to local organizations. Our company endeavors to support women in Calgary and help immigrant women moving to Calgary. The partnership with CIWA's Breast Health Initiative for Newcomers is an example of that. We hope this partnership will continue to grow through on-going educational opportunities and community events we do together. EFW thanks CIWA for this partnership.

**Scott Schroeder**  
*EFW Radiology*



Calgary Catholic School District, in partnership with CIWA, provides support to Filipino families who have experienced separation and are now being reunited. Filipino families registered in our school district receive support and encouragement to attend our educational workshops about the school system in Canada, challenges families may face during integration, and overall strategies to be more successful in the community and in school.

**Anne-Marie Hagel**  
*Calgary Catholic School District*



Momentum partners with CIWA's New Friends and Neighbourhood Groups Program, where diverse women gather to improve their conversational English. I enjoy facilitating discussions about money, credit, and banking system in Canada. We also share our life stories in sessions. The inclusive and grassroots approach of the program is encouraging. Women walk away feeling connected, knowledgeable and confident about their finances, and they feel at home in Canada.

**Laura Wells**  
*Momentum*

# FAMILY SERVICES



- Cross Cultural Parenting Program
- Family Conflict Program
- One-on-One Counselling for Immigrant Women
- Civic Engagement for Immigrant Women
- Healthy Families Program
- Youth Program
- In-Home Support Program
- Hand in Hand Parent Link Centre
- Victim Supports Outreach Program
- Grandma's Kitchen Project
- Empowered to Achieve: Culture. Confidence. Connection.
- Immigrant Girls Against Gender Violence

## DID YOU KNOW

- ☼ The City of Calgary donated sewing machines and fabric to seniors participating in self-esteem workshops, which enabled them to participate in the community and showcase their talent
- ☼ ScotiaBank provided transportation assistance for participants in Grandma's Kitchen, enabling seniors to participate in program activities during the winter months
- ☼ Mother Mary Greene Elementary School and Civic Engagement for Immigrant Women raised awareness of the importance of civic engagement during the school's One World event
- ☼ Family counselors received credit towards their Academy of Certified Social Workers certification through Calgary Family Services support and Ethics and Boundaries, Assessment and Goals and Outcomes training
- ☼ Calgary Board of Education provided customized counselling support for immigrant students through the One-on-One Counselling for Immigrant Women program to address personal struggles with integration in school, peer pressure, bullying, self-esteem, etc.



## Our Partners



Aspen's Heart of the NE and Calgary Hand in Hand Parent Link Centre partner with CIWA to provide family counseling and parent coaching to children, families and individuals who reside within the NE. This collaboration provides our residents with services to support their transition into the new country and community. We look forward to continuing our partnership to increase the abilities of individuals to access essential services within their neighbourhoods.

**Betty Lepps**  
*Aspen Family*



Theatre Calgary collaborates with CIWA in two ways. We provide work experience placements for clients in the professional bridging programs at CIWA. We also have a program that introduces new Canadians to cultural experiences such as live theatre performances. Our partnership with CIWA helps new Canadians become comfortable in their chosen country, and actively involved as audience members of Calgary's leading theatre.

**Terry Roberts**  
*Theatre Calgary*



CIWA has been a partner with the Wellness Centre at Forest Lawn High School for over 10 years. Their support to our immigrant youth has been essential in linking youth with resources and services in the community. CIWA also provides support for parents of youth attending our school. We have a diverse environment with over 53 cultures and languages represented. CIWA's collaborative effort has made it possible for youth to learn how to advocate for themselves.

**Tina Merali**  
*Forest Lawn High School*

# LANGUAGE TRAINING AND CHILDCARE



- Language Instruction for Newcomers to Canada (LINC)
- Home Instruction for Parents of Preschool Youngsters (HIPPI) Program
- Pebbles in the Sand Program
- SMILES Childcare
- Canadian Pronunciation Course
- Technological Literacy Curriculum
- Learning Support Services

## DID YOU KNOW

- ☼ United Way of Calgary and Area, Ready4Learning, Bowness Boys and Girls Club and other partners operating in the Bowness/Montgomery/Greenwood Village communities joined with HIPPI to ensure that residents of these communities have additional opportunities for engaging with their children in family literacy activities
- ☼ Calgary Jiang Zhe Shanghai Association and the LINC program partnered to offer customized language classes with interpretation support for Chinese seniors
- ☼ 1000 Voices at the Genesis Centres of Community Wellness hosted Pebbles in the Sand Program to develop the literacy skills of immigrant women with little to no education in their first language
- ☼ CIWA partnered with John Howard Society, Calgary Immigrant Educational Society, F.O.C.U.S on Seniors and Bow Valley College to provide low literacy English Language learners with support in understanding technological literacy by using the Which Button Do I Push? A Technological Literacy Curriculum
- ☼ SMILES participants between 6 months to 6 years in need of additional early childhood development support benefited from connections with Providence



## Our Partners



The focal point of partnership between Ready4Learning and CIWA's HIPPY Program is providing support for low income and low literacy families. We work together to enhance healthy childhood development and early literacy. It is of paramount importance to us that this partnership with CIWA continues going forward, since it provides access to families that otherwise might not be able to connect with Ready4Learning's programs. Immigrant families in the HIPPY Program benefit from this collaboration by enhancing their literary skills.

**Iris Spurrell**  
*Ready4Learning*



Calgary Church of Christ is dedicated to serving our community, which includes a high percentage of immigrants that come to Canada. By collaborating with CIWA and opening our doors at no cost for them, we are able to facilitate the adaptation of our new immigrant population - in this case immigrant women - into a culture which is new to them. This way, we are relieving newcomers from stress and frustrations, enhancing the long-term quality of their lives in a new country.

**Kelly Carter**  
*Calgary Church of Christ*



Before 1000 Voices at the Genesis Centre opened its doors in January 2012, over 1000 residents in the North of McKnight communities shared their ideas and dreams for a place to connect community together and provide opportunities to learn new skills. We are happy to have CIWA as a collaborative partner in our facility. Their programs are filling a need which otherwise would be missing from this dynamic centre. Thank you CIWA!

**Carrie Blaug**  
*1000 Voices*

# EMPLOYMENT SERVICES



- Bridging the Gap for Foreign Trained Accountants
- Links to Success: Skills Enhancement & Internships for Young Immigrant Mothers
- Office Administration Program for Immigrant Women
- Labour Market Bridging for Volunteers: Interpretation and Translation Clinic
- Employment Skills Preparation for the Retail Industry
- Employment Skills Program
- Low Literacy Modular Employment
- Childcare Training for Low Literacy Immigrant Women
- From Margins to Engagement
- Building Futures for Low Literacy Immigrant Women in Calgary

## DID YOU KNOW

- ☁ McDougall Centre has provided meeting space for our Networking Breakfast Meetings for the last 15 years enabling clients to connect with potential employers
- ☁ Axia NetMedia Corp, through their staff Ebonie Allen, provided Receptionist Training students with opportunities to practice their skills at their offices for the last 15 years
- ☁ Loblaws shared their training materials with the Retail Program so that the training content is true to the retail business
- ☁ Talisman Energy hosted CIWA employment clients for an information session about the oil and gas industry
- ☁ Canada Safeway provided work experience opportunities for Labour Market Bridging program clients by engaging them in translating their training materials into Bhutanese



## Our Partners



Newalta is proud to have collaborated with CIWA over the past several years. We have hosted work placements through the Links to Success program, including mentoring program participants. We also participate in the Networking Breakfast Meetings as partners and speakers. CIWA's commitment to providing education and career support for immigrant women aligns perfectly with Newalta's values and we are pleased to support CIWA's talented client group as they integrate into Calgary's workforce.

**Dalene Friesen**  
**NEWALTA**



Goodwill is pleased to provide work experience to immigrant women with limited English-speaking skills. We help them improve those skills by encouraging them to immerse themselves in an English-speaking work environment. Goodwill employs very dedicated, hardworking immigrant women through different CIWA work placement programs. Due to their strong work ethics and commitment to our mission, CIWA clients often become staff members of our Goodwill family. This is a huge benefit for us!

**Fay Wisted**  
**Goodwill Industries of Alberta**



CIWA is a valuable resource that helps Cervus recruit great employees. Participants of Bridging the Gap for Foreign Trained Accountants (BTG) program have many of the skills that Cervus requires. We offer a three-month practicum for clients that allows immigrant women to adapt to Canadian work environment and show their skills in the area of accounting. Currently, we have five full time employees that graduated from the BTG program and hope to have many more in the future.

**Janell Handford**  
**Cervus Equipment**

# INTERNATIONAL WOMEN'S DAY 2013



Community members, partners, business and civic leaders were among those who came together to celebrate International Women's Day on March 8, 2013. The theme of the event was 'The Gender Agenda: Gaining Momentum.'

Calgary Immigrant Women's Association partnered with Awo Taan Healing Lodge, Discovery House, University of Calgary, Women's Resource Centre, the Women's Centre, YMCA and YWCA to bring several activities to the community including a parade down Stephen Avenue, a lunch time rally at Olympic Plaza and several mini-fairs throughout the downtown core. The outdoor events included guest speakers, entertainment and YYC food trucks.

Citizenship and Immigration Canada and United Way of Calgary and Area graciously funded these events which brought together diverse groups of people to raise awareness of issues that affect women in our community.

# VOLUNTEERS

Volunteers of the Year!



Nadera Mohammad



Carmen Yau



Jing Zhou



Reshma Begum



Dodani Allendes



Fadila Kacimi



Cristina Ojeda



Hanife Cushman



Nataliya Kucherenko



Csilla Kiss-Morrison



Jane Pollock



Beatrice Mamuzi

*A total of 1,022 CIWA volunteers contributed 24,803 hours in 2012-2013...*

# OUR STAFF



Each year, CIWA staff support and encourage women and their families who are new to the community through a variety of programs and services. CIWA team is made up of dedicated staff members who appreciate their diverse work environment. They are committed to providing their best efforts and bring experience, expertise, passion and focus to their roles each day.

They are also keen to have fun and work together in building an even stronger team. This year, that was evidenced by several activities our team took part in including CIWA's annual staff appreciation day at the Calgary Zoo, building a 30th anniversary time capsule, monthly super person birthday celebrations and the annual staff holiday talent show.

In addition to the CIWA team coming together for fun and team building, they also come together for a cause. Every year staff contribute time, money and talent to the annual United Way Campaign and the Cure Foundation for Breast Cancer's National Denim Day.

# EMPLOYEE MILESTONES: CELEBRATING 10 YEARS AT CIWA



**Mary Jane Turcato**

Mary Jane started working at CIWA as a part-time evening LINC instructor and is now the Program Instructor for Office Administration. She is gentle and caring with the students but firm in expecting high standards. The students call her “strict” but say she is fair.

Every day, Mary Jane brings to her work the enthusiasm for teaching and her passion for helping CIWA clients succeed. Thank you Mary Jane for your 10 years of commitment to CIWA.



**Anubha Saxena**

Anubha began volunteering at CIWA in 2003. She contributed over 500 hours of service and then became a CIWA employee as a part-time home visitor for the Healthy Families Program. She recently assumed supervision duties for this program.

Anubha is very passionate about helping families and her team, who lovingly call her the “Mobile Resource Bank.” Thank you Anubha for being a family member of CIWA for the past 10 years.

## BOARD OF DIRECTORS

President & Chair of the Board,  
Chair – Human Resources

**Saawan Logan**

Vice President  
Chair – Self-Governance

**Jennifer Biernaskie**

Treasurer  
Chair – Finance

**Linda Cheung**

Secretary  
Chair – Recruitment

**Lisa Litz**

Directors  
**Afshan Naveed**

**Carlos Garcia**

**Cheyenne  
Scharbatke-Church**

**Joya Sauder**

**Molly Wan**

**Sherri Wright-Schwietz**

## STAFF LIST

Rasha Abdelah | Reyhangul Abdurehim | Azita Afsharnejat | Jyoti Agnihotri | Sara Agzey | Fozia Ahmed | Marcela Alfonso | Sara Alia | Janeth Alonso | Sameena Arif | Fatema Azim | Maryam Baiza | Elizabeth Banguot | Stephanie Banzky | Ouahiba Benani | Narisa Bhanji | Samina Bibi | Elisabeta Bilegan | Melanie Anne Bonnar | Anna Boruk | Luz Buritica | Madeleine Calvert | Marilee Campbell | Leanne Casuncad | Herly Cervera | Mae Chun | Debra Colley | Deborah Couillard | Yan Ping Dai | Punam Dala | Geminina Datu | Katarzyna Denys | Lowri D'Sa | Ana Dubon | Jocelyn Echenique | Shannon Edeonu | Hala El Madani | Malake El-Malt | Titi Farassat | Rekha Gadhia | Jian Gao | Grace Gatdula | Nabila Ghaffar | Myrtle Gomez | Betty Good | Miharu Goto | Himani Goyal | Marilyn Gummo | Bela Gupta | Fiona Hayes | Sepideh Hejazi | Yolanda Hernandez Nunez | Ute Holewa | Reham Jadallah | Ira Jairath | Zahra Jessa | Seema Jindal | Gurmit Johal | Mehreen Kapadia | Saeideh Khajeh | Mojnura Khan | Tayyiba Khan | Jenny Ko | Sibyl Ko | Mani Korha | Saifan Kosheryan | Ela Kostanecka | Judit Kovacs | Jenny Krabbe | Jane Larush | Janet Layton | Inga Leahu | June Lee | Paw Ler | Yuk Leung | Jill Liu | Bethany Love Ulriksen | Ruby Luo | Yulia Lvova | Charlotte Lynn | Betty Mao | Laura Martinez Garcia | Jennifer McColl | Neelam Mehta | Xiamixinu Mijiti | Yulia Minakova | Smita Mithal | Shokoofeh Moussavi | Farzana Mubashir | Lucy Natana | Masime Ngoholo | Marzia Noori | Azmeena Nurddin | Fanny Oliphant | Shinobu Otoyama | Yan Pan | Amarjit Parmar | Shahnaz Parveen | Natalia Pastuhova | Tao Peng | Slobodanka Peric | Crystal Perratt | Vesna Petkovic | Sajida Qadir | Lesley Randal | Naomi Robins | Leanne Roemer | Zohra Rouidi | Anubha Saxena | Heidi Schwab | Noreen Seib | Cynthia Shi | Afra Shirazi | Uzma Siddiqui | Adedolamu Sijuade | Jordena Simon | Aileen Singh | Larissa Skorobogatova | Malgorzata Skrzynski | Amal Souraya | Grace Stolte | Beba Svigir | Eva Szasz – Redmond | Kirsten Sztain | Leontina Teodorescu | Hellen Tesfai | Sarah Todd | Rona Tokhi | Rocio Toledo | Mary Jane Turcato | Meral Unal | Anita VanderVeer | Theresa Wall | Yan Wang | Joanna Waszkiewicz | Kathleen Webster | Liette Wilson | Rajena Wool | Kaylee Woronuk | Michael Wyman | John Xiong | Xiangming Xu | Anna Zatsepina | Anna Zhang | Lisong Zhong | Helen Zou

# FUNDERS

# Canada

Citizenship and Immigration Canada  
Service Canada  
Status of Women Canada



# Alberta

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Alberta Enterprise & Advanced Education  
Alberta Culture  
Calgary and Area Child & Family Services  
Alberta Justice & Solicitor General  
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  - Winners

*and numerous individual donors...*

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