

# 2015

## Annual Report



To be presented at the Annual General Meeting

**Monday, May 30, 2016**

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# General Business

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## **MISSION STATEMENT AND GOALS**

### Mission Statement

To demonstrate God's unconditional love to our new neighbours by meeting their need for English language and acculturation training through high quality interactive instruction in an accepting and affirming atmosphere.

### Organization Background

Agape Language Centre (ALC) began in 1997 with the goal to help new immigrants improve their English language, understand Canadian culture, make new friends and feel more at home in Canada. ALC has accomplished this over the past 17 years by providing education instruction and moral support to the immigrant community requiring ESL training. To accomplish this Agape Language Centre continues to work with a mix of experienced teachers and volunteers who empower our new neighbours and facilitate their integration into Canadian Society in Calgary.

Students at ALC have demonstrated great improvement in their listening, speaking, reading and writings skills. Many avail themselves to our pronunciation classes to make themselves more understandable and better suited for employment.

### **We do this by ...**

Providing a safe friendly environment where relationships can be establish with student and teacher, student and student and student and their new community.

Providing excellent Language training through ESL Classes, LINC Programs and electives.

Providing events which give students opportunity to strengthen and develop new friendships.

Providing opportunity to students to discover God's love through programs like ESL Bible Studies.

# General Business

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## **MEETING AGENDA | May 2016**

1. Devotion and Prayer
  2. Call to Order
    - a. Recording secretary
    - b. Introduction of Board members and Director
    - c. Minutes of 2015 annual general meeting
  3. Chairman's Report
  4. Executive Director's Report
  5. Financial Report
  6. Budget Presentation
  7. Appointment of Auditor
  8. Nomination and Election of Board members
  9. Additional Business
- Close in prayer and Adjournment

# General Business

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## AGM 2015 MINUTES | April, 2015

**Present:** Pastor Noral Woodburn, Preston Medd, Janet Medd, Lily Duchesne, Michele Woodburn, Jennifer Halliday, Karen Kajorinne, Jonathan Durand, Kevin Kajorinne, Dale Backstrom, Jane Lowry, Cindy Gray, Diana Espinosa, Philip Abraham, Joanna Lau

**Kevin** welcomed everyone.

**Noral** shared a small devotion from the Old & New Testament about the calling God has upon us. Leviticus: God speaking to Israel as they were moving into new territory & Mathew 25: "I was a stranger and you welcomed me".

**Noral** opened in prayer

**Jane Lowry** recording secretary for the evening.

Everyone introduced themselves to each other as there were a few people that did not know each other.

**Approval of 2013 AGM Meeting Minutes:** Kevin moved, Karen seconded. All agreed.

### REPORTS

**BOARD CHAIRMAN – Kevin Kajorinne** –Kevin read his report. He moved to have it accepted, Dale seconded and all were in favor.

**DIRECTORS REPORT – Pastor Noral Woodburn** - Noral did not read his report but he did elaborate on it a little. Noral moved to accept his report. Joanna seconded. All in favor.

**LINC REPORT** – Noral did not read the LINC report. He just pointed out the many guest speakers that we had in throughout the LINC year and the few field trips that the students went on. Noral moved that the report be accepted. Diana seconded. All in favor.

**AUDITOR REPORT** – Jonathan read the report from the auditor. Retzlaff & Wong auditors found that Agapé was all in compliance with 'not-for-profit' organizations. He pointed out that there was dollars for the Great Canadian Adventure that was received in 2014 that is allocated for the actual course in 2015.

**REVENUES:** there was a drop in fee due to the amount of subsidies that were given to students during the year. There was also an increase in office salaries.

## AGM 2015 MINUTES | April, 2015 // Page 2

**EXPENSES:** We finished the year with a deficit. It was also noted on page 7, number 5 as to how grateful we are to BP Church for the use of the facility and to how much they give us on a yearly basis. We could not operate without them.. Joanna asked why our Professional fees were down this year – because we did not have to expense out to an in house accountant. Janet asked about the Advertising and promotion expenses. Jonathan explained about expenses paid out for our new branding, signage and promotion. Jonathan moved to accept his report. Dale seconded. All in favor.

**BUDGETS** The budgets were moved by Kevin and Karen seconded. All were in favor.

**AUDITORS** – Kevin moved. Noral seconded. All in favor.

**BORAD NOMINATIONS** – no new nominees at this time. Joanna Lau handed in her resignation. She is too busy right now to continue. Kevin thanked her for being a part of Agape the last three years of service. Doug Lockhart from the BP Church Board will now be sitting on the ALC Board as a member.

**NEW BUSINESS** – Jennifer Halliday leaving. Pastor Noral thanked Jenn for her two year's work here at Agapé. Marlin Adhikary will be in the LINC Coordinator position. The government approved our student grant. The student will have 35 hours per week for the two summer months.

### **2015 PRIORITES**

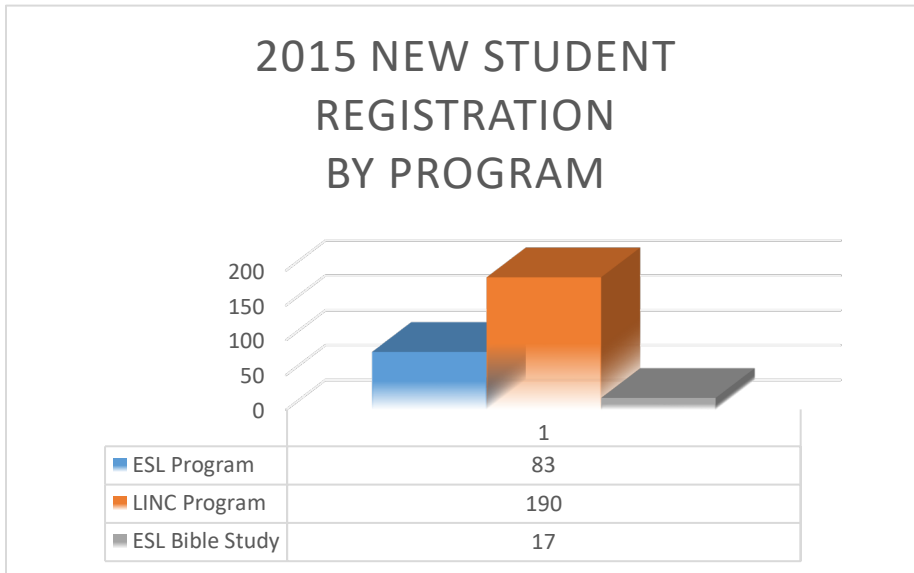
1. Program Development
2. Networking – fundraising
3. Marketing / Communication
4. Administration
5. **AMMENDMENT** to the 2015-2016 LINC proposal was made for additional dollars. We should here back soon on whether or not that was accepted.
6. **CALL FOR PROPOSAL** – will be in the next 6 months or so for the next three year CIC contract.
7. Pastor Noral shared a little on his meetings with SHINE FM, the Pregnancy Crisis Centre and on Donate-A-Car.

Kevin closed in prayer.

# Reports

## DIRECTORS REPORT

What an awesome journey it has been since I arrive in the fall of 2013. Once again I want to say Michele and I are humbled to be called by God to be part of the leadership team here at Agape.



Agape has been mandated to demonstrate God's unconditional love to new Canadians through ESL instruction and settlement training in an affirming and accepting atmosphere". We have an incredible team of teachers. Although we experienced transitions among our teachers

this year, we have experienced incredible growth. As a ministry we are thankful for the great men and women that God has sent our way as English instructors to New Canadians.

Fiona one of our newest LINC Program Teachers writes:

"I am an ESL teacher at Agape, where I have been teaching since July, 2015. I teach students from several different countries who have been in Canada varying lengths of time, from a few months to over 10 years. Working at Agape has been a very enjoyable, satisfying and fulfilling experience.



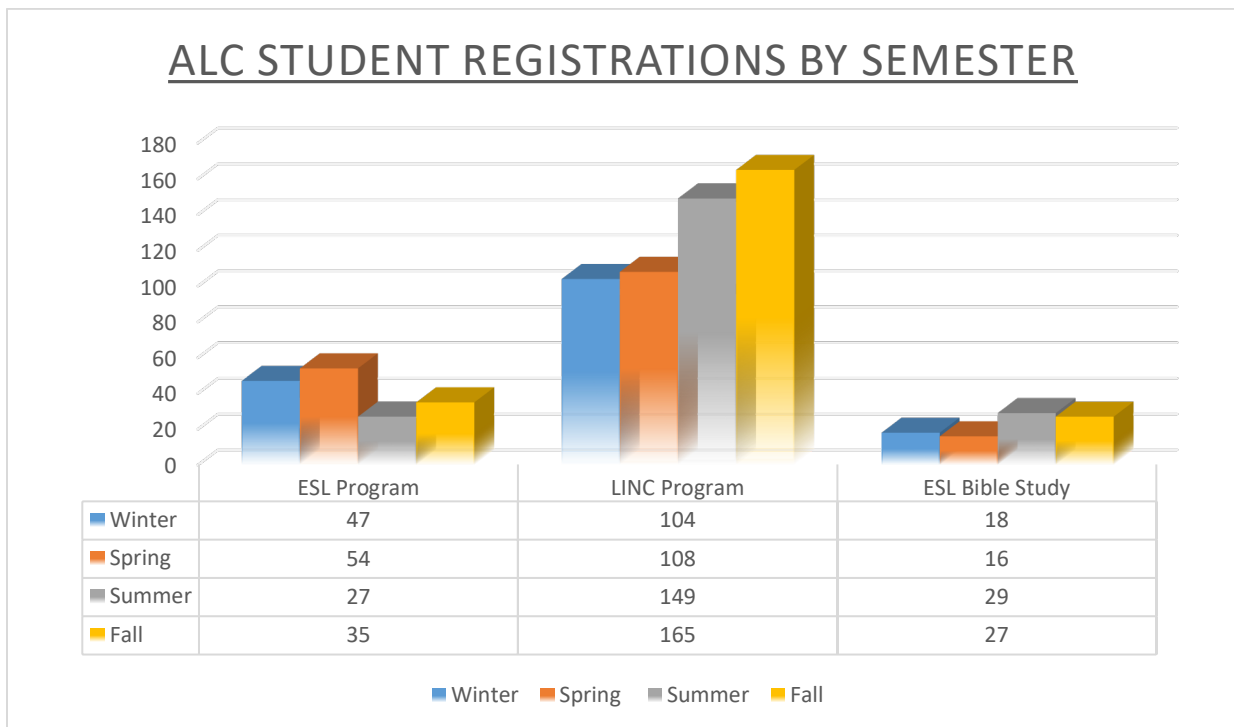
Teaching newcomers English and providing knowledge and information about various aspects of Canadian life is a way for me to help by giving the students tools and communication skills to be able to function in a different culture and country. As a Christian, this is something I find intensely rewarding and satisfying, as well as a way to show God's love.

# Reports

## DIRECTORS REPORT

In 2015 Agapé Language Centre served an average of 195 students each semester. Each semester Agape gifted with an average of 62 new students. What an honor to journey with each student as they begin their settlement in Canada. It is our goal to remain focused on new and incoming students. This year 290 new students attended the programs provided by Agapé Language Centre.

It has been a privilege for Agapé Language Center to partner with Citizenship and Immigration Canada (CIC) who have completely funded LINC education to our new neighbours since 2000. Agapé also continue to develop additional valuable partnerships which help new Canadians to understand the Canadian culture. Our partners help to interact with the students through specialized workshops. Some of our partnerships include, Calgary Police Services, Calgary Public Library, Calgary Immigrant Women’s Association (CIWA), Civic Engagement and Momentum. We also host the Community Resource Group (CRG) where agencies meet to share their programs and collaborate together. Along with the classes, Agapé also offers opportunity for students to interact with their community and BP Church through events such as the Agapé Christmas potluck, Easter Egg Hunt and the Celebration of Chinese New Year.





# Reports

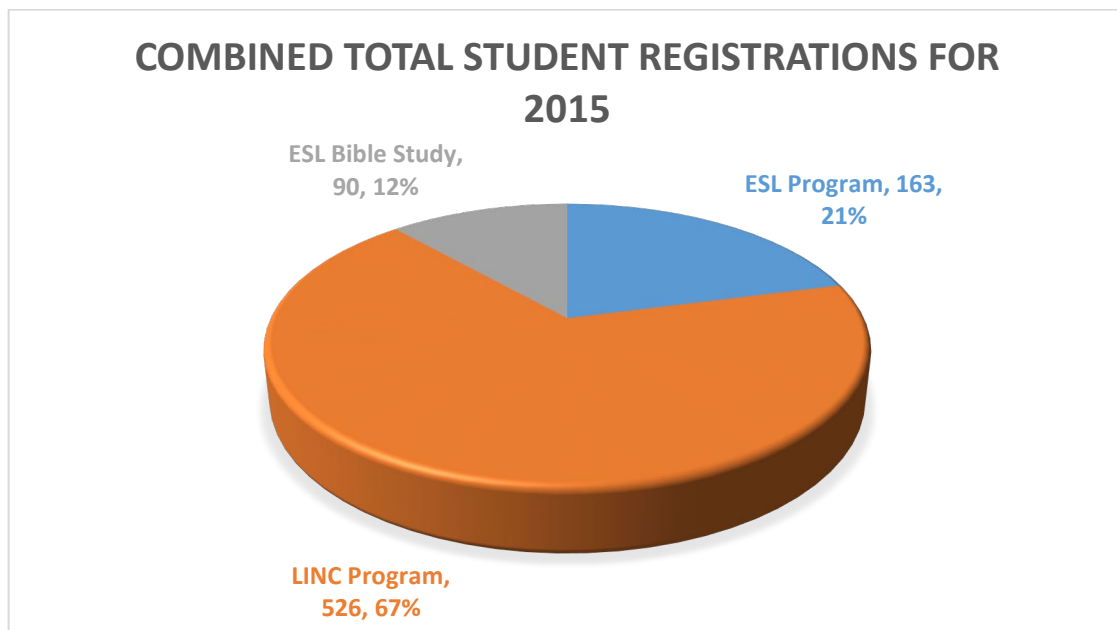
## DIRECTORS REPORT

I would like to thank those who serve on the board and volunteer their time on behalf of the ministry; Kevin Kajorinne, Board Chair, Lily Dechesne – Secretary, Dale Backstrom, Connie, Jonathan Durand, Karen Kajorinne, Diana Ospina, Doug Lockhart and Phillip Abraham. These men and women have captured the heart of the ministry of Agapé. I want to acknowledge our admin team Jane Lowry, Victoria Arroyave and Marlin Adhikary for their dedication to the ministry, Janet and Preston Medd for their commitment to the Sunday Night ESL Bible Study, and for Michele Woodburn and her team for leading Conversation Café.

Jane who has worked at Agape over the past 18 years writes:

“Each day I get to see relationships begin to grow between people from many different cultures and backgrounds. Agapé allows our students to feel safe, comfortable and accepted which in return helps them to be more successful in learning English.

I thank God every morning for my job at Agapé. There couldn't be a more perfect place to come to everyday and have the opportunity to meet so many amazing people from around the world and to be able to share God's love with them!”



# Reports

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## DIRECTOR REPORT

Marlin who is our LINC Co-ordinator writes:

“It is not often that I interact with our students on a personal level. However, I have seen a distinct change in students as they have committed to our program. Many students request to be held back so that they can stay at our organization even though they know we are unable to do so. Many students have shared about how they enjoy spending their time here. For some, it provides a safe haven when issues arise. Others have started to reach for volunteer opportunities to give back to the community. This organization has encouraged community and brings individuals from a variety of backgrounds together.”

To all the generous donors of Agapé Language Centre, we are grateful for your prayer partnership and your financial support, Thank you! Thank you BP Church for your continued support and the many volunteer hours.

Michele and I are here to serve in the Lord, Pastor Mark, the pastoral team and this congregation. Please continue to pray as we continue to rely on the Holy Spirit in our personal and professional lives.

Noral Woodburn | Director



# Reports

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## CHAIRMAN REPORT

Located in north central Calgary, ALC offers a variety of classes at various times allowing students greater flexibility in learning English. Meeting the needs of our students would not be possible without the support of our great teachers and volunteers who dedicate their time and expertise. The difference you make in the lives of our students is what keeps us committed to the mission.

We are thankful for the provision of new teachers and would like to take this opportunity to thank those teachers that dedicated many years teaching at ALC, we wish them well. A special thanks to the Administrative team made up of Jane Lowry, Marlin Adhikary and Victoria Arroyave who met the challenges of the many changes in the increased LINC classes and processes. We would like to thank Jenn Haliday, Cindy Grey for their contributions to the Administrative team last year as well.

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*ALC would not be able to meet the needs of our new neighbours without the generous support of the donors*

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On behalf of the ALC Board, I would like to thank Pastor Noral Woodburn for his direction of the day-to-day operation of Agape Language Centre. Your efforts and dedication are greatly appreciated. We are also very grateful to BP Church and our past and present donors for their many years of financial support.

I would like to thank all the members of the ALC Board for their commitment in guiding the mission of ALC in 2015; Dale Backstrom, Jonathan Durand, Karen Kajorinne, Diana Ospina, Abraham Philip, Doug Lockhart, Lily Dechesne and Joanna Lau

As we continue together to demonstrate God's unconditional love to others, let us ask for His wisdom in the year to come.

Respectfully submitted by Kevin Kajorinne

# Reports

## Potluck Meal to celebrate the end of a Semester



# Reports

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## LINC REPORT

LINC (*Language Instruction for Newcomers to Canada*) classes are funded by Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada. This year we averaged 131 student registrations and 47 new students each 12 week semester in our continuous LINC Program. We continue to offer four semesters each year of English Language training for students from around the globe desiring to learn English. These students were referred by ILVARC (*Immigrant Language and Vocational Assessment and Referral Centre*). A semester at Agape Language Centre lasts 12 weeks. Through additional funding from IRCC we were able to offer additional 4 classes. Currently we offer 10 LINC classes, CLB levels 2 -5 every Monday to Friday mornings, afternoons and Tuesday and Thursday Evenings.

Agape Language Centre is honored that we had the opportunity of meeting the needs of our new neighbours who have traveled from China, Egypt, Pakistan, Afghanistan, United Arab Emirates, Eritrea, Ethiopia, Iraq, Lebanon, Venezuela, and Columbia in 2015.

**Special events** are part of the learning experience that students have come to expect when attending Agape Language Centre. The events are planned primarily to help students become more familiar with Canadian culture while they learn English.

Some of the activities were:

- At the end of each semester students participated in a celebration. Students were encouraged to bring traditional dishes to share with their classmates. They also participated in playing Canadian group games that involved using their English skills.
- Agapé Language Centre also provided an opportunity for all students to celebrate Christmas by co-sponsoring a Saturday Christmas potluck event. There was singing of Christmas carols, food and puppets for the kids for up to 230 people
- Our students along with their children joined the “Teddy Bear Picnic” event where representatives from the NE and NW Calgary communities set up booths, exchanged important information and provided games for children. Representatives from the community included the library, police, fire, and health care department. This is a great event for parents of young children.

# Reports

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## LINC REPORT

**Guest speakers** are also an important part of the student learning experience. The speaker's primary goal is to help students become more familiar with Canadian culture.

Some of the speakers were:

- Scotia Bank provided us a Manager who spoke on bank accounts, assets, loans, credit score and fraud. This was an engaging session for Agape Students
- Calgary Fire Department provided a speaker who focused on fire safety in Calgary. The students discussed what action to take if a fire is in their home, and how to recognize hazardous gasses.
- CIWA (Calgary Immigrant Women's Associations') Community Engagement department provided us a speaker who focused their discussions on the changes expected in the Citizenship process.
- Calgary Police Department provided a guest speaker who focused on 'community policing'. Students learned when to call the police, fire department or an ambulance. The unit was called "You and the Law". The students learned what to do if they were in an accident, they also discussed speeding laws and traffic signs. The students were required to listen intently to be able to answer comprehension questions the following day.

**Field Trips** help students interact within the non-immigrant community here in Calgary.

- During the Elections our students went to city Hall to learn about the different functions and activities the city provides. City hall provided a tour of their facilities.

Agape Language Centre recognizes the importance of networking with other organizations and to keep abreast of government updates within the LINC Program. Throughout the year I attended LINC Coordinators and the ILCVARC Advisory Committee meetings. These meetings were very informative as changes to LINC programs and updates were often discussed.

Several of our teachers participated in the annual 'ATESL Conference' held in . With over 75 presenters and over 400 professionals attending, our teachers benefited from the conference and the networks and relationships that developed as a result of this training. Teachers have implemented several of the strategies they learned from this conference.

Respectively Submitted

Rev. Noral Woodburn

# Our Teachers Reflections

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## MANDI HENN – LINC Teacher

I started at Agape in September 2014 as a student teacher, working with Gisela for my teacher's practicum. In December 2014, I became a substitute teacher and then, in June 2015, was offered a position as teacher for the CLB 4 evening class. I have been teaching the evening class for 1 year.

My lessons are designed to blend student interest of study with the goals and outcomes the government identifies. I use formal lessons, games and conversation to teach real-world tasks so that my students are learning valuable aspects of Canadian life, but also having fun and building friendships along the way.

I love teaching! I love the challenge of taking the tasks and abilities the government wants the students to achieve and finding ways to match them to the goals and interests of my students. I love finding effective and fun methods to teach these tasks to my students. I love watching my students achieve, progress and meet their goals. I love even more the relationships I build with each student and the opportunity to represent Jesus to them. I love that I may be the first Christian they will meet and the opportunity I have to display the hope that is within me.

In my first semester of teaching, one of my students had a young son who was quite sick with cancer. As a Muslim, she values prayer and appreciated my prayers and the friendship that was building between us. She graduated from my class, but we kept in contact. Her son died a few months ago and I have been able to visit with her regularly, giving comfort and friendship to her and her family. I would not have had this opportunity to befriend her and represent Christ if not for Agape.

# Our Teachers Reflections

## NATALIYA LYKHOSHERSTOVA – LINC Teacher

I am a LINC instructor. I have been working at Agape for more than a year. I teach basic language skills like reading, writing, listening, and speaking as well as vocabulary and grammar necessary for my students to master in order to meet their goals: finding a job, getting their Canadian citizenship, and becoming a person who will actively participate in the life of the society. They learn how to leave a message on answering machines, how to fill out a form, how to book an appointment, how to be successful at a job interview, how to talk to their child's teacher, how to use a computer and how to write an email, what rights and responsibilities they have, why do we vote and how it is done, etc.

Besides helping them overcome the language and cultural barrier, I also try to introduce them to the love and saving power of our Lord Jesus. Every Tuesday, my morning and afternoon classes read a passage from Our Daily Bread devotional booklet. We use the information there to expand students' vocabulary and to give them a chance to discuss the issues raised there. This is the time when they can think how the story can be applied to their life (trusting God in difficult situations, the power of forgiveness, God's love and care, the issue of sin and our need of the Saviour, etc.) We also try to use every opportunity to minister the students either by prayer, advice or just listening to them.

Why do I do this? I teach because it's my calling, I've been teaching for more than 22 years. I love seeing my students learn something that will help them and their families to call Canada their home.

Why do I tell them about God's love and forgiveness? Because I am a Christian and I want to see all of them saved. I want to plant the seed so that the Holy Spirit would water it and give growth in future.

Testimonies? Two of my students have passed their citizenship test and one is taking it today. I have some testimonies from level 5 students who used the knowledge we had given them in class in their job search process. They were successful at their job interview and, as a result, they got the job. I also know that at least 2 of my Korean students and 2 of my Chinese students read the Bible on their own at home. These are the people who never go to a Christian church. I believe God is working in the lives of all of my students. I can see it from the questions they ask and from their attitude. It's definitely not only about teaching English.

As a conclusion, it's a real blessing working at ALC with all the wonderful staff and management. I fell your constant prayer support and I thank the Lord for you constantly.



# Admin Staff Reflections

## MARLIN ADHIKARY – Co-ordinator

### What you do at Agapé and how long you have worked at Agapé

I am responsible for an assortment of tasks here at Agapé. Some of my key responsibilities include financial coordination, human resources, marketing, event planning, and managing the extensive amount of guest speakers we bring to Agapé. I now have been a part of Agapé for just over a year and plan to continue to develop myself and my work within this organization.

#### - How you do what you do at ALC

I currently am in the process of working towards a Bachelor of Business Administration. I also work alongside a team of different individuals with a range of capabilities. With the skills that I have learned through education and the experience I have gained in the last year, all beside a team that helps me grow, I am able to continue to attend to the responsibilities of my role.

#### - Why you do what you do

What I do at Agapé is more than just a job for me. As a student, it has become one of the most beneficial learning experiences in my life. I have learned how a small business operates in a way that an academic approach just wouldn't be able to achieve. As a worker, I have become able to discover my own strengths and weaknesses as it relates to real situations. I work at Agapé because I am able to influence an organization that serves people in a very fundamental area of life.

#### - And a Testimony of how you have seen Agapé making a difference in our students

It is not often that I interact with our students on a personal level. However, I have seen a distinct change in students as they have committed to our program. Many students request to be held back so that they can stay at our organization even though they know we are unable to do so. Many students have shared about how they enjoy spending their time here. For some, it provides a safe haven when issues arise. Others have started to reach for volunteer opportunities to give back to the community. This organization has encouraged community and brings individuals from a variety of backgrounds together.

# Financial Reports

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## **AUDITED FINANCIAL STATEMENT**

by Retzlaff and Wong  
Chartered Accountants

# Financial Reports

## LINC PROGRAM BUDGET

Fiscal Year April 1, 2016 to March 31, 2017

	2015 Budget	2016 Budget
<b>INCOME</b>		
IRCC Grant	\$ 250,312	\$ 300,000
<b>EXPENSES</b>		
Administration Cost	\$ 32,649	\$ 32,142
Salaries and Benefits	\$ 184,028	\$ 233,390
Training and Professional Development	\$ 5,745	\$ 2,400
Delivery Assistance Tools and Materials	\$ 7,588	\$ 6,600
Promotions	\$ 950	\$ 900
Copyright Fees	\$ 501	\$ 570
Overhead Cost		
<i>Rental</i>	\$ 6,000	\$ 6,985
<i>Utilites</i>	\$ 4,680	\$ 4,300
<i>Janitorial</i>	\$ 4,820	\$ 7,944
<i>field trips</i>	\$ 1,000	\$ 1,700
<i>Photocopy</i>	\$ 240	\$ 463
<i>Office Supplies</i>	\$ 1,485	\$ 2,200
<i>GST</i>	\$ 626	\$ 406
<b>Sub Total</b>	\$ 18,851	\$ 23,998
<b>TOTAL</b>	<b>\$ 250,312</b>	<b>\$ 300,000</b>

# Financial Reports

## ALC PROGRAM 2016 BUDGET

	2015 Budget	2016 Budget
<b>INCOME</b>		
Donations	\$ 51,966	23004
Esl Classes	\$ 10,500	2575
Grants		3000
Fundraising	\$ 11,500	2950
Deferred Revenue	\$ 6,325	
<b>TOTAL INCOME</b>	<b>\$ 80,291</b>	<b>\$ 31,529</b>
<b>EXPENSES</b>		
Salaries	\$ 56,605	23875
Rental Space	\$ 480	480
janitorial	\$ 120	
Telephone	\$ 1,080	600
Office Supplies	\$ 240	120
Liscenses	\$ 100	60
Photocopy	\$ 768	
Insurance	\$ 685	685
Travel	\$ 240	
Staff Development	\$ 240	
Accounting Fees	\$ 1,675	1675
Postage	\$ 120	60
Promotions	\$ 1,000	
Conferences	\$ 300	
Equip. Rental and Purchase	\$ 200	
Equip Repairs & Maintenance	\$ 300	
Bank Charges	\$ 360	480
Memeberships	\$ 170	
Business Meeting Expense	\$ 240	50
Honorariums	\$ 575	
Training Materials	\$ 740	120
Hospitality	\$ 575	120
Potluck/Events	\$ 740	
Childminding expenses	\$ 240	160
Tours/Field Trips	\$ 300	
Grant Expense	\$ 6,325	
<b>TOTAL EXPENSE</b>	<b>\$ 74,418</b>	<b>\$ 28,485</b>



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