



Youth learning the concept of identity through drawing and poetry writing



Youth learning about making healthy food

“...Seniors Project is really fun. I like it very much. It gives me [a] chance to get used to Canada. It gives me [a] chance to help [others] like me – immigrant[s] !! It gives me a chance to prove that I am needed. I meet new friends and students in different schools. ...Seniors are clever and bright. They are nice and kind. I feel happy to play activities with them and create games for them. [I] hope that people who had joined this seniors project learned to respect and never look down on seniors.”

- A youth volunteer, Carrie.

“When I first came to Canada, I found English very difficult [to learn]. I stayed at home all day to play computer [games] and watch TV. Every day I was afraid to [go out to the] community and talk to other people. Fortunately, I came to IYC and it changed me a lot. The most obvious change is [that] IYC made my heart stronger. In China I never went [anywhere] by bus because my parents would worry about me. But after I came here I can walk by myself and go somewhere by bus; that’s a wonderful feeling. Another change is [that] I made a lot of friends here and they are all very friendly; we play all the time and they [have] made me very happy every day. The most important change [is that] I’m braver now. I can talk to other people and they understand what I’m saying. This made me feel more confident. Before I came here when my cousin and I had lunch [together], she always ordered the meal and I always just sat there. But now I can order the meal and my cousin always praises me. I’m so happy.”

–A student.



Leadership Camp in the wilderness



Youth eco-ambassadors hard at work!

2012 ANNUAL REPORT

ANNUAL REPORT 2012



“Building Social Bridges” Workshop

“I learned so much in the English Conversation [Circle for Seniors] about everything we need everyday in our age. ... This program is very useful and helps us learn more English [to make] our life easier in Canada.”

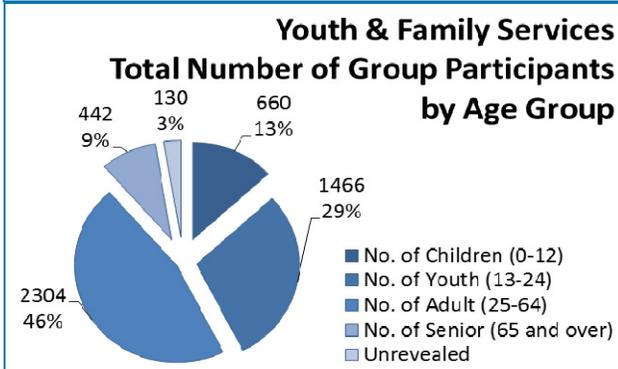
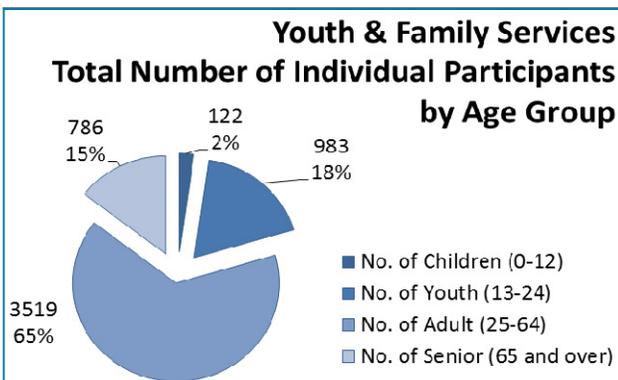
-A senior participant of the program



Seniors city tour at the Toronto Courthouse



Senior computer training class



Newcomer families visiting downtown Toronto and Queen's Park

Settlement and Integration Services

In the last fiscal year, our team provided a range of services to help newcomers deal with settlement issues as they emerge. Our goal, as always, is to ensure that our clients receive timely and useful information needed to make decisions that affect their settlement. Through individual supportive counselling, information and referral support and group information sessions in the past year, our clients came to understand much more about different aspects of life in Canada and learned how to access settlement and community resources. Most of all, our services connected clients to the broader community and social networks that helped build a stronger sense of engagement and integration.



Banking Network event: to help newcomer job seekers to network with professionals in the field of banking



“Build Your Career” Program: Volunteer mentor David telling newcomers his success stories and the path to a successful career in Canada.



“Small Business” workshop series is one of the most welcomed programs

In the area of Information and Orientation, we conducted needs assessments with newcomer clients that usually resulted in a settlement plan and follow-up action. Last year, our workshop series on education, health care, financial system, small business, seniors’ benefits and parenting all garnered positive response. As well, support groups for immigrant women and seniors were well attended and clients appreciated the opportunity to share and find ways of dealing with their unique needs. Our active seniors took advantage of the computer and English conversation classes to become better connected and enhance their ability to live independent and fulfilling lives. We offered a variety of innovative programs to help job ready newcomers prepare for employment. These included Job Readiness Clinics targeting resume

critique and interview skills; Discover Your Community sessions and visits; Networking and Mentoring Initiatives that connected newcomers to different professional fields. As for support for the young newcomers, our After School programs provided academic and social support to promote the adjustment and integration of youth.

The Community Connections component of our services successfully supported newcomers in diverse areas such as professional career mentorship, cultural orientation, community engagement and voluntarism. Volunteer mentors, who were mostly established Canadians from a variety of professional backgrounds, were matched with newcomers in the hope of enhancing the latter’s ability to re-enter their professions of choice. Newcomers were in turn encouraged to become volunteers as a way of giving

back to and engaging in their own community. Under Community Connections, some notable cultural and social events we organized last year included guided visits to The Scarborough Hospital, Royal Ontario Museum, the Ontario Legislature and downtown walking tour, as well as a hiking trip to Rouge Park.

Since one key objective of our Community Connections is about bringing our services to clients, our Library Settlement Partnership (LSP) continued to thrive last year. We offered at public library sites individual as well as group services related to settlement issues. The citizenship group sessions at Bridlewood Library, for example, remained popular and met the needs of those preparing for the citizenship test. At Bridlewood and Morningside Libraries where our workers were stationed, we were pleased to see good turnouts at events organized to celebrate different cultures in Canada.

Apart from public libraries, we brought our services closer to clients by forging other community partnerships throughout the year. Itinerant settlement services were offered at ACCES Employment in North York and the Global Community Resource Centre at The Scarborough Hospital. We also partnered with Toronto Employment and Social Services (TESS) in offering English conversation training and orientation workshops about life in Toronto to TESS clients.

Partnerships enabled us to offer a few successful community events in 2012 to broaden our newcomers' reach in the community: A Tuberculosis Awareness session in conjunction with The Scarborough Hospital; a CPR training and awareness event working with The



The LSP Day in October providing settlement information in Mandarin, Tamil and Urdu.



2012 CPR massive community training provided to community members.

Heart and Stroke Foundation and Toronto EMS, as well as the Child Abuse Prevention Ambassador Training Program in partnership with Elizabeth Fry, The Working Women Community Centre and Chinese Canadian National Council Toronto Chapter. In December 2012, we organized a symposium entitled, "Path to Success for Newcomers

to Canada" at the Scarborough Civic Centre. Our newcomer participants obtained information from a variety of public and community institutions in attendance. The keynote presentation from the Honorable Jean Augustine, Fairness Commissioner of Ontario, was poignant as she reassured newcomers that their efforts in seeking gainful employment would eventually pay off. The sharing from mentors likewise encouraged the participants to approach all challenges with a positive mindset and to seek help where needed.

Over the past year, we organized a variety of services to enhance our clients' understanding about life in Canada and equip them with skills that would help them function better in Canadian society. In our wish to create welcoming communities, we are hoping that our services have also helped Canadians understand more about the newcomers' needs and potentials, as well as their contribution to this new land they now call home.



TB Awareness session helps the newcomers to better know about Tuberculosis and its treatment in Canada.

Language Instruction for Newcomers to Canada LINC Program – Toronto



language skills and life skills to function in Canadian society. Through the LINC curriculum, we hope to provide not only information about life in Canada but also linkages to other settlement services and community resources. At the same time as they acquire language skills, clients will have access to timely and useful information that facilitates the settlement process.



Overview

2012 marked the 20th anniversary of the CICS LINC program in Toronto. We currently offer 30 classes out of three locations in Scarborough: 4002 Sheppard (at Kennedy), 2330 Midland (north of Highway 401) and the Woodside Square Shopping Centre (Finch and McCowan). Apart from four full-time classes, newcomers can choose from part-time classes ranging from the literacy level to Levels 6/7. All three LINC centres are integrated settlement locations where newcomers can conveniently access both language training and settlement programming.

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. Our goal is to equip clients with official



In our 2012 demographic survey, about half of our students were aged 22 to 44. About 60% of our clients were Family Class immigrants. Over half of our clientele had either a university or college education in their home countries and about the same percentage of clients were either employed/self-employed or looking for work. This student profile validates our objective of equipping newcomers with knowledge and skills to function in Canadian society and to become better connected to the broader community including preparation for the labour market.

ANNUAL REPORT 2012



Learning through Class Presentations

We organized a number of class presentations to augment the LINC curriculum by providing students with an enriched understanding about a variety of topics such as:

- Volunteering and Cross-cultural Communication; Child Abuse Prevention, and Library Resources for Newcomers presented by CICS settlement workers;
- Information about financial literacy and planning facilitated by banking professionals;
- Crime prevention and community safety information from the Toronto Police 42 Division;
- Interactive session from the Settlement.org team on efficient online access to programs and resources available to newcomers;
- Community information sessions facilitated by The Scarborough Hospital on the impending changes to the system of health care in Ontario;
- Employment related presentations on job search and credentials recognition; and
- Information session on Understanding Tuberculosis (TB) offered in partnership with The Scarborough Hospital and Toronto Public Health.



Learning Outside the Classroom

We included fun and interactive components in our language learning by taking students to a variety of destinations outside the classroom, where they could mingle with local people and apply their language skills in authentic situations such as Kortright Centre and Bruce's Mills as well as trips to neighbourhood destinations.

- Visit to the Maple Syrup Festival at Kortright Centre and Bruce's Mills;
- Visit to the Royal Ontario Museum;
- Participation in the Toronto Government Information Tours organized by the CICS settlement team;
- Visit to Fort York;
- Field trip to the Evergreen Brickworks Ecology Park and Riverdale Farm; and
- Trips to neighbourhood destinations such as public libraries, supermarkets, pharmacies and other businesses.



Support Services

Among the support services that enable clients to access language training, child-minding for children aged 19 months to 6 years plays a pivotal role in the success of LINC programming. Through a structured program delivered in a cozy setting, our team of experienced child-minding staff helps children develop their social, cognitive and language skills. As well, transportation assistance has continued to be a key support service for the eligible clients. Lastly, computer-assisted language learning is an effective and interactive tool that facilitates ongoing learning.

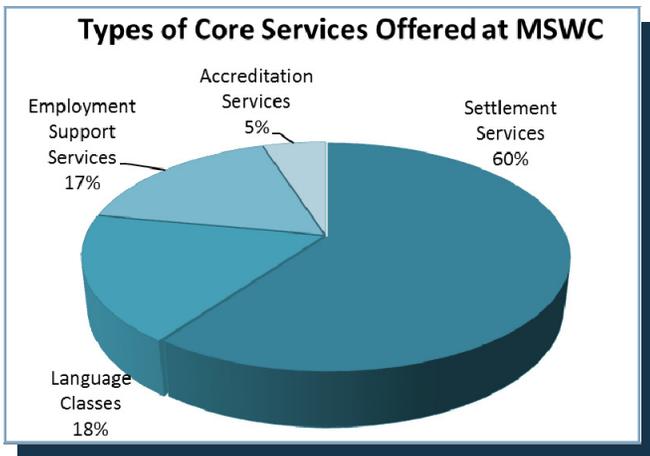
Markham South Welcome Centre

Highlights of 2012-13

2012 was another year of growth for the Markham South Welcome Centre. During the year, we served:

- * 9982 walk in contacts
- * 4057 telephone contacts
- * 2283 new clients

All together the staff delivered 5627 different services during the year.



In addition to our core services, Markham South Welcome Centre also hosts an impressive list of community partners delivering services on site on a mobile or “hotelling” basis. They include:

- ◇ York Region District School Board,
- ◇ Service Canada,
- ◇ Ontario Works,
- ◇ Language Assessment Services provided by Centre for Education and Training,
- ◇ Markham Stouffville Hospital diabetes screening program,
- ◇ York Region Public Health monthly Immunization Clinics,
- ◇ Scarborough Housing Help Centre,
- ◇ Community Legal Clinic of York Region,
- ◇ Pathways of York Region,
- ◇ and many others.

CICS’ Welcome Centre staff also coordinates services for Youth, Women and Seniors across the York Region Welcome Center system. We provide homework clubs for youth, computer classes for seniors, support groups for newcomer women, and other similar services. Responding to the needs of newcomer seniors further up north in Newmarket, in 2012 we experimented using video conferencing technology to broadcast a seniors information workshop help at Markham South up to Newmarket Welcome Centre in real time. The results were encouraging and the seniors who attended in Newmarket gave us very favorable feedback. Based on that experience, we applied for and received a grant to further develop using this technology to deliver programs in 2013.

Due to the growth in services and the increase in demand for space, in 2012 we extended our hours on Monday to Thursday to 8:30 p.m. and we host three popular evening ESL classes operated by the York Region District School Board. We also have a successful partnership with the school board’s Reception Centre; during the busy months of the year we host the school board’s reception and assessment of new students and provide settlement services to the students’ families at the same time.

TRIBUTE

FUNDERS

Citizenship and Immigration Canada
City of Toronto
Human Resources and Skills Development Canada
Ministry of Children and Youth Services
Ministry of Citizenship and Immigration
Ministry of Health and Long-term Care
Ontario Trillium Foundation
United Way of Toronto
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MAJOR COLLABORATING ORGANIZATIONS

ACCES Employment
Agincourt Community Services
All Babies Count
Alzheimer Society of York Region
Arab Community Centre of Toronto
Armada Community Centre
Association
Association of Chinese Students & AYCE Employment Services
Scholars at York University
Bank of China (Canada)
Big Brother Big Sister York Region
Bridlewood Public Library
Canada Revenue Agency
Canadian Academy of Natural Health
Canadian Hearing Society
Canadian Red Cross
CareFirst Senior and Community Services
Catholic Community Services of York Region
Catholic Cross-cultural Services
Centre for Education and Training
Certified General Accountants of Ontario
CET Assessments
Chest Le Community Corner
Chinese Canadian National Council Toronto Chapter
Chinese Interagency Network
Chinese Professionals Association of Canada
City of Markham
City of Toronto
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Community Living York South
Community Partnership Council
COSTI Immigrant Services
CultureLink Settlement Services
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Elizabeth Fry of Toronto
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Fairview Interagency Network
Family Services York Region
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Green Life Magazine
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JVS Toronto
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Korean Canadian Educator's Network
Korean Inter-agency Network
Lingyu International Psychology Centre
Living Green Toronto
Market Village Markham Inc.
Markham Small Business Centre
Markham Stouffville Hospital
Metro Toronto Chinese and Southeast Asian Legal Clinic
Milliken Mills Community centre
Morningside Public Library
New Canadian Community Centre
Northwest Scarborough Local Immigration Partnership
North York Community House
OCASI
Oriole Community Centre
Ontario Works
Ontario Chinese Health Coalition
Pathways for Children, Youth and Families of York Region
Parya Trillium Foundation
Polycultural Immigrant & Community services
Royal Bank of Canada
Scarborough Centre for Health Communities
Scarborough Housing Help Centre
Seneca College Workforce Skills Development Centre
Senior Tamils Centre
Service Canada
Settlement Assistance & Family Support Services (SAFSS)
Social Enterprise Canada
South Asia Senior Social Club of Markham
Springboard Employment Services
Steeles L'Amoreaux Strength In Partnership (SSIP)
Stouffville Hospital
Sunrise Senior Living Markham
Support Enhanced Access Service Centre
TD Canada Trust
The Alternative for Her Community centre
The Co-operators
The Cross-Cultural Community Services Association
The Heart and Stroke Foundation
The Scarborough Hospital
The Toronto Police Div 42
Thornccliffe Neighbourhood Office
Toronto Catholic District School Board
Toronto District School Board
Toronto East Quadrant Local Immigration Partnership (LIP)
Toronto Employment and Social Services
Toronto Go School
Toronto North Quadrant Local Immigration Partnership (LIP)
Toronto Parks and Recreation
Toronto Police
Toronto Public Health
Toronto Public Library
Tropicana Community Services
VHA Home Healthcare Centre
VPI Inc. Ontario Employment Services
West Scarborough Community Legal Services
West Scarborough Neighbourhood Community Centre
Woodgreen Community Services
Working Women Community Centre
YMCA Scarborough Northeast Employment & Newcomer Centre
York Region Catholic District School Board
York Region District School Board
York Region Food Network
York Region Police
York Region Public Health
York University



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