

📢 Highlights of the Year 📢

Launch of New Services

Housing Support

Assist Toronto tenants in navigating the private rental market and gaining awareness of their rights

Primary Care

Ensure individuals without a family doctor have access to essential healthcare services

Major Celebrations and Events



Grand Opening of Newmarket Centre, June 2022



Annual Fall Harvest Festival, October 2022



Partner in Care Beacon of Light Award (for Welcome Centre Immigrant Services) by Canadian Mental Health Association York Region and South Simcoe, November 2022

Our Core Values



Compassion



Inclusion



Collaboration

Our Vision

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

Our Mission

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



Message from the Executive Director

We are all used to the endless cycle of new technology making old practices obsolete. One of the by-products of the COVID-19 pandemic in the last two years was forcing the entire human services sector into an accelerated digital transformation. I remember delivering our first online workshop to seniors living in Newmarket a few short years ago so they did not have to travel to our Markham South Welcome Centre and how that was being viewed as highly innovative at the time. Now that is the expected norm and considered common practice.

Normally, we assume that the only response to the advancement in technologies is to catch up as quickly as possible: “You snooze, you lose.” The result? More tech, more devices, more gadgets, and supposedly more people being reached. While CICS certainly has adapted new technologies over the last few years to help us do more, we have also learned two important lessons that seem counterintuitive in this age of digital revolution.

Firstly, we have learned that **sometimes less is more**. Rather than trying to be “everything to everyone,” we learned to focus our efforts on those who truly need our services: people who face various barriers that prevent them from connecting to online services and resources. We saw firsthand among our clients how this population can easily be left behind by the digital revolution.



Secondly, we learned that **some things do not change**. Being connected to others is a fundamental human need that technology cannot change. We have seen the damage caused by social isolation during the pandemic. With that, CICS has come to sharpen our vision of being in the business of creating human connections. Good things happen when humans connect.

In this annual report, you will see the story of what we have done in 2022-2023 to bring people together, and the wonderful things that happened as a result. None of that would have been possible without your partnership and support. On behalf of our Board of Directors and our staff family, we thank you. We look forward to continuing to partner with you to make people’s lives better by building healthy communities.

Alfred Lam

Executive Director

Centre for Immigrant and Community Services

Board of Directors 2022-2023

Chair: Mercy Yan



Vice-Chair: Julie Scott



Secretary: Joshua Chan



Treasurer: Kitty Tsang



Directors

Hisham Ghostine



Katina Hunter Sutcliffe



Abrar Huq



Hersh Joshi



Glendy Sze





NUMBER OF CLIENT INTERACTIONS:

133,122

NUMBER OF VOLUNTEER HOURS:

12,268.3



NUMBER OF ACTIVE VOLUNTEERS:

414



Services Highlight

Comprehensive Settlement Support for Ukrainian and Hong Kong Newcomers

NUMBER OF UKRAINIANS SERVED: **976**
(INCLUDING CUAET VISA HOLDERS)

NUMBER OF HONG KONG RESIDENTS SERVED: **6,415**
(INCLUDING OPEN WORK PERMIT HOLDERS)



For Ukrainian Newcomers

- Specialized support tailored for students and families
- Weekly Q&A sessions by Ukrainian-speaking settlement workers
- Support group sessions held with partner organizations
- Job and housing search assistance, language support



For Hong Kong Newcomers

- Orientation to Ontario workshops
- Mutual support groups
- Counselling services and employment programs



Community Food Programs

COMMUNITY FOOD BANK

- Addresses the urgent needs of the most vulnerable

Served **2,132** individuals

Distributed **8,774** food hampers



COMMUNITY GARDEN AND GREENHOUSE

- Grew 1,845 pounds of food for food bank clients and community members
- Supports individuals and communities to grow their own seedling

COMMUNITY KITCHEN

- Launched a pilot hot meal program
- Promotes indigenous and culturally-competent recipes



Client and Volunteer Testimonials



"Without CICS, which is a blessing to the neighbourhood, we wouldn't be able to eat. CICS is like a home to us, and the staff here is amazing. They are very kind and welcoming. They don't make you feel ashamed. Honestly, we can't thank the staff here enough."

— Food bank clients

"Volunteering at CICS has helped me to gain many skills as a high school student because I get to learn more about the people and community that I live in. CICS is the best place for newcomers when they need guidance, and it has shaped me to become the person I am today!"

— Annie Hui-Kei Zhang, youth and garden volunteer



Widening Influence

Photo Credit:
Screenshot from
TVO's *The Agenda*
with Steve Paikin



ALFRED LAM
Centre for Immigrant and Community Services

Media Appearances

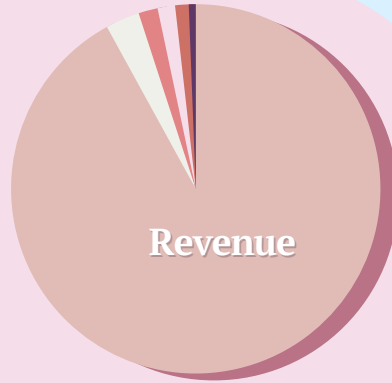
CICS has been featured in mainstream and ethnic media, including CP24, TVO, The Globe and Mail, Toronto Star, OMNI TV and Ming Pao Daily News, serving as a trusted source of information and expertise on topics ranging from immigration to food insecurity.

Key Roles in External Initiatives

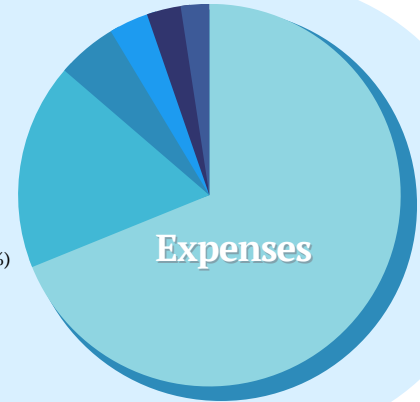
CICS Executive Director Alfred Lam serves as the chair of the Ontario Council of Agencies Serving Immigrants (OCASI) and co-chair of York Region's Newcomer Inclusion Table, and is a member of the Toronto For All (Anti-East Asian Racism) Advisory Council.

Financials

- Grants and contributions:
\$10,150,172 (92%)
- Amortization of deferred
capital contributions:
\$328,961 (3%)
- Fees for services rendered:
\$185,681 (2%)
- Fees for use of space:
\$168,857 (1%)
- Donations: \$130,732 (1%)
- Others: \$66,936 (1%)



- Wages and benefits:
\$7,411,498 (69%)
- Building occupancy
and realty tax:
\$1,876,994 (18%)
- Amortization:
\$546,026 (5%)
- Program: \$358,626 (3%)
- Others: \$310,111 (3%)
- Office and general:
\$259,478 (2%)



Thank You to Our Funders, Donors and Sponsors

♥ Funders

- Immigration, Refugees and Citizenship Canada
- Employment and Social Development Canada
- Federal Economic Development Agency for Southern Ontario
- Ontario Ministry of Labour, Immigration, Training and Skills Development
- Ontario Ministry of Health
- Ontario Ministry for Seniors and Accessibility
- Ontario Ministry of Education
- Ontario Trillium Foundation
- City of Toronto
- Regional Municipality of York
- United Way Greater Toronto
- Daily Bread Food Bank
- MAZON Canada

♥ Donors and Sponsors (\$500 and above)

- Anonymous
- CICS Foundation
- Daily Bread Food Bank
- Rising Sun Food Drive Foundation
- Rotary Club of North Scarborough
- Second Harvest
- St. Timothy Anglican Church
- Toronto Airsoft

Get in touch to learn more,
volunteer, donate or
collaborate!

416-292-7510

www.cicscanada.com
info@cicscanada.com



@cicscanada



@CICS_Canada



@CICS_Canada



cicscanada

Volunteer Inquiries:
volunteer@cicscanada.com

**Charitable Registration
Number:**
118853274 RR 0001

Immigrant Resource Centre (Head Office)

2330 Midland Avenue
Toronto, ON M1S 5G5
416-292-7510

Sheppard LINC Centre

4002 Sheppard Avenue East, Suite 501
Toronto, ON M1S 4R5
416-299-8118

North York Office

1761 Sheppard Avenue East, 1/F
Toronto, ON M2J 0A5
416-292-7510

Immigrant Youth Centre

5284 Highway 7 East, Unit 2
Markham, ON L3P 1B9
905-294-8868

Toronto Integrated Service Centre

3850 Finch Avenue East, Suite 402
Toronto, ON M1T 3T6
416-293-4565

Woodside Square LINC Centre

1571 Sandhurst Circle, Unit 414
Toronto, ON M1V 1V2
416-292-6558

Markham South Welcome Centre

7220 Kennedy Road, Unit 8
Markham, ON L3R 7P2
905-479-7926

Newmarket Centre

130 Mulock Drive, Unit 2
Newmarket, ON L3Y 7C5
905-895-3789