



Centre for Immigrant and Community Services

Annual Report 2015



Mission

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

Vision:

Fully integrated newcomers who participate in and contribute to all spheres of Canadian society.

Core Values:

Innovation
Caring and Compassion
Diversity, inclusion & accessibility
Integrity & Accountability
Quality & Excellence
Personal Touch
Collaboration & Solidarity

We offer services in multiple Languages:

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

2015-2016 CICS Board of Directors:

Chair: Anna Wong
Vice Chair: Derek Ho
Treasurer: Timothy Cheng
Secretary: Barbara McCann
Directors: Beena Tharakan Eleanor Wang
Ruth Hayhoe Stacey Marmara
Vineet Jain



Left to right:

Mr. Derek Ho, Mr. Timothy Cheng, Ms. Anna Wong, Ms. Barbara McCann, Dr. Ruth Hayhoe, Ms. Eleanor Wang, Ms. Stacey Marmara, Ms. Beena Tharakan, Ms. Moy Wong-Tam (Executive Director)

Report from Board Chair and Executive Director



Message from the Board Chair and Executive Director

The past year at CICS was marked by new opportunities, exciting challenges and deepened partnerships to meet the evolving needs of newcomers to Canada. It was a memorable year, and the newcomer profile was notably shaped by the arrival of 25,000 Syrian refugees in a compressed timeframe, a phenomenon which approached a scale of refugee resettlement that has not been seen since 1979, when Canada welcome some 50,000 Vietnamese Boat People in two years. The majority of Canadians displayed a compassionate attitude towards the refugees, and there were stories of individuals and corporations donating goods and services to the newcomers. These have been the kind of public sentiments that resonate with CICS and the mission of the settlement service sector on the whole, and shone a light on the important work of settlement and integration of newcomers.

CICS contributed its part to the airport reception services, which corresponded to each plane load of refugees who arrived at the Pearson International Airport throughout the winter months. This was coordinated by Immigration, Refugees and Citizenship Canada through the sector umbrella group OCASI. As part of the Welcome Centre system, we were part of the Markham Refugee summit presentation in January 2016, and collaborated with the York Regional Municipality in February 2016 to host an information fair on settlement services and other support available to refugees, targeting private sponsors or potential sponsors of Syrian refugees, and other community organizations.

We have also been hard at work developing and delivering new programming and services. We launched a new employment service for Ontario Work recipients

in 2015, which yielded outstanding outcomes for the participants, whether in securing employment or identifying training opportunities. Another notable addition to our diverse array of programs is the series of topical workshops offered to international students at University of Toronto's St. George campus. And as part of the Toronto Settlement Collaborative of five agencies, we have been funded by United Way Toronto to explore a new model of service delivery and the work is ongoing. Furthermore, with the support of United Way Toronto, we have fine-tuned and updated our LIFT program on youth pre-employment and employability.

Looking ahead, we will continue to innovate and find new solutions to old and evolving challenges in the community, always guided by our vision and mission to empower newcomers in settling and integrating as contributing members of Canadian society.

A handwritten signature in black ink, appearing to read 'Anna Wong'.

Anna Wong
Board Chair

A handwritten signature in black ink, appearing to read 'Moy Wong-Tam'.

Moy Wong-Tam
Executive Director

Program Stories of the year



Our Women Shine!

Supported by our Women Council, a newcomer women leadership training was launched in October, 2015. Upon the completion of it, some of the participants stayed on to organize "Women Shine!" – an International Women's Day 2016 event – by applying the skills they have learned during the training.

"Women Shine!" was a great success and received much positive feedback. Participants got to hear success stories from other immigrant women who

jumped hurdles to become who they are today. The stories have provided newcomer women who attended with great insights into how to conquer difficulties and how to make career decisions in their transitions. In addition to new insights, the celebration of the International Women's Day was also filled with laughter, dancing, riddles, paper art, and delicious refreshments, enjoyed by 60 newcomer women. Our leaders said:

"I am so glad that I attended the leadership training and became a member of the event planning committee. I learned a lot from this activity and gained more confidence through experiencing the success of this event." Cathy

"I am the MC of the event. I picked up my power in this event. I am sure I can do something for the society though I am a woman. I am happy to see that I am not alone; many women friends are ready to devote their efforts to change their lives and in the end push the world towards a [better] direction." Vicky

Preparing Future CEOs

The "Future CEO Preparation Program" was held twice in 2015-16 and they were well attended by participants with great success. Youth participants learned different skills necessary to initiate business ideas with a marketing plan and information about community resource that support youth entrepreneurship. In the program, they also learned proper ways to handle differences and deal with conflicts among coworkers, with

clients and vendors. In addition, newcomer youths showed increased confidence talking to strangers through different mock sales activities. This program has generated much success not just in the participants' turnout rate or their enthusiasm to try new ideas, but the confidence gained and valuable lessons learned will take them a long way for their future business ventures and in career advancement. One of our prides

was that after completing the program, a client, J. G., submitted her plan to Ontario Summer Company Program and successfully received the government funding to start her summer company in 2015. Both our staff and program facilitators always provided an encouraging environment for the youth to discover and achieve their full potential.

Toronto LINC Orientation Day



We decided to organize a large scale orientation event for our Toronto LINC students because our client survey revealed a strong demand for more information about the wide range of programs and services offered by CICS. Consequently, the first-ever “LINC Orientation Day” was launched at our 2330 Midland office on October 16, 2015. Since the event was open to both LINC students and community members, the main objective was to introduce the LINC program and provide an overview of the client-centred services provided by other CICS units. Our students and teachers demonstrated great team work by putting up performances that allowed them to show off their English proficiency. In addition, everyone was impressed with the cultural performances brought by our talented LINC newcomers. With over 250 participants, the event filled the Multi-Purpose Hall with laughter and excitement throughout the entire day.



Tax Clinics

In partnership with the Chartered Professional Accountants Ontario (CPA Ontario), the Settlement and Integration Services Team in Toronto and the York Region Settlement Team in Markham South Welcome Centre helped 726 low-income individuals and families file their 2015 income tax returns online under the Community Volunteer Income Tax Program of Canada Revenue Agency. Most of the clients served were permanent



CPA Volunteers at Markham South Welcome Centre



CPA Volunteers at Immigrant Resource Centre

residents residing in Scarborough and Markham who had very limited knowledge about the Canadian taxation system. While Toronto clients were mostly served by the Settlement and Integration Team at various office locations in Scarborough, York Region clients were served by our York Region Settlement Team at the Markham South Welcome Centre. Compared to the year before, there is an overall increase of 24% in the number of returns completed via our tax clinics. We thank all the

volunteers and staff involved in delivering successfully the 2015 income tax clinics and meeting client needs in the community.



CPA Volunteers at CICS LINC Centre



Free Tax Consultation Session

Iranian New Year Celebration

This was one of the many programs done by our School Settlement Workers from the SEPT Team. This cultural celebration was held at Earl Haig Secondary School. With the support from the school settlement staff, the Farsi student social club members were mobilized to organize the event to showcase the students' talents through Iranian art, dance, food, and music. Over 85 students and school staff attended the event!



Immigrant Youth Centre's Blackboard Artists

Between 2015 and 2016, as part of the youth programming, a talented group of youth painted the IYC Blackboard with seasonal themes. With the coordination of our staff, Summer Dong, Hugh Yan and Phoebe Mao have shown us their admirable artistic skills and attention span in designing the IYC Blackboard. For each piece of the artwork designs seen here, they



Summer



Fall



Spring

spent at least 15 hours to plan, sketch and paint the artwork on the blackboard. On many occasions, they spent entire Saturdays at the IYC just to do the chalk-painting on the Blackboard. Many people who visited the youth centre praised their artwork for its aesthetic quality and attentiveness to details. Other than having taken a few art classes in

high schools, these youth do not have formal training in art. Yet, their work, passion and dedication are exemplary.



Winter

Community Connections & Professional Mentorship Programs

Mentors play a significant role in welcoming and connecting newcomers to the local community. This past year we accepted more mentors into our Mentorship Program from diverse professional backgrounds. It was observed that the number of newcomers with information technology background joining the Mentorship Program was on the rise. Mentees were successfully matched with mentors from the fields of Project Management, Information Technology, Accounting, Engineering and Human Resources, who could provide them with assistance and share experiences in their career paths. In March 2016, a recognition activity was organized to appreciate our mentors. Despite the inclement weather, a total of twelve mentors

and mentees attended this event that provided opportunities for networking and cultural sensitivity training. Our guest speaker's presentation on the historical background and immediate needs of Syrian refugees in Canada resonated with everyone in attendance. Participants were also impressed by the sharing of a former mentee who attributed her

successful job search to the help she received from her mentor as well as the employment-related sessions facilitated by other mentors. In response, the mentor shared that she did not realize the great impact she had made on a newcomer until then. The mentee currently holds a project management job in Ottawa and we wish her every success.





Mother's Day Appreciation Luncheon 2015

On Saturday, May 9, the CS Youth Team hosted a Mother's Day Appreciation Luncheon at our Community Kitchen where the youth invited their parents, grandparents or family members, prepared food and served them, to illustrate their appreciation for their caregivers. About 50 youth were involved in preparing for the events, from decoration, handmade gifts, to cooking, serving and the clean-up. Parents were very happy and proud of their children; some were even moved to tears as they were never touched by their children's public acknowledgement of their gratitude with a full-course meal.

Building Blocks for Healthy Families

The Building Blocks for Healthy Families program provided information for families to address communication issues as well as effective conflict resolution. Utilizing a holistic health strategy, the program integrated components such as healthy food preparation, communal sharing, project building, and communication exercises. In different sessions, participants were helped to develop trusting relationships through the use of encouraging language and positive feedback, acquire some practical tools for stress relief, including relaxation techniques, exercises and hands-on cooking, learn lessons, using NVC model, for effective communication that emphasizes healthy ways of showing appreciation and support to people whom they care about, appreciate the importance of community belonging, and share

different family values and cultural practices. Participants formed community cooking circles, where they worked together in preparing meals that are significant to their families and told a story about "family time" to reflect on how people are connected through food.



Operation March Break

To complete the mission, the Markham South Welcome Centre welcomed 25 newcomer youth agents in completing an intensive training over the March Break. Over the 5-day break, the students went through a series of training: basic English classes, 3D printing drafting experiences, animating, public speaking skills, visits to the Markham Museum and the Cornell library, painting, and even competing in their own "Dragon's

Den" competition. Newcomer youth were able to develop new skills, make new friends and memories through this program. These agents are now ready to contribute to Canadian society!



Connecting Generations



The Connecting Generations is a new program series in 2015-16 for youth and senior clients at the Markham South Welcome Centre. The program aimed to bridge the inter-generational relationship between youth and seniors. The series was kicked off by providing a volunteer opportunity for youth to help support a Basic iPad class for seniors. The program was a success as the seniors were extremely thankful for the support that was provided to them by the youth volunteers!

Halloween Haunt 2015

It was an annual youth Halloween party held at the Immigrant Resource Centre that was spooky and fun as the evening was packed with a full range of activities that included the solving of murder mysteries, karaoke, piñata, board games, and prizes for the best costume! More than 50 youth

attended the party to show off their scary costumes and to trick or treat. Youth participants from our regular programs, Creative Lab and the Youth Empowerment, transformed the Youth Loft into a witchy and bloody scene; the Youth from our Cooking Program made delicious mini mummy cheese pizzas, witch



finger cookies, and Frankenstein puddings; and the Youth Council planned the Murder Mystery. Everyone contributed to the event and had fun!



“One World: To Discover and Share”

Since the official opening of our community kitchen in September 2013, we held a number of small scale community meals for different groups/communities. However, on December 17, 2015, a large scale Community Dinner for refugee and low-income families entitled, “One World: To Discover and Share” was hosted by CICS and CICS Foundation to benefit refugee and low-income families that we serve at different service locations across the GTA. The event was attended by about 150 individuals including politicians from all levels of government, donors, children, youth, parents, and seniors.

The program of the evening kicked off with a lion dance performed by our IYC youth. Everyone was impressed by their brilliant performance, especially after learning that they only had a few lessons before the event. All families sat around the nicely decorated tables with an elegant centerpiece on each and enjoyed a 3-course meal served by our well-trained youth volunteers. More performances interlaced the meal including a hip-hop dance performed by a group of Filipino students coordinated by the SEPT team, as well as a Middle Eastern dance performed by a LINC student.



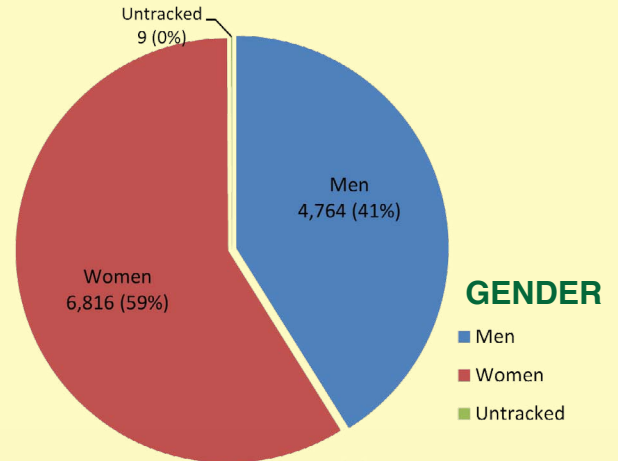
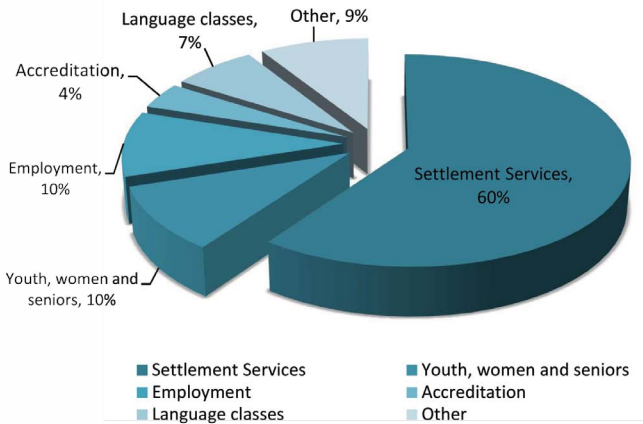
The three rounds of lucky draw and balloon give-away delighted everyone, especially the children.

All the participants in the event wore a smile throughout the evening indicating their satisfaction with the delicious food, exciting performances and good customer service from our staff and volunteers for a fun-filled evening. Our staff and volunteers are satisfied that we have brought joy to our clients' lives and imparted the message of "Help others as you are helped". As an organization, we are very proud of our capable and dedicated managers, compassionate staffers and volunteers working together to make the event a success.

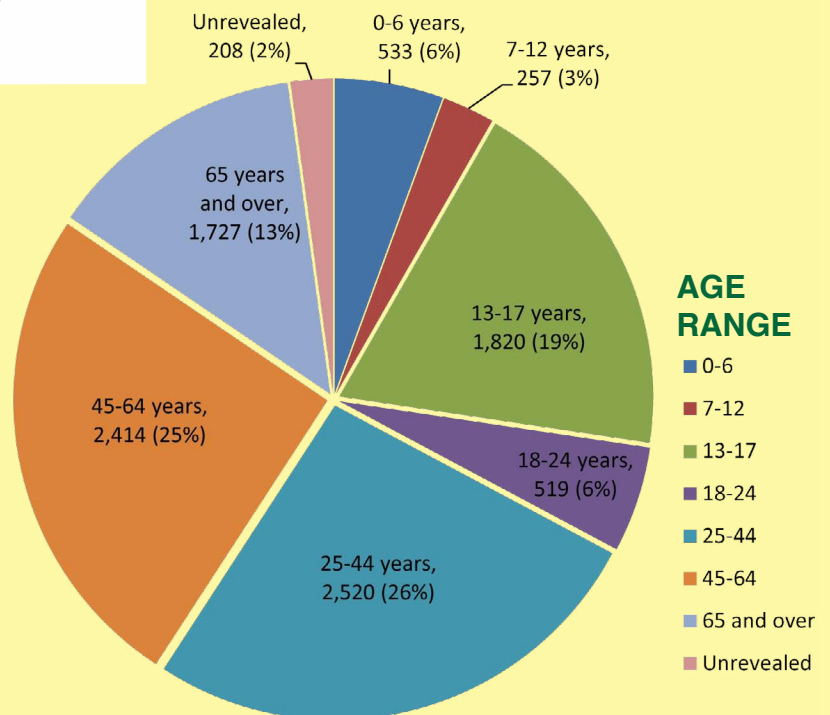
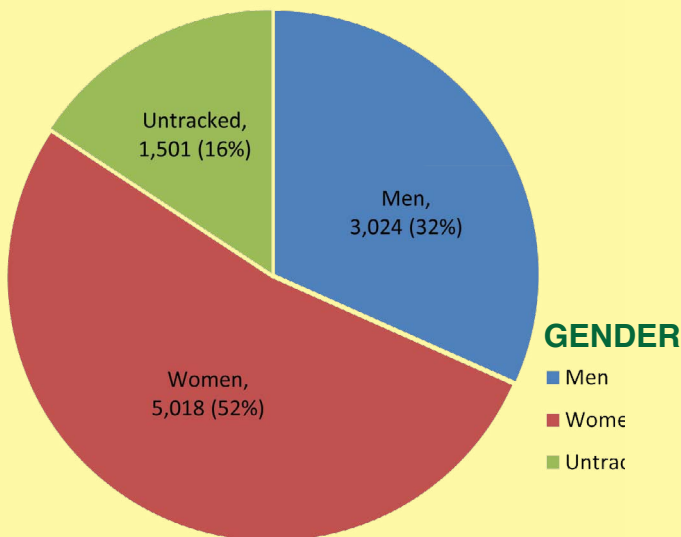
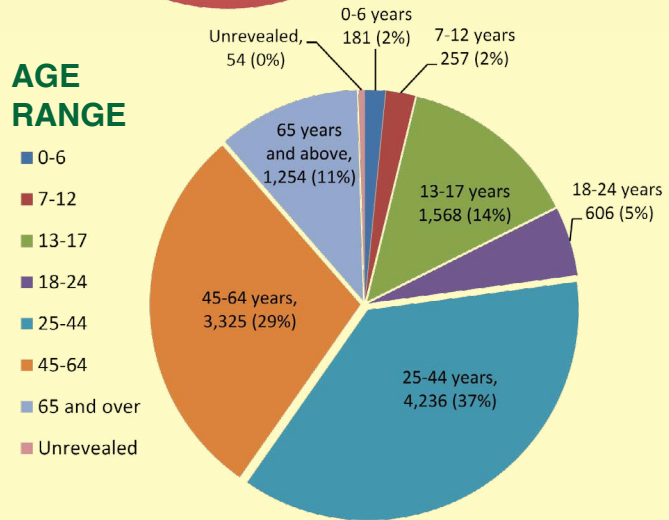


Summary of Agency Accomplish

At Markham South Welcome Centre, we have delivered a total of 7053 services in the fiscal year of 2015. Those include:



A Swedish government delegation visiting Markham South Welcome Centre on June 11, 2015 to understand how Canada addresses settlement and integration of immigrants and refugees.

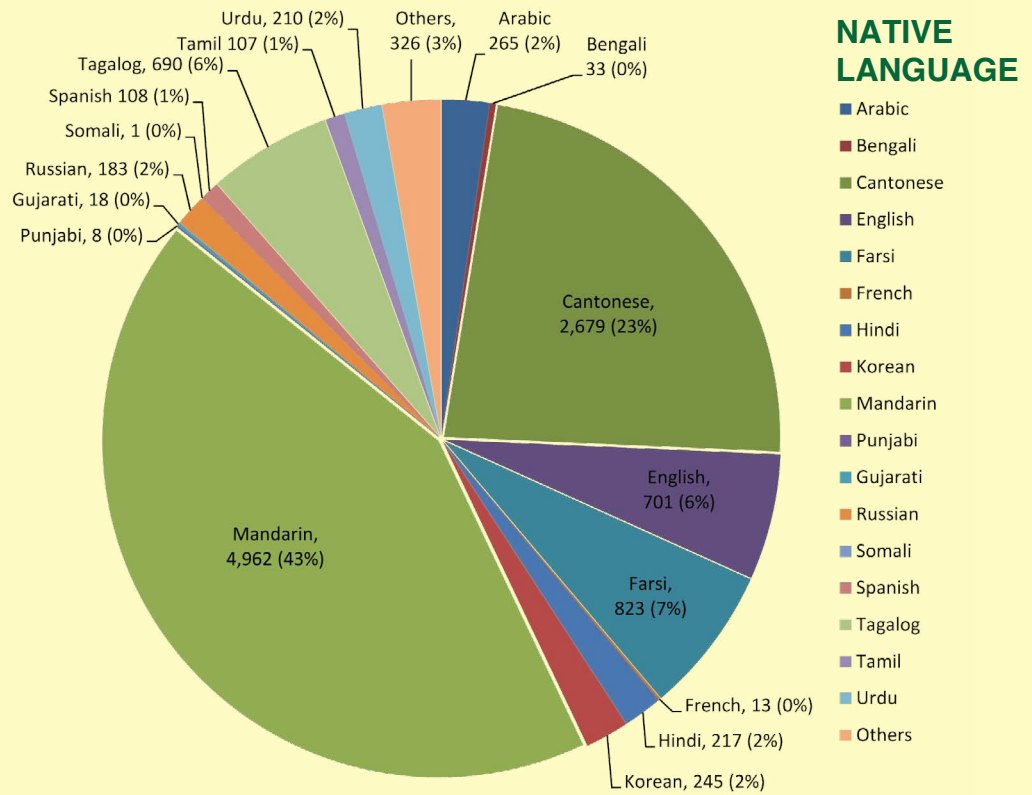


Services in 2015-2016

INDIVIDUAL CLIENTS

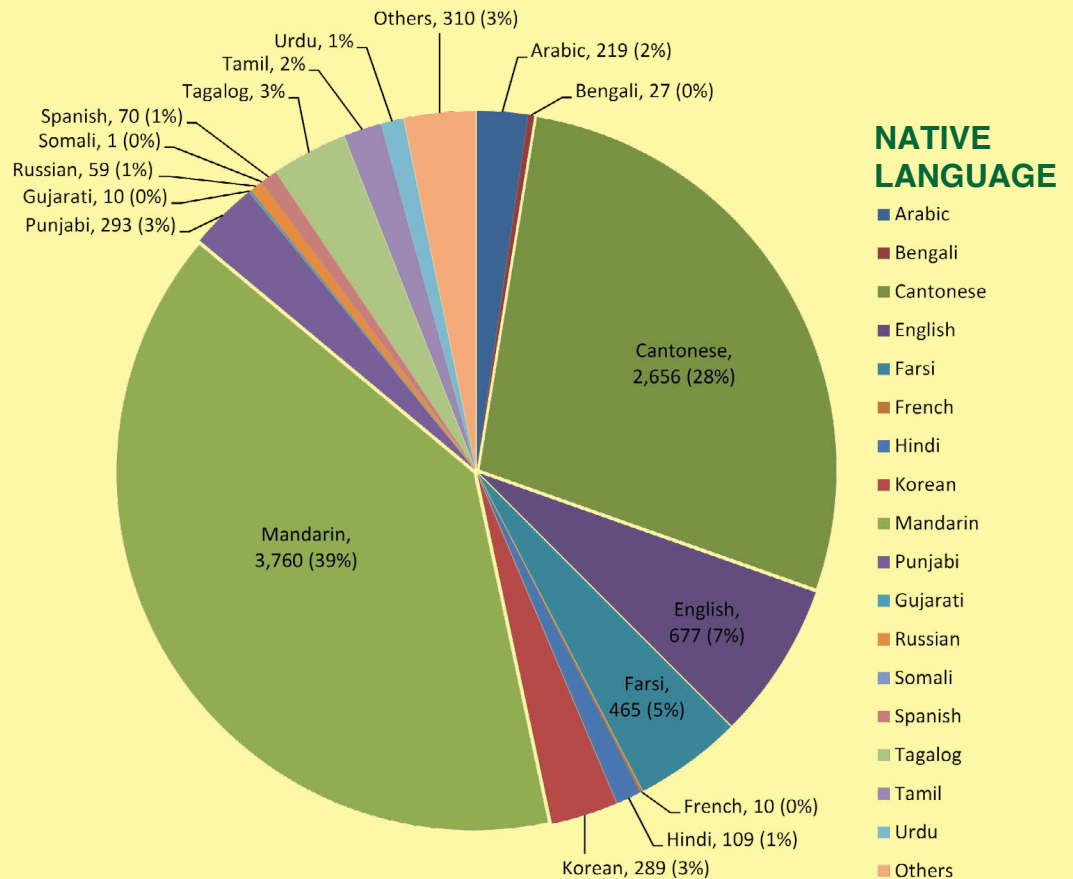
Being a multiple-service agency in Toronto and York Region, our services are supported by three levels of government, United Way Toronto and York Region, and the private sector. With about 130 staff members who can speak more than 20 languages, reflecting the reach of our community, we serve a diverse clientele from all walks of life and various backgrounds.

During the year of 2015-16, we served 20,323 individuals in our one-on-one service. Below are charts that indicate the demographics of these clients.



GROUP PARTICIPANTS

52,518 participants attended our group sessions and workshops in 2015-16; most of them are returning individuals. Participants' demographics are shown below.



Client and Volunteer Stories of The Year

Client from Settlement and Integration Service Program

"I arrived in Canada in June 2014 and stayed in the Scarborough area. I stumbled upon CICS on the internet when I was browsing for courses and seminars to help accelerate my integration into Canadian society. I was all by myself when I arrived and I didn't know many people. My knowledge about the country was very minimal and I thought that this knowledge gap was a deficit in my quest to land a job. Back home, I have a rich experience in the non-profit sector, managing projects in developing countries, mostly in Asia. My line of expertise is in value chain promotion, local economic development, and small and medium enterprise development. This line of work is very specialized and with my "No Canadian Experience" situation and knowledge gap, my chances of landing a job aligned with my professional work were very slim.

I attended an introductory course at CICS about Toronto and how to settle in smoothly. That's when I learned about the mentorship program from the settlement worker. She matched me with my mentor who, at that time, was a project manager in RBC. She's very professional and very keen to help me. ...Our conversations did not just focus on career but also around many aspects related to integrating into Canadian society – climate,

family, social activities. Our talk on career was varied – resume writing, preparing for interviews, possible sites where I could browse for vacancies in my line of work. In late November, I found a job as a call center agent and debt collector at a company. I handled American Express Accounts in the US. My mentor guided me through during my first exposure in Canadian workplace. Her advice - such as how to handle a boss whose critical feedback affected you negatively when all you need to know was how to improve performance – was very valuable. After three months at the company, I thought that I should move on. ...I thought that if I would like to be employed in international development project management, then I should remain current. I had an intermittent assignment in Myanmar for a year going back and forth in Canada, Myanmar and the Philippines.... In between assignments, I took on various jobs for a manpower resource agency in Toronto. Meanwhile, my mentor and I stayed connected.

Last month, I was offered a project management job in Ottawa. It's for a project on micro-insurance development in the Philippines especially in areas severely affected by the strongest typhoon in history. I was so excited about this job. One of the first persons that I called to share the good news was my

mentor. I am now working here in Ottawa - adjusting to the weather, learning about the city, making new friends, and expanding my social network. Looking back, I attributed a lot of this achievement to my early months in this country when I got a lot of encouragement, guidance and support from my mentor. She is an immigrant herself. I guess new immigrants now have better support with service providers like CICS around in Toronto. When my mentor first moved here, there was nothing like the CICS Mentorship Program for immigrants. I learned a lot from my mentor. Her achievements in her career made me realize that there are opportunities out there for highly skilled immigrants. She was indeed an inspiration. A few days before I left Toronto for Ottawa, Irene and I met again and she gave me two suitcases to pack my stuff. For me these suitcases are more than just for stuffing my things in. They symbolize suitcases full of advice, guidance and encouragement from my mentor as I start my career journey in this country.

My heartfelt thanks go to CICS and to my mentor who has been a source of support during my early months in Canada."

Client from Markham South Welcome Centre

"My name is GFY and I landed in Canada since June 2013. I was glad when I first landed but because of language barrier, I was confused and agonizing. I felt like I was an alien who's lost on earth. I had problem integrating into society and I dared not to go out by myself riding on the public transit as I couldn't tell directions. Those are the dark ages of my life then. ...I was attracted to [CICS's] women support group.... Since the second half of 2015, I attended many workshops.... All of them are very helpful to me. The most important thing I learned from one of the workshops is to understand my inner values, connect to my emotional needs, discover my full potential, and develop a flexible communication pattern at the workplace. Such messages have stimulated my inner youthful energy, making me love my life and Canada even more. Nowadays whenever there are women programs, no matter whether it is a rainy or snowy day, nothing can stop me from riding the bus to attend a workshop. ...I thank CICS's staff and management for their service. ...CICS is the most lovable home for newcomers. Thank you!"

Volunteer on CICS Board: Barbara McCann

"It's been a pleasure working on the Board of CICS in the past five years. As an immigrant arriving in Canada in 1974 leaving family and friends back in Ireland, I can somewhat appreciate the challenges of many newcomers to Ontario/Canada. Serving on the Board of CICS as a Director provided me with an opportunity to learn about the many services available to empower and help settle newcomers as contributing members of Canadian society.

During the course of my term on the Board, I have seen so many innovative programs and services launched – just to name a few - the construction of a commercial grade kitchen, creation of a garden to enable food preparation services, several new programs for seniors, youth and women.

Serving on the Board of a Settlement agency has provided me with an appreciation for the work, talent, and dedication of all those individuals involved in welcoming newcomers to Canada. I hope to continue to give my time and energy to help immigrants settle in our community and provide mentorship, where needed. I am so proud to be Canadian!"

Senior clients

"We are residents living close to the Cornell Library. We are grateful for being helped by CICS in the library to improve our English so that we can be better integrated in Canadian society. We want to make our gratitude loud and clear! ...During the six weeks, CICS staff motivated us to learn fundamental English, Canadian culture and good citizen practices. The staff always arrived early regardless of the cold weather and they planned diligently and sensibly to make sure that we are learning. When we had problem using the computer or losing something in the library, the library staff who partnered with CICS paid attention to our needs and helped us so much. We have learned from them not only about English but also about social ethics. We will continue to come out of our house to learn, use community resources and make more friends."

Quotes from client messages

"We want to thank you from the bottom of our heart for your guidance, support and dedication which helped us in settling in and landing on a job."

"Thanks to your timely advice and tips, we can easily adapt to Canadian culture and our new life here."

"After attending this course, I have opened myself up to the different aspects related to the customer service industry in the community."





Interpreter Volunteer: Alexander

“My name is Alexander Huang. I joined CICS as an interpreter volunteer 5 years ago. I saw CICS advertisement on newspaper, and attend their introductory session. Vicki Zhang, Volunteer Coordinator of CICS, did a good and clear presentation, explaining the organization and contents for various volunteer jobs. And I was quickly attracted to choose to become an interpreter. My duty includes two major categories: 1. Client review support for those who have difficulties managing English during their application or regular review meeting with government offices; 2. City tour program interpreter to help new and old immigrants to better understand Canada.

The biggest satisfaction in this role comes from the happy faces of clients, after their review meeting with government employees. They know they could smoothly get their financial support (again) for a period of time. A friend in need is a friend indeed. I may not be their friend, but I show up to help indeed. This is the same for tour support. When you know better about Canada, and could share those experiences with new comers, joyful faces are all around you. ...these volunteer jobs help me much better to understand the social support system of Canada/Ontario. And I realized what a good country we are living in, and

how lucky we are. I also get to know many stories of new/old immigrants, about how they fight for a better life for themselves and their families. Of course, I get to know those lovely staffs in CICS, who are always open and warm.

I am glad I have joined CICS volunteer job for 5 years. CICS is a well-organized community services provider. They have extensive programs coverage, to new/old immigrants, for critical support as well as daily life. They have clear and simple procedure for volunteers and clients to follow. Not to mention, they got a group of willing to help staffs. And I do believe I will continuously be one of CICS volunteers.”

Youth Council Volunteer: Emmy

“My name is Emmy. I started volunteering at CICS – IYC since 2012. It was my friends who recommended me to sign up for the March Break Programs and it was the first time I volunteered at IYC. Till now, I have been volunteering at IYC for almost four years. I volunteered as a member of a youth council, iCAN Committee, and our goal is to help the new immigrant youth by providing them with different volunteer opportunities. In addition, as a member of CICS-IYC, I have helped with the blackboard designs, set-up different holiday events and jewelry-making for donations. Before joining IYC, the biggest challenge I faced was to

speak out loud in English in front of others. However, experiences at IYC and working with the youth workers there slowly increased my vocabulary and my confidence was built up. The experience of group work and collaboration also helped me with my school project when working in teams. I would definitely recommend my friends and other newcomers to volunteer at CICS, just like how I first got started. CICS is a great place for you to get to know about the community and acquiring essential skills living in Canada.”

Volunteer instructor and graphic designer: Perry

I have been volunteering with CICS for almost 4 years. It is a great experience to contribute myself to our community with my skills and my passion. I love to share my knowledge with the students and help them use the technology without fear. It is very encouraging to me when I saw my students leaving the classroom with happy faces and coming again next lesson with some questions. I was a lecturer in multimedia design before I came to Canada. CICS provides many services for the local community. My role is a tablet instructor for the seniors. I have taught at CICS office as well as the Welcome Centre to serve different communities, including both Android and iOS platforms. My other role is to design the materials for the events, such as the banners, promotion leaflets, membership cards and annual reports. I am very honored to be part of the volunteer team and having a chance to give back to the community. In addition, I have learnt a lot from the staff and influenced by their passion. Thank you CICS for providing great services to the community and opportunities to us to give back to the community.

Volunteer in Multiple Capacities: Edmund Yuen

“Along with my background as an immigrant and as a Certified Human Resources Professional, I have a vision that when I retired from my career in human resources management, I would like to offer my knowledge and experience to serve new immigrants to make their life a bit easier in settling in their dreamland. In my research on a few non-profit organizations offering services to new comers, I have chosen CICS.

I started volunteering with CICS in 2010 by participating in the Host Program serving new comers. In addition to taking part in a variety of different activities organized by

CICS for new comers, I also led an English Conversation Hub for new comers a few times annually.

Since 2011, I started contributing to the Mentorship program by providing direct assistance to two to four mentees per annum. In addition, I developed and led an Employment Conversion Hub and delivered this workshop to new comers on a [continual] basis for two to three times a year. In between times, I actively support CICS in developing and delivering employment related workshops and programs, including “Path to Success for New Comers to Canada”, “Meet and Share

Workshop”, “Career Transition Workshop”, “Ignite Leadership for Immigrants' Health Project”, and participated in a recruitment activity for a senior management position in CICS.

Thanks to CICS for providing me with a platform to practice my skills and knowledge in human resources. By delivering employment related programs and providing direct assistance to new comers, I am able to stay connected with the community and update myself. I continue to find volunteering a valuable experience and am glad to see new comers succeeded in settling down in Canada.”

Youth Volunteer in Multiple Roles: Jade

“My name is Jade Yan and I am a grade 11 student at Markville Secondary School. My involvement with the Immigration Youth Centre has begun when I first registered for their guitar program. But as time has moved on, it's been 2 years since I've started volunteering at the IYC; I am currently a volunteer receptionist, mentor and ICAN committee member. When I first moved to Markham, I lived in a Caucasian neighbourhood. I felt very [out of touch] with my roots and had no chance to interact with other newcomers, so I started to feel very lonely. However when my friends introduced me to IYC, this place gave me a sense of home, at times when the transition was difficult, IYC always provided a positive atmosphere. As of this day I continue to volunteer at IYC because of the friendly and positive environment that is fostered by the amazing staff and volunteers who I've had the chance to work with. I will always enjoy volunteering here because as a newcomer youth myself, I understand the struggles of moving to a foreign country,

but luckily for me I had people by my side to give me advice. Not everyone has the opportunity to receive help which is why I see this place as a chance to help newcomers overcome the obstacles involved with moving and share my experience with others, which is something I am really passionate about. This is why I think the most memorable experience at IYC is becoming a mentor.

Having the chance to support my mentees through their academic and social challenges and having

the chance to see them progress has made me really happy; I'm glad that I had the opportunity to be involved with their personal growth. I think one of the most important things that volunteering has shown me is that happiness isn't always gained through academic success or materialistic goods. I've learned that there is more in volunteering than just getting the 40 community hours to graduate. Volunteering at IYC has shown me that true happiness is gained through contributing to the community and helping others.”



Tribute List 2015-2016

Funders

City of Toronto
Human Resources and Skills
Development Canada
Immigration, Refugees and Citizenship
Canada
Ministry of Children and Youth Services
Ministry of Citizenship, Immigration and
International Trade
Ministry of Education
Ministry of Health and Long-Term Care
Ontario Trillium Foundation
Service Canada
The Regional Municipality of York
Toronto Employment and Social
Services (TESS)
United Way of Toronto & York Region

Major sponsors

HSBC Bank Canada
Royal Bank of Canada
Toronto-Dominion Bank

Sponsors

Global Education Group Inc.
iTalkBB
America Finance Institute Corporation
Rotary Club of Toronto Forest Hill
Moral Village

Donations of \$1,000 to \$9,999

Ruth Emilie Hayhoe
Moy Wong-Tam

Donations of \$100 to \$999

Agincourt C.I. Book Room
Christopher Ng
David & Helen Ing
Dominique & Hanson Tieu
Formula Honda Markham
Forward Signs Inc.
Golden Grace Financial Group Inc.
Jing Pei Zhong
New World Insurance
MMQ Global
Markham Centre Realty Inc.
Tak Ming Lo

Media Sponsors

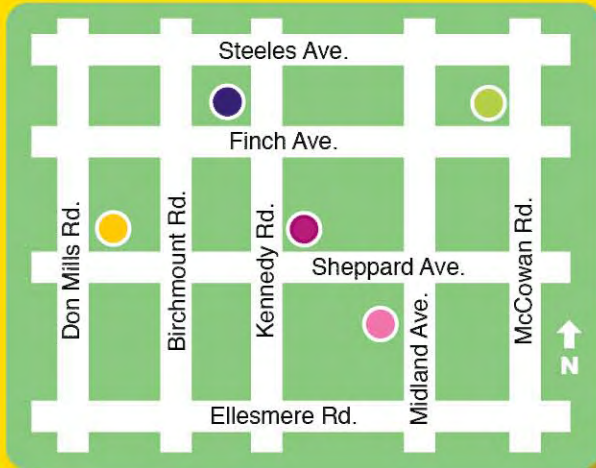
51.ca
Canadian Chinese Media Network
Canadian City Post
CCN Media Inc
Chinese Canadian Times
Chinese New Star Media Inc.,
Fairchild Television
Fame Weekly Newspaper
Finance weekly
Fortune Smart Weekly
Green Life
Ming Pao Toronto
New News
New Star Times
Norstar Times Inc.
North America Weekly Times
Omni 2 News
Sing Tao Newspapers (Canada 1988)
Limited
Today Commercial News
Torcn.com
WOW TV

Professional Sponsors

Best Deal Graphic & Printing
Perry Chow Design

Main Collaborating Organizations

105 Gibson Centre	Immigrant Women's Health Centre	Steeles L'Amoreaux Strength In Partnership (SSIP)
A world in Motion	Job Skills	Steeles L'Amoreaux Youth Empowerment Network (SLYE)
ACCES Employment	Kidney Foundation of Canada	St. Paul's L'Amoreaux Senior Centre
Agincourt Library	KS Car Sales & Service	Sunrise Senior Living Markham
Alzheimer Society of Ontario	Lami Narayan Temple	The Cross-Cultural Community Services Association (TCCSA)
Alzheimer Society Toronto	Life With A Baby	Toronto Catholic District School Board
AMX Accounting Service Ltd.	Logos Baptist church	Toronto Christian Community Church
Big Brothers and Big Sisters	Market Village Markham Inc.	Toronto East Quadrant Local Immigration Partnership (LIP)
Business Development Bank of Canada	Markham Chinese Presbyterian Church	Toronto Parks and Recreation
Canada Business Ontario	Markham Museum	Toronto Police Service
Canadian Liver Foundation	Markham Public Libraries	Toronto Public Health
Canadian Mental Health Association	Markham Stouffville Hospital	Toronto Public Library
Canadian Hearing Society	Metro Toronto Chinese and Southeast Asian Legal Clinic	Toronto Humane Society
Canadian Red Cross	Milliken Mills Community Centre	Trust Worthy Legal Services
Canada Running Series Foundation	Milliken Wesleyan Methodist Church	University Settlement House
Catholic Community Services of York Region	Morningside Library	Vedic Cultural Centre
Chinese Canadian National Council Toronto Chapter	Northern Lights Canada	West Scarborough Community Legal Services
City of Markham	Ontario Chinese Health Coalition	Woodgreen Community Services
Community Care Access Centre (CCAC)	Ontario Network for the Prevention of Elder Abuse (ONPEA)	Working Women Community Centre
Cornell Community Centre	Ontario Parks	World Education Services
COSTI	Ontario Power Generation - Nuclear Division	York Region Catholic District School Board
Evergreen Brickworks	ORBIS Canada	York Region District School Board
Fairview Library	Parya Trillium Foundation	York Region Food Network
Flemingdon Health Centre	Rhenish Church of Canada	York Region Public Health
FoodShare	Scarborough Centre for Healthy Communities	York Region Transit
Habitat for Humanity	Seneca College	York Regional Forest
Harriet Tubman Community Organization	Senior Social Club of Markham	York Regional Police
Heart and Stroke Foundation	Senior Tamils Centre	YWCA JUMP Scarborough
HF Connecting Health Nurse Practitioner Led Clinic	Service Canada	
Hong Fook Mental Health Association	Settlement Assistance & Family Support Services (SAFSS)	
Housing Help	Social Enterprise Canada	
IBM Canada Ltd.	South Asian Legal Clinic of Ontario (SALCO)	



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