

ICS

Centre for Immigrant and Community Services



Annual Report 2013

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VISION STATEMENT

Fully integrated immigrants participating in and contributing to all spheres of Canadian society

CORE VALUES

- Cultural diversity
- Integrity
- Compassion
- Solidarity

MISSION STATEMENT

To empower immigrants in settling and integrating as contributing members of Canadian society through diverse, professional and innovative services

LANGUAGES

English, French, Arabic, Bengali, Cantonese, Farsi, Greek, Gujurati, Hebrew, Hindi, Korean, Mandarin, Punjabi, Russian, Spanish, Tagalog, Tamil, Taiwanese, Urdu, Ukranian.



Message from the Board Chair and Executive Director



Hundreds of delegates from across Canada converged in Ottawa to attend the “Vision 2020 National Settlement Conference” on November 13-15, 2013, the second such conference convened by Citizenship and Immigration Canada. It was a gathering of management personnel from the network of CIC-funded Immigrant Serving Organizations, various levels of government, regulatory bodies and the private sector that are working directly or indirectly in delivering settlement services to newcomers across the country. The purpose of the conference is to discuss possible future pathways the Settlement Program might take in light of recent changes to program governance and immigration policy, and how to best meet the current and expected needs of clients.

Against this backdrop of sea change at the federal level, CICS as a member of the Toronto Settlement Collaborative (TSC)- a consortium of five agencies in Toronto that have collaborated for many years providing the Settlement and Education Partnerships in Toronto Program (SEPT)¹, undertook the one-year project. TSC, funded through the United Way Toronto Innovation Grant Program, began an exciting process to explore new ways to collaborate that will best facilitate the delivery of the broadest possible spectrum of settlement services to newcomer communities in Toronto.

Another new development in 2013 at CICS is indebted to a grant from the Ontario Trillium Foundation, with which we were able to construct a commercial-grade kitchen which was opened officially in September. The kitchen completes our plan for a field- to- table program, which started in 2012 with a modest community garden, which grew substantially in 2013 in size and progressed organizationally. Various youth volunteers and groups have toiled in our vegetable and floral gardens, cultivating a sense of community in our corner of Scarborough.

2013 also marked the 45th anniversary of CICS, and in order to more accurately reflect its clientele, CICS changed its official name from Centre for Information and Community Services to Centre for Immigrant and Community Services. A celebratory gala was held with over 500 to mark this special year, thanks to many volunteers who assisted in its planning and execution. Arriving at this juncture of our journey as an organization, the board of directors and staff are grateful to our government funders, United Way, corporate and individual supporters as well as community partners, and numerous volunteers, who have worked with us to bring services to newcomers.

Derek Ho
Board Chair

Moy Wong-Tam
Executive Director

¹ Partner agencies are Catholic Crosscultural Services (CCS), Centre for Information and Community Services of Ontario (CICS), CultureLink Settlement Services, North York Community House (NYCH) & Thorncliffe Neighbourhood Office (TNO)

Client Success Stories

1

A newcomer from China arrived in Canada as a skilled worker about 4 years ago. She spent the first couple of years improving her English and this has continued to remain a priority for her. Having been an HR specialist in her home country, she decided to change her career path in Canada by pursuing further education in Seneca College for a diploma in Accounting and Payroll. In May 2013, when the client met with a Settlement Worker at CICS, she was ready to enter the Canadian workforce but she was still feeling very insecure about her English language skills. A detailed needs assessment was conducted with the

worker after which the client was strongly encouraged to join the CICS Public Speaking program and the "Communicate with Confidence" workshops. This series of workshops was facilitated by volunteer mentors through the Community Connections program. The client dutifully attended all sessions and succeeded in building her confidence in communicating in English.

After attending the communication sessions, she decided to join the Mentorship Program where she was introduced to two mentors. The mentors tenaciously supported this client in her job search efforts. The mentors shared

with her information about the Canadian job market and practical job search skills tailored to current needs. They helped the client improve her resume by adjusting it to the job posting and conducted mock interviews to familiarize the client with all possible questions. After the mentors and mentee had worked closely together for almost three months, we received the good news that the client succeeded in securing a job in her field.

Below, the client shared the good news via email with her two mentors: "I would like to tell you some great news: I found a job as a payroll clerk and will start next week. After 4

months, I have a chance to make it a permanent position. Though the pay is not good, this is something related to my profession. Here I would like to say thank you to both of you. I cannot thank you enough for your support and I hope I can help other people the same way you have helped me."

To the settlement worker, she wrote: "You are the person who has helped me improve my English speaking skills all the way until now. From the conversation circle to the public speaking series and now the mentorship program, I have succeeded in improving my English skills for use in the workplace."

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2

A male client from Pakistan arrived in Canada in 2013 as a skilled worker.

Facing language and employment barriers, he found support at CICS by connecting with our Urdu Settlement Worker. With connections and referrals provided by both the settlement worker and his caseworker from Ontario Works, he was able to

improve his communication skills by attending free English classes and volunteering in the community, including placement at CICS, to help him engage in Canadian society.

As a means of getting to know more about Toronto, he participated in trips of a recreational or educational nature offered by CICS, and joined our city tour which

brought him to government offices and places of interest downtown.

With practical career guidance, he was able to utilize his excellent driving skills to get the G driver's license in his first attempt, enabling him to apply for employment opportunities within the transportation sector.

3

Client C came from Iran and had a history of struggling with abuse by her husband both in Iran and in Canada. She finally separated from her husband and was raising two children on her own. Having no extended family in Canada and no job made her situation very difficult. Meeting this client, our staff discovered that she has employable skills but she just did not know where to start marketing her skills. The intervention began by helping

the client to set short and long term professional and educational goals. She was referred to Enhanced Language Training Program, Ontario Works office, and Childcare Services for subsidized childcare. She was then able to obtain financial assistance and after school daycare for her children. Since she had a medical background and was eager to learn and work in Canada, after showing her the importance of networking and communication

skills, the worker arranged for her to take a medical assistant course and to work in an Iranian doctor's office as a volunteer. About a year later, the worker heard from the client that she found a job in a medical office as an administrator. She was very pleased with the support and direction she received from the settlement worker in her pursuit of a better life in Canada.

4

Client known as L.W. came to our Immigrant Youth Centre in Markham during his first week in Canada. He was very shy and nervous when communicating with our youth worker. Within a month's time, he showed improvement in his confidence and his verbal English skill through participation in our programs;

our staff reinforced the "English only" policy and provided him with on-going encouragement and constructive feedback whenever appropriate. His consistent attendance in all programs demonstrated both his eagerness to learn new things and our success in keeping him coming back for more services and programs.

L.W. started volunteering with us in our community garden program in last summer and he is currently participating in another new program which integrates an element of having participants give back to the community. L.W. is glad that he is able to contribute in his new country.

“... I cannot thank you enough for your support and I hope I can help other people the same way you have helped me.”

5

Client E came from the Philippines and Telugu is her mother-tongue but she is also fluent in English and French. She has been living in Canada as a live-in caregiver for 10 years and teaches French while taking care of the home. She has a teacher's degree from back home as well as a French language teacher certificate. She worked as a teacher while in the Philippines. She contacted us after she saw an ad posted on the York Region volunteer website. A meeting was held with one of our settlement workers to assess her skills for a volunteer instructor position in a seniors' program. During the

meeting, our staff quickly identified that she indeed needs settlement services as she disclosed that she quitted her job a week ago because her employer was treating her badly, although she has been with this employer for the last 5 years. She did not have the money to pay for rent or groceries. She also disclosed that she has recently been diagnosed of having cysts in her breasts and uterus, so she was extremely worried about her medical condition as well. The client had never written a resume or cover letter and she had no knowledge about available resources in the community. She was concerned that her work permit

might be cancelled and was unaware of her entitlement to vacation pay for this year even though she quit her job; the money would have covered her next month's rent and other needs. She did not know that she can get her degree evaluated to become a licensed teacher in Canada. After receiving services from us and being referred to other relevant organizations for additional services, within a month, the client reported that she has been offered a bilingual position at Rogers. In addition, she talked to her previous employer about her vacation pay and other benefits, and the employer has agreed to pay her.

Client Success Stories

6

This client and his family of 3 arrived in Canada on Jan 22, 2014. Five days after arrival, they came to the Markham South Welcome Centre to seek assistance. Our staff met with them to assess their needs and subsequently referred them to programs such as language services and employment services related to their professions. The parents received language assessment and training, while the daughter joined the Homework Club at the

Welcome Centre and some youth programs at our Immigrant Youth Centre. Our staff also assisted the family in their SIN card and OHIP applications and provided them with information on the Canadian tax system. The couple were especially impressed by the "multiple services under one roof" concept at the Welcome Centre and were satisfied with the services that are available for all members of the family.

7

A newly arrived couple, coming from Cuba, has a son who demonstrated some speech and behavioral issues. Both parents and the son have limited or no English ability. Our school settlement worker worked with the school social worker to provide guidance and shared some techniques with the parents so that they know how to manage and improve their son's behaviour at home. The son was referred to North York General Hospital for full developmental assessment and to the Adventure Place for further assistance with

his behaviour problem, speech, and language pathology. Our worker also worked with the school to put in place an Individual Education Plan for the child in the classroom. The student has improved substantially his behaviour in class and has changed from having to leave every day by 10:30 a.m. to being able to stay in class most of the day. The mother feels more confident with the techniques that she uses at home to help her son and now has time to continue her own education.

8

Client B's home was destroyed by a fire in September 2013. All the family's IDs and official documents were destroyed in the fire. Because of language barrier, the family did not know where to begin to put their lives back together. They came to our office at the Markham South Welcome Centre four days after the fire and met with our staff. The staff

provided them the needed emotional support and empathy right away during their difficult time. The family was then helped to apply for the replacement of all their IDs and documents. They expressed their gratefulness to our staff for the services they received.

9

A LINC student wrote us a thank-you letter saying:

"Before joining the Welcome Center in the English program, I could speak little English, and my wife could speak none. We did not have enough experience to communicate with local Canadians. We could not watch local news or enjoy a movie. Within just 6 months, we can use simple English to talk with our neighbors, and I can discuss local news with my wife. Now I can report a service problem to my telecommunication provider, negotiate a renovation agreement with the contractor, and argue mistakes on statements

with the bank. With my neighbors, I discussed about how to rebuild my backyard; I got many suggestions and good advice. I am putting in a new lawn and planting roses, vegetables, and some cherry trees. Before I moved Canada last April, I had no experience with yard work. I learned from neighbors, professionals, the Internet...then I did it.

"Without the opportunity to learn English in the Welcome Center, we cannot start again; we cannot begin our new chapter in Canada. So we sincerely thank the Welcome Center, teachers, and all staff."

10

When this LINC student first arrived in Canada from China, she was initially enrolled in our full-time Level 2 class. Throughout her time with us, she was a very hardworking student whose goal was to carve out a successful career for herself. She did well and progressed to upper levels and finally graduated from

Level 5 with outstanding results. She then enrolled in the Early Childhood Education program at George Brown College to pursue her dream of working with children. She has kept in touch with her teachers and has visited our agency a few times. Recently we received an email from her saying that she has graduated from college and is

seeking a position in the childcare field. We are proud of her conscientiousness and the persistence that has enabled her to achieve her goals three years after coming to Canada. We also appreciate her strong sense of belonging to the program and for staying in touch with us over the years.

11

This client from China has been in Canada for seven months. When she first came to our full time level 1 class, she spoke very little English. She barely knew the alphabet and was very shy about speaking in class. However, she was a hardworking student who has never missed a class and was always on time. After only three months, she already showed

significant improvement and could ask and answer simple questions quite fluently. Her pronunciation has also improved remarkably, and most of all, she is no longer nervous or self-conscious about speaking in English. This client is someone who has gone from zero English to having established a solid foundation in the language over a relatively

short period of time. Her story demonstrates the positive outcomes of hard work, the effectiveness of the intensive training provided by LINC and the dedication of teachers who provide students with encouragement and ongoing support.

“This Program gave me a terrific opportunity to develop my leadership skills and expand my hands-on experience helping my peers.”

12

K. A. has come into contact with our staff who provides services in Newtonbrook Secondary School. He is a youth who possesses confidence, high energy, and leadership potential. Initially, he did not know how and where to begin in engaging himself in the school and in the community. In the Philippines, he was in the student council and aimed to pursue law after high school. However, starting over again in Canada, he found himself lacking the communication skills, limited knowledge about resources, and questions about the education pathway to still follow his dreams in becoming a lawyer.

After receiving services, K. A. today is a student ambassador in his school, a new member of this year’s Toronto Youth Cabinet, a participant of the recent Young Filipino Canadian Leaders’

Summit, an outstanding role model for Filipino newcomers at Newtonbrook, and a favourite by the school staff due to his deep commitment to volunteering and leadership. This positive transition occurred during the course of the school year. He will be graduating high school and will be attending University of Toronto next year.

The key to his success is the Newcomer Orientation Week Peer Leadership Training which he had in the summer of 2013. This program provided a catalyst for his leadership skills to be enhanced and demonstrated among his peers. This experience encouraged K.A. to showcase his desire to lead, gain experience in teamwork and express his strong advocacy towards peer

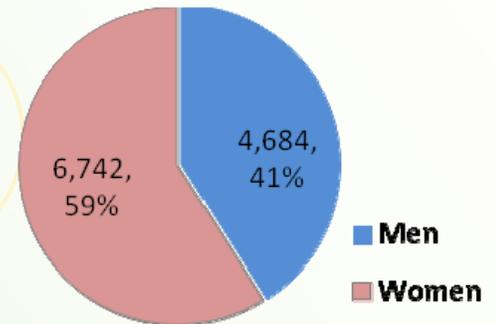
mentorship. In his words, “This program gave me a terrific opportunity to develop my leadership skills and expand my hands-on experience helping my peers. I am grateful for all of the experiences, lessons, and skills that I have gained through my participation in the program. I strongly value this program and encourage every newcomer student to take the opportunity to participate and get a head start on getting settled in the school. More importantly, it is an excellent way to demonstrate leadership, communication, and facilitation skills for those who dream to be our society’s future leaders.”

Summary of 2013-2014

In the year of 2013-14, we served a total of 11,432 individuals, of whom 41% are men and 59% are women. Additionally, we conducted a total of 6,096 group activities, participated by 9,751 individuals.

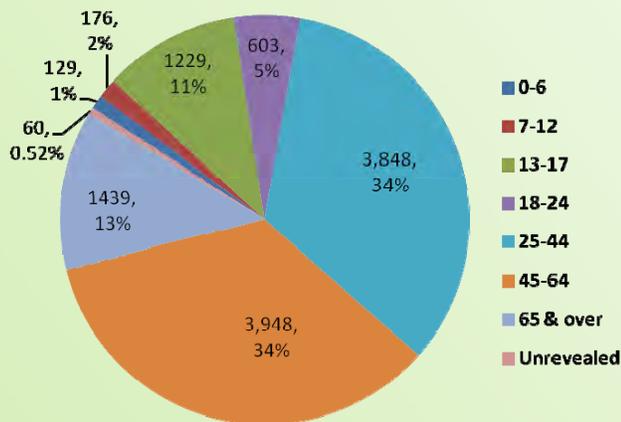
50% of our clients speak Mandarin, 24% Cantonese, 12% South Asian languages (e.g., Punjabi, Gujarati, Hindi, Bengali, Tamil) and the rest a mix of various languages across the globe such as Arabic, Farsi, French, Korean, Russian, Somali, Spanish, Tagalog and Urdu.

INDIVIDUAL CLIENTS



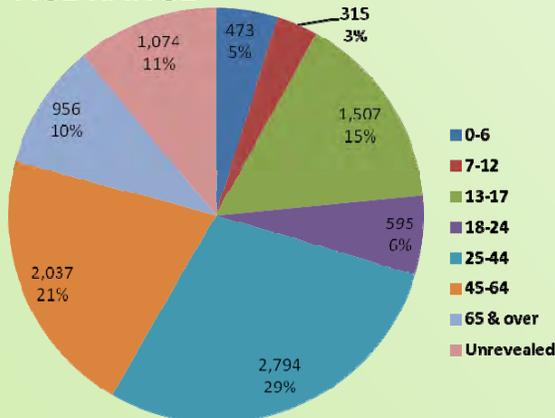
The services offered to our clientele cater to a broad age spectrum. Among the clients we served individually, 34% are in the age range between 65 and older, 34% are between 45 and 64, 13% between 25 and 44, 5% between 18 and 24, 11% between 13 and 17, 2% between 7 and 12, and 1% between 0 and 6 years old.

INDIVIDUAL CLIENT AGE RANGE

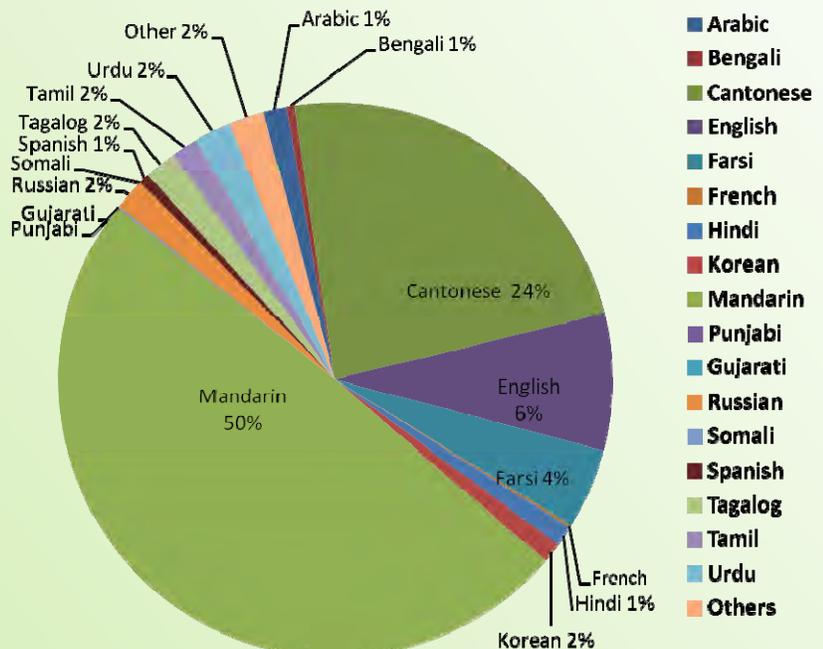


The age distribution of our group activities paints a different picture, in which 10% of the participants are 65 and older, 21% between 45 and 64, 29% between 25 and 44, 6% between 18 and 24, 15% between 13 and 17, 3% between 7 and 12, and 5% between 0 and 6, with the remaining 11% comprising participants who kept their age to themselves.

GROUP CLIENTS AGE RANGE



INDIVIDUAL - Native Language





In addition to serving the many individuals and offering the numerous group activities, in the year of 2013-14, the grand opening of our community kitchen was attended by hundreds of community stakeholders; since then, we have offered various cooking and nutrition programs and provided the kitchen for community use as well.



VIPs were serving guests at the grand opening of the community kitchen



Partly supported by the Walmart-Evergreen Grant, our community garden has continued to expand to over 2000 square feet and we have planted more fruit trees, berry bushes, and vegetables. We hosted the first ever Good Food Festival in the summer of 2013.



We also held our agency-wide Youth Festival in May 2013 at Mary Ward Catholic Secondary School, which was attended by an audience of over two hundreds including representatives from different levels of government, school principals, service providers, parents, and youth who come from North York, Scarborough, and York Region.



Youth Festival, performers and Markham Mayor Scarpitti



The Hip-Hop scene at the Youth Festival



Photo taken at the end of the Youth Festival event that included performers and staff

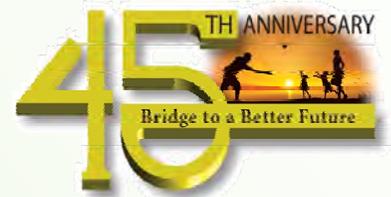
We are thrilled to celebrate our 45th anniversary at different events such as the En Route concert featuring one of our talented management team members, Alfred Lam, and his band, supported by our talented youth dancers.



IYC youth played a supporting role in the En Route concert



Alfred Lam in the En Route concert



Our anniversary gala was attended by corporate sponsors, community stakeholders, board and staff members, volunteers and clients. Our youth team also produced a video, summarizing CICS's historic development, diversity, and successes among clients and in our partnerships with other community organizations.



CICS Board of Directors and Honorary Patron, Mr. Hin Cheung Tam



CICS board of directors, staff members, sponsors and clients together celebrating 45 years of serving the community since 1968



Youth and Family Services

We have been privileged to work with many children, youth, families, women, men, and seniors in this unit in a variety of ways, reflected through our diverse services and program activities. Thanks to our dedicated and creative managers and staff, many new ideas have sprung from meetings and were implemented in the year of 2013-14. For instance, working with youth, we developed the Creative Lab and Healthy Cooking Club at IRC for youth, Homework Plus at the Welcome Centre for youth to raise their social awareness, Beauty Inside Out and Connecting the Dots: Youth/Parent Synergy at the Immigrant Youth Centre, Ping-Pong Tournament and iPad class in our Toronto and York Region senior programs, and Heads Up for Parents, Healthy Club for students and Family Day events for Filipino parents/students for some of the schools that our School Settlement team serves.

We continued to host two youth councils, one in York Region and one in Toronto, to allow youth to participate without the barrier of distance. Our Women's Council has been taking shape throughout



The garden of plants & flowers symbolizes the variety of services in the Youth & Family Services Unit

2013-14 after its establishment in 2012-13, while our Seniors' Council was just formed in November 2013. All these councils consist of members who are mainly service recipients; their role is to provide us with input and feedback regarding our services and programs. Some community stakeholders who are concerned about the needs of community members also play a role in the councils, to keep us informed.

The Toronto Star reporter, Leslie Ferenc, wrote an article

about our youth story which was published on December 26, 2013. The following are some direct quotes from the article:

“Moving to Canada was one of the hardest things Teresa Zhu has faced and it would have been much more difficult without support from the Centre for Immigrant and Community Services. Make no mistake, there's nothing easy about pulling up roots and moving halfway around the world to start a new life. Just ask Teresa Zhu who arrived in Canada with her family five years ago, settling in Markham to start afresh.



Family Day celebration for the Filipino families attended by hundreds of people



Filipino youth showcasing their singing talent at the Family Day celebration



Students' activity in Newtonbrook Secondary School

Youth & Family Services

Looking back, the now 17-year-old confirms it was one of the hardest things she faced in her young life and it would surely have been that much more difficult without support from CICS. “I didn’t have a lot of friends and my English was bad,” the Grade 12 student at Unionville High School said of those early days after arriving from Shanghai. “It was a hard transition. School-wise, I started in Grade 7 and it was hard to understand what the teachers were saying.” The [KickStart] English-as-a-second-language program at CICS, ...along with life skills and leadership programs, helped Teresa Zhu polish her language skills. That built her confidence enough to meet new friends at the agency,



at school and in her neighbourhood, “making the transition to Canada better.”

In York Region, CICS has an Immigrant Youth Centre and iCAN Committee-Youth Council which helps young newcomers integrate by planning events and creating awareness on different topics as multiculturalism. Creating volunteer opportunities, while developing leadership and team-building skills, are also important aspects of CICS’s

work. Zhu is a member of this year’s iCAN group, which in the past organized art exhibitions, breast cancer awareness events, a volunteer fair, and has helped raise money for Sick Kids Hospital. Giving back is important for Zhu who said CICS offers many volunteering opportunities. “It provides the right environment to socialize and do good things,” she said, adding the agency made a huge difference in her life and she recommends others to join in “so they can be more involved in their community.” ...



Happy staff and cooking instructors working in our new community kitchen

Settlement & Integration Services



Visiting The Scarborough Hospital and learning about the Emergency Department and volunteering

Celebrating cultural diversity in the Asian Heritage Month:



Happy together!



Henna on my hand.....



Trying on a new dress and meeting new friends



Cultural performance

Settlement and Integration Services

For many newcomers, their idea of a welcoming environment involves having access to settlement services delivered in their first language at easily accessible locations. In 2013, our newcomer clients expressed the need for support in key-areas of orientation, information, community connection, and employment.

Over the past year, we worked hard to assist newcomers by providing settlement needs assessments and establishing action plans to meet those needs. Through individual and group sessions, workers in the Orientation program provided newcomers with information and referral services to meet



A group of newcomers had their first volunteering experience helping at the food bank under the Community Connections Program.



their initial settlement needs. Our support groups for seniors consisted of a variety of activities that have empowered newcomer seniors to live a rich and independent life. As well, our Youth Settlement Workers helped newcomer youth overcome hurdles by organizing academic and social activities that built their confidence and promoted better adjustment to their new environment. For newcomer families, the Child Abuse Prevention Ambassador Program helped train peer leaders who worked hard to increase the awareness of parenting and child abuse in the community.

In our Community Connections program, newcomers were supported in areas such as career mentoring, cultural orientation, community engagement and volunteering.

In 2013, the CICS Mentorship Program actively supported newcomer professionals in getting more closely connected to their professions of choice. Employment related workshops helped refine newcomers' job search skills by increasing their confidence in communication. Through cultural trips to various destinations in Toronto as well as through information sessions, we helped to connect newcomers to the community and foster a more in-depth understanding of Canadian values such as volunteerism.

In 2013, partnerships continued to make our services more accessible to the community in



Singing "O CANADA"



"Happy Birthday, Canada!"



Participants of Newcomer Women's Group learning Zumba dance and doing arts and crafts: making roses



Settlement & Integration Services

different ways. With the Library Settlement Partnership (LSP), our workers were able to serve community members at the Bridlewood and Morningside Libraries. Our partnerships with Toronto Public Health and Toronto Employment and Social Services ensured that newcomers were able to access settlement services at these itinerant locations. As well, our partnership with the Metro Toronto Chinese and Southeast Asian Legal Clinic provided valuable training opportunities to enhance the skills of our settlement workers in tackling immigration and employment related issues. In addition, the availability of satellite clinic services at our Midland location was a great help to clients in the Scarborough area.

Over the past year, we provided clients with information and services to enable clients to make informed decisions about

their initial settlement. Our clients' increased awareness of the community and other resources means that they are better equipped to tackle settlement and employment issues.



RBC Education Salon

Child Abuse Prevention Ambassador Program Graduation Event (2013):



What is Child Abuse?



Finally, we made it!

"Communicate with Confidence" Public Speaking Workshop: Mentors and newcomer participants working hard to increase their skills in public speaking and learning Canadian history and culture.



The Three Parts of a Speech.....



Let's try.....

Language & Skills Training



Student field trip at Thomson Park



ROM visit - March, 2014



Skills Development Project - The after school guitar group

Language & Skills Training

Our LINC Program offers classes at three locations in Scarborough:

- 4002 Sheppard Avenue East, Suite 501 (at Kennedy)
- Woodside Square Shopping Centre (McCowan / Finch)
- 2330 Midland Avenue

All of our LINC sites are integrated settlement service centres, where language training and supportive counselling are readily available to new immigrants. Newcomer students in the LINC Program hope to acquire English language skills to broaden their understanding about life in Canada with a view to achieving social, cultural, economic, and political integration.

In 2013-2014, we offered 30 classes in a schedule that covered day, evening, and Saturday programs. Our demographic survey in 2013

highlighted some characteristics of our LINC student population. About 92% of our clients resided in Scarborough and over half of our students were aged between 25 and 44. Around 75% of our students were originally from China. Apart from Mandarin and Cantonese, other languages commonly spoken by our clients included Tamil, Farsi and Arabic. As well, almost 60% of our students were university or college graduates in their home countries.

In 2013-2014, our primary objective was to help clients attain English language skills to facilitate their settlement and adjustment to Canadian society. Through the key settlement themes embedded in the LINC curriculum and a variety of community/settlement presentations in class, our teachers provided students with useful information that facilitated their adjustment to life in Canada. Our clients thus attained a keener awareness of community and other



resources that could assist them in addressing settlement issues. With the help of class visits to neighbourhood resources and points of interest in the community, our newcomer students gained hands-on knowledge about life in Canada and a better understanding about community engagement. It is our wish that participation in LINC studies will enable our clients to function and engage more fully in Canadian society, make informed settlement decisions, enjoy their rights, and act on their responsibilities in this new country they now call home.



Dental screening for children in the CNC program given by Toronto Public Health

Care for Newcomer Children Program

Markham South Welcome Centre – Highlights of 2013-2014

In 2013-2014 Markham South Welcome Centre continued to build on the success and momentum of previous years. In addition to offering established core services, staff at the Welcome Centre looked for innovative ways to enhance the services provided at the Centre. Examples include:

Advanced Computer Classes:

While our basic computer classes continue to be popular, there is a demand for affordable advanced computer classes that will increase the employability of clients. Courses of this nature costs hundreds of dollars at community colleges, and many clients simply cannot afford the fees. We began offering a series of workshops, free of charge, entitled “Skills Enhancement Training”. These are one- to two-session workshops focusing on specific computer skills that are in demand at the workplace: Advanced Microsoft Word functions, Social Media, Introduction to LinkedIn, etc. The workshops became so popular that attendance often exceeded the capacity of our computer lab. As a result we began delivering the sessions online; more clients can now attend, from the comfort of their own homes.

iPAD classes for seniors:

Recognizing that many seniors are looking for ways to learn new technologies to stay in touch with friends and family, we started an iPad class for seniors with the help of a New Horizons for Seniors grant. In order to make the program more accessible, we used video conference technology to “televise” live the classes held at Markham South Welcome Centre to Newmarket Welcome Centre. We trained 150 seniors in this program and almost immediately had other seniors expressing interest in future classes.

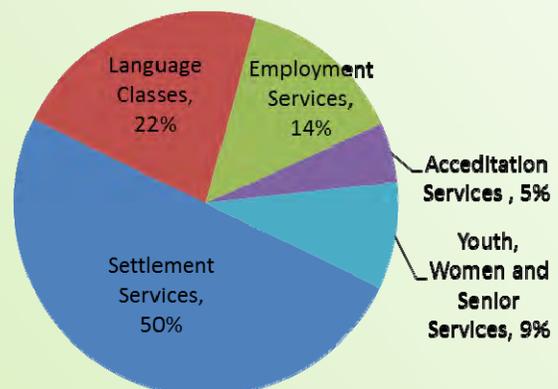
Babies R Welcome Program:

Being a first-time parent as a new immigrant can be an overwhelming experience. Language

barriers, absence of family and relatives, limited knowledge of community resources, and isolation in a new community compound the difficulties that all new mothers face. Because young babies are not yet eligible for Care for Newcomer Children services (a child has to be at least 19 months old for CNC), new moms particularly are isolated at home without the opportunity to attend English classes. In light of this need, we recruited volunteers at the Welcome Centre to operate support groups where new mothers come with their babies to support each other, learn about community resources, and practice conversing in English.

In addition to these examples, during this past year we hosted special events that brought forward specific needs in the newcomer communities: In March we held an International Women’s Day Conference to celebrate the achievement of newcomer women and highlight the unique issues they face. In September we organized an outdoor Fall Festival to showcase the products of home based businesses operated by newcomers who have chosen to become entrepreneurs.

We continue to pursue the vision of the Welcome Centre becoming a hub of activities and resources in the community. Evaluations of our services indicate an extremely high level of satisfaction among our clients. In 2013-2014 we delivered 6903 services to 2090 new clients, while at the same time served a total of 12,950 walk-in and telephone contacts. Below is a breakdown of the core services provided:



Special Tribute

In the year of 2013, we were privileged to have a total of 1029 volunteers: 350 men and 639 women, offering a total of 41,470 hours of service at our different office locations. We always appreciate and treasure our volunteers' skills and dedication in assisting our staff to develop and deliver significant and quality services to the communities in York Region and City of Toronto.

We used different means to show our appreciation and recognition to our volunteers. In addition to our annual Volunteer Recognition Dinner, we also recommended some volunteers, including those who sat on our Women Council and Youth Council, to go through some personal and professional development training. While some training sessions are brief, others are more intensive. For example, in the past year, through the partnership with two other community organizations, several of our volunteers participated in a 6-session Holistic Health training, 6-session Peer Leadership training and/or 3 whole days Non-profit Board Governance training. We are sure that such training has helped to sustain these volunteers' passion in voluntarism, and equipped them to progress in volunteering in different capacities and at different levels in CICS or other community organizations in the future.

While we are proud of our volunteers' contributions, we are sad to announce that we have lost two very dedicated and long serving Tai Chi Masters, Mr. Sum-Ming Cheung and Mr. Jack To Chan, who passed away recently. These two late Tai Chi Masters had been volunteering with our Tai Chi classes for 40 years, and had been active with CICS right until their final months. We are moved and humbled by the commitment and faithfulness of these two nonagenarian volunteers. They truly exemplified the spirit of voluntarism by generously sharing their knowledge and experience with others. They have been well respected by the students, and although in the final months they weren't actively teaching, they played the role of advisors and elders in helping to resolve practical issues. CICS will be presenting their lifetime volunteer achievement appreciation to their beloved family members at the Volunteer Appreciation Dinner.



Cheque presentation from Master Sum Ming Cheung to CICS. (2012)



Mr. Sum-Ming Cheung



Mr. Jack To Chan

Tribute

FUNDERS

Citizenship and Immigration Canada
City of Toronto
Human Resources and Skills Development Canada
Ministry of Children and Youth Services
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MAJOR COLLABORATING ORGANIZATIONS

ACCES Employment	Free the Children	Settlement Assistance & Family Support Services (SAFSS)
Agincourt Community Services Association	Golden Key Cultural Centre Inc.	Social Enterprise Canada
All Babies Count	Green Life Magazine	South Asian Senior Social Club of Markham
Alzheimer Society of York Region	Griffin Centre	Springboard Employment Services
Arab Community Centre of Toronto	Harriet Tubman Community Organization	Steeles L'Amoreaux Strength In Partnership (SSIP)
Armada Community Centre Association	Heritage Educational Funds	Sunrise Senior Living Markham
Association of Chinese Students & AYCE Employment Services	Hong Fook Mental Health Association	Support Enhance Access Service Centre (S.E.A.S. Centre)
Bank of China (Canada)	IBM Canada Ltd.	The Co-operators
Big Brother Big Sister York Region	Immigrant Women's Health Centre	The Cross-Cultural Community Services Association (TCCSA)
Bridlewood Public Library	Investors Groups	The Heart and Stroke Foundation
Canada Revenue Agency	Iranian Women's Organization of Ontario	The Scarborough Hospital
Canadian Academy of Natural Health	Job Skills	Thorncliffe Neighbourhood Office
Canadian Hearing Society	Just Energy	Toronto Catholic District School Board
Canadian Red Cross	JVS Markham	Toronto District School Board
CareFirst Senior and Community Services	JVS Toronto	Toronto East Quadrant Local Immigration Partnership (LIP)
Catholic Community Services of York Region	Kababayan Multicultural Centre	Toronto Employment and Social Services (TESS)
Catholic Cross-cultural Services	Korean Canadian Educators' Network	Toronto Go School
Centre for Education and Training	Korean Inter-agency Network	Toronto North Quadrant Local Immigration Partnership (LIP)
Certified General Accountants of Ontario	Lingyu International Psychology Centre	Toronto Parks and Recreation
CET Assessments	Living Green Toronto	Toronto Police
Chester Le Community Corner	Market Village Markham Inc.	Toronto Public Health
Chinese Canadian National Council Toronto Chapter	Markham Small Business Centre	Toronto Public Library
Chinese Interagency Network (CIN)	Markham Stouffville Hospital	Tropicana Community Services
Chinese Professionals Association of Canada	Metro Toronto Chinese and Southeast Asian Legal Clinic	VHA Home Healthcare Centre
Classic Graphic	Milliken Mills Community Centre	VPI Inc. Ontario Employment Services
Community Legal Clinic of York Region	Morningside Public Library	West Scarborough Community Legal Services
Community Living York South	New Canadian Community Centre	West Scarborough Neighbourhood Community Centre
Community Partnership Council	North York Community House	Woodgreen Community Services
COSTI Immigrant Services	OCASI	Working Women Community Centre
CultureLink Settlement Services	Oriole Community Centre	Chinese National Musician Xu Ruhui Foundation
Denison Mosque	Ontario Chinese Health Coalition	YMCA Scarborough Northeast Employment & Newcomer Centre
Don Mills Employment Resource Centre	360° Kids	York Region Catholic District School Board
Elite Cross-Cultural Business Communications Corp.	Parya Trillium Foundation	York Region District School Board
Elizabeth Fry of Toronto	Polycultural Immigrant & Community services	York Region Food Network
Enterprise Toronto	Royal Bank of Canada	York Regional Police
Eric Chan Wedding & Event Photography Studio	Scarborough Centre for Healthy Communities	York Region Public Health
Evergreen Brickworks	Scarborough Housing Help Centre	York University
Family Service of Peel Region	Seneca College Workforce Skills Development Centre	
Fairview Community Health Centre	Senior Tamils Centre	
Fairview Interagency Network	Service Canada	
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