



**eics**  
 Centre for Immigrant and Community Services

**2018-2019**

**Annual Report**



## 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

- Compassion
- Inclusion
- Collaboration

Proud of having  
**served** the  
Community for  
**51** years!

## We Offer Services in Multiple Languages

English, French, Arabic, Bengali, Cantonese, Farsi, Greek, Gujarati, Hebrew, Hindi, Korean, Mandarin, Punjabi, Russian, Spanish, Tagalog, Tamil, Urdu, Ukrainian

## Board of Directors

**Chair:** Tim Cheng  
**Vice Chair:** Berta Zaccardi  
**Treasurer:** Mercy Yan  
**Secretary:** Lucia Lo

*(left to right)*



**Directors:** Daisy Chong  
Daniel McCoy  
Julie Scott  
Stacey Marmara  
William Chu-Kwan

*(left to right)*



# Message from the Board Chair and Executive Director

Canada is a country of immigrants. Most Canadians accept the fact that we continue to need immigration to alleviate the challenges posed by a shrinking work force and an aging population in order to sustain our economy. Thus our immigration level has been seeing a gradual increase from the 2018 target of 310,000 to the 2019 target of 330,000. This is only 0.8% of the population, although large urban centres tend to experience a proportionally much higher increase due to their existing immigrant communities and services that render them more welcoming to newcomers.

Despite that, Canadian sentiments towards immigrants and refugees have fluctuated over the years, often as a function of the economy and prevailing global ideology at the time. Perhaps due to the influence of the anti-refugee rhetoric from our southern neighbour, despite the relatively low unemployment rate in the summer of 2018, a group of Markham residents, most of whom were immigrants themselves, protested against asylum seekers who crossed the border into Canada from the United States. CICS joined with a partner agency to obtain endorsement from 16 other community organizations, to issue a statement to the City of Markham and the mass media to counter their false narratives and xenophobia. This is but one example that illustrates the need for community education around issues related to immigrants and refugees. In March 2019, CICS launched a short film entitled “2035”, professionally produced in conjunction with Centennial College. This film captured the story of a newcomer, who struggled during the early days of her settlement process to becoming a contributing member of the Canadian society. The film will be used to continue to spark meaningful conversations around the important topic of how newcomers’ settlement experience can be improved and the process accelerated.

CICS, like many similar organizations in the social service sector, depends primarily on funding from governments, and is subject to any funding reduction and policy changes in governments. However, we, at CICS, will continue to strive to offer the highly needed services to our clientele regardless of the political climate.

2018 was a landmark year for CICS as we celebrated the 50<sup>th</sup> anniversary of serving the community, initially in borrowed space, and for the past decade, sharing space with other organizations in our own Scarborough headquarters. The vision of the founding board members to serve those in need have been renewed and undergone many iterations, but the passion and vision to help newcomers and immigrants still hold true today. We celebrated with a gala for hundreds in May, followed by other events. The sense of history was palpable and the 50-year journey was captured in a video.

We have continued to work in collaboration with partners to achieve our strategic goals. A notable example is an event held in conjunction with Canadian Race Relations Foundation on Dec. 10<sup>th</sup>, with various community organizations and individuals, to celebrate the International Human Rights Day, and to discuss and explore solutions to issues that continue to concern us.

Thanks to the concerted effort of our employees, board directors, volunteers, and partners, we achieved another successful year. We look forward to continue our momentum going into 2020!



  
Tim Cheng  
Board Chair



  
Moy Wong-Tam  
Executive Director

# Client Statistics from 2018-2019



*CICS co-hosted a citizenship ceremony with IRCC, featuring Lunar New Year elements on February 8, 2019*

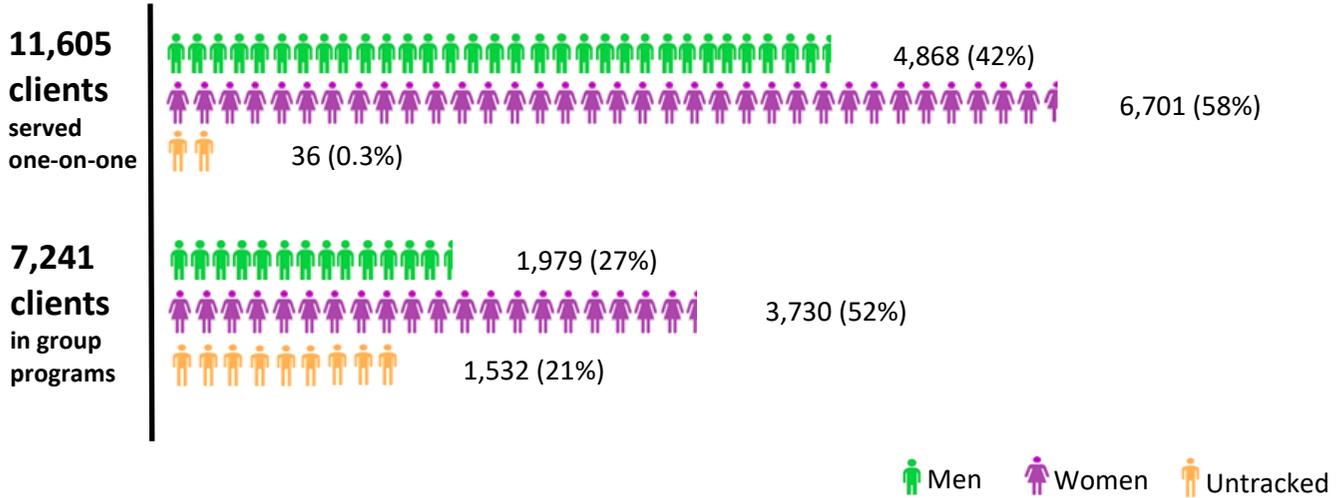
Canada is a nation of immigrants who come from all over the world with diverse backgrounds. Below are the statistics about our clientele in 2018-2019, reflecting the diversity of newcomers and community members.

## Native Language

| One-on-one services | Native Language | Group programs |
|---------------------|-----------------|----------------|
| 343 (2.96%)         | Arabic          | 123 (1.70%)    |
| 37 (0.32%)          | Bengali         | 9 (0.12%)      |
| 2,383 (20.53%)      | Cantonese       | 1,983 (27.39%) |
| 699 (6.02%)         | English         | 536 (7.40%)    |
| 481 (4.14%)         | Farsi           | 190 (2.62%)    |
| 27 (0.23%)          | French          | 18 (0.25%)     |
| 336 (2.90%)         | Hindi           | 89 (1.23%)     |
| 99 (0.85%)          | Korean          | 53 (0.73%)     |
| 3,047 (26.26%)      | Mandarin        | 2,342 (32.34%) |
| 6 (0.05%)           | Punjabi         | 1 (0.01%)      |
| 10 (0.09%)          | Gujarati        | 7 (0.10%)      |
| 103 (0.89%)         | Russian         | 27 (0.37%)     |
| 7 (0.06%)           | Somali          | 10 (0.14%)     |
| 68 (0.59%)          | Spanish         | 49 (0.68%)     |
| 212 (1.83%)         | Tagalog         | 60 (0.83%)     |
| 88 (1.79%)          | Tamil           | 93 (1.28%)     |
| 208 (1.79%)         | Urdu            | 35 (0.48%)     |
| 3,451 (29.74%)      | Others          | 1,616 (22.32%) |

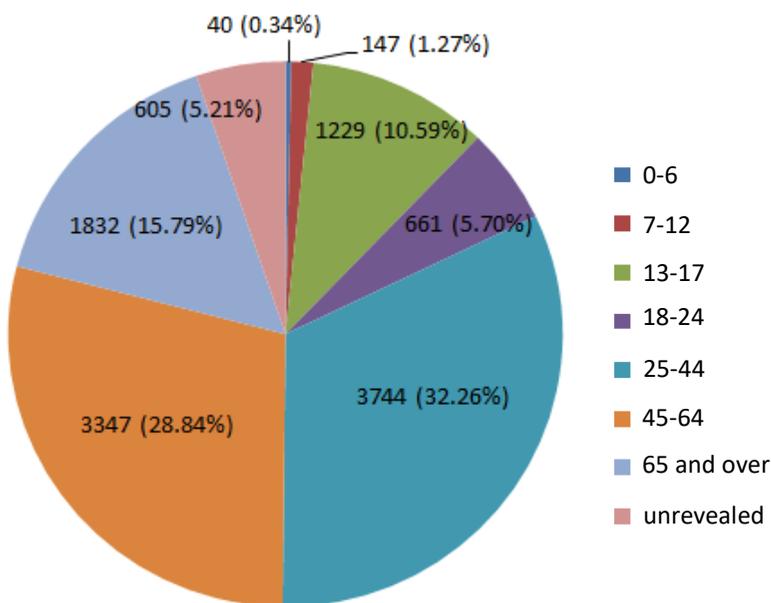


# Gender Distribution

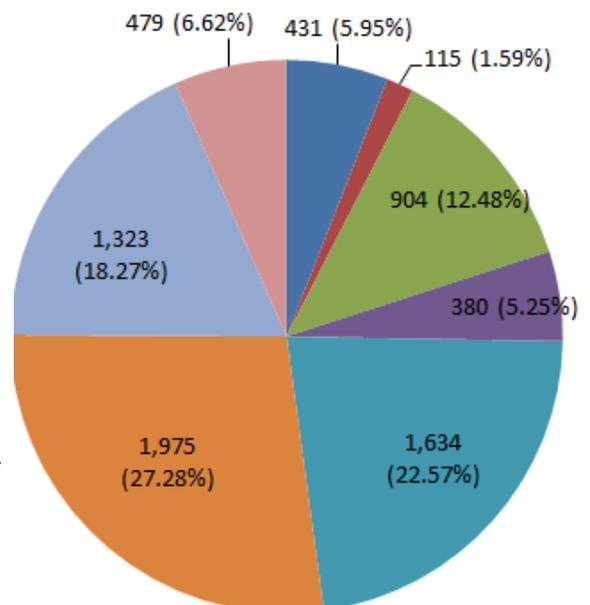


# Age Distribution

One-on-one Services



Group Programs



# Program Highlights

## Settlement and Integration Services in Toronto

The biggest challenge to effective social and economic integration faced by new immigrants is the lack of information and guidance. CICS makes every effort to provide high-quality and highly accessible services to our clients, through multiple languages and multiple service locations: five CICS offices, partner agency locations, Toronto public libraries, Parkway Forest Community Centre, and Toronto Employment and Social Services offices. Our services are built upon initial and comprehensive assessment of individual settlement needs, our staff commitment to provide newcomers with current national, regional and local level settlement information, and detailed information on topics such as housing, employment, healthcare, Canada’s legal system, banking, financial management, and rights and responsibilities of Canadian citizenship.

In 2018-2019, we continued to strengthen our partnership with other social services providers, legal aid services, and public institutions, so that our clients are connected with enhanced support and empowered to navigate the community resources and improve their day-to-day functioning in the community.

*“This festival brings me a lot of pride. The CICS Asian Heritage Festival is a great showcase for Chinese art and culture, and I am very proud to be a part of this celebration.”*

— A performer at Asian Heritage Festival

### Asian Heritage Festival

This is an event where newcomers and community members were treated to a wide range of fantastic cultural performances. The Asian Heritage Festival 2018 was not only an enjoyable day filled with music, laughter and happiness for everyone; it was also an opportunity to share and learn more about our Asian heritage and how it contributes to the Canadian mosaic.



*“When I came to Canada, I had no friends or family here. CICS was my first friend or extended family from where I got so much support that I can’t thank enough. I have attended many events at CICS and found them all very informative and helpful. The IBM day of sharing events was well planned and organized. I had a chance to meet many other newcomers and industry people. Thank you!”*

— A participant of IBM Professionals Day of Sharing

### IBM HR professionals Day of Sharing

Internationally trained professionals from different fields such as IT, Accounting, HR, and Engineering had a coveted opportunity to meet one-on-one with IBM representatives and receive first-hand advice in the areas of career guidance, job search skills and employment opportunities.



# We Build ...



Our vibrant Toronto Youth Team provides programs and activities for youth of all statuses and phases of their life. From Homework Clubs, Saturday Enrichment Programs to Drop-In Basketball games, our Toronto Youth Team ensures that youth are provided with programs and services that nourish their academic, recreational, social, mental and physical health. Our newly transformed Youth Loft has housed some of our very creative and interactive programs such as our Youth Success Network Creative Lab sessions, which is a program designed for youth to participate in art projects and through the activities, build valuable leadership skills and team work experience.

*"I want to say thank you to you and all the staff in organizing such a lovely reception to recognize us, volunteers. In my opinion, the staff are the people more deserving of the recognition because of the hard work you do to introduce various programs to help the newcomers."*

— A mentor

*"I appreciated the opportunity of being one of the senior ambassadors of CICS. As a newcomer senior, joining the program was a life-turning point. The knowledge of the community, information on a healthy lifestyle, and culture field trips have helped me build up my self-esteem, I am now more confident in helping other seniors. Thank you CICS!"*

— A participant of the Senior Ambassador Program

## Mentorship Program

Without the professional and dedicated mentors, our Mentorship Program would not have been possible. Their encouragement and sharing of expertise and networks enabled the newcomer mentees to persist in their job search process.



## Seniors for Seniors Ambassador Program

This program took place in the spring of 2018 and was geared towards equipping newcomer seniors with a range of senior-related information and issues to help build their self-esteem and to groom them to become peer leaders.



## Language Instruction for Newcomers to Canada (LINC)

The English language training program continued to be an integral contributor to the overall success of settlement and integration. In 2018-2019, we continued to provide language training in both Toronto and York Region. LINC served a total of about 1,100 newcomer and immigrant language learners through over 30 classes offered in four locations, namely Sheppard and Kennedy LINC Centre, Woodside square LINC Centre, Immigrant Resource Centre, and Markham South Welcome Centre.

In addition to key support services of Care for Newcomer Children and transportation assistance, LINC students at CICS continued to have access to a variety of group and one-on-one settlement services and information sessions. Following the Portfolio Based Language Assessment (PBLA) framework, our LINC instructors assessed and addressed their students' language learning needs on an ongoing basis and designed their lessons mostly around real-life tasks. Field trips and guest speakers complemented and enriched the LINC curriculum.

*"I have been in level 3 for four months. Everyone calls me Cindy at school. In this class, I learn about a lot of things, such as, when I go shopping, go to the doctor, talk to my child's teacher, and many other things. Now I am able to speak English to the cashier. I can have simple conversations at the store. I am also able to speak English with my neighbours sometimes. We talk about flowers and vegetables. I am so happy because I can talk to people in my community now. I appreciate the LINC classes very much because they help me improve my English and learn about Canadian life."*

— A LINC student



Seniors taking LINC class



Care for newcomer children



Student Vote



Talent Show



Trip to Edwards Gardens



Trip to Aga Khan Museum



Trip to Queen's Park



Our students also participated in a mock exercise of citizen democracy parallel to the provincial election, which enabled teachers to bring democracy alive in the classroom, and empowered students to experience the voting process firsthand.

## Settlement and Education Partnership in Toronto (SEPT)

In partnership with the Toronto District School Board (TDSB) and the Toronto Catholic District School Board (TCDSB), the SEPT workers empower newcomers to integrate successfully into Canadian society through providing relevant settlement services, and to enhance social inclusion in schools through building bridges among newcomers and their school communities.

Our workers speak over 13 languages collectively, serving newcomers of all age groups. SEPT services are provided in 78 schools and one TDSB Reception Centre in North York. Group sessions were conducted by the SWIS team on a range of topics in the form of one-time workshops or series of sessions of parent support groups, students' cultural support groups and newcomer clubs.



*Iranian New Year Celebration*



*Trip to U of Waterloo*

*"I liked how the newcomers were more confident for every day that passed. There was a difference between the first day and the last day. A positive change!"*

*— A peer leader*



*Meet-N-Greet Parent Group*



*NOW and WIN Program*



*Leadership Workshop*

To prepare newcomer students for their new school life in Canada, SEPT team delivers NOW (Newcomer Orientation Week) and WIN (Welcome and Information for Newcomers (WIN) programs in five high schools and one middle school. Both programs have proven to be an empowering experience for both the newcomer students and peer leaders.

The monthly Meet-N-Greet parent support group addressed parents' concerns about the risks and realities of marijuana, effective communication with their children about marijuana and community support resources.

With the success in the WES pilot project to support Syrian refugees to obtain their credential evaluation since 2016, we continued to be one of the six community partners with WES in its second phase of WES Gateway program, to expand to a total of 7 countries that are affected by political unrest, war and natural disaster. Clients from the whole GTA area and even out of Ontario received support from this service and move forward to contribute their talent to Canadian society.

## Employment Services

The program provides employment support services to Ontario Works clients in the form of skills training, employment coaching and connections to employers. Clients received individual assessments and created personalized career plans, and subsequently they received training in job search skills, life skills and sector specific skills to increase their employability. The program also emphasizes developing the participants' sense of self and self-esteem. Participants learn to identify their personal strengths as part of the career exploration process. Soft skills training such as communication in the work place as well as life management skills is provided to maximize their likelihood of success. Employers are connected with participants to provide job opportunities. Following their hiring, the employment worker continues to provide support to the clients for up to six months. Last year, over half of our participants were employed or pursued further education and skills training. Our program also maintained a high rate of client satisfaction.



IBM HR Professionals Day of Sharing



Travel Agent Training Course



OPG & GM Day of Sharing

### New Initiative: Culinary Skills Training



Recognizing the demand for skilled workers in the food industry, we delivered several series of Culinary Skills Training such as sushi making, pastry making/baking skills training, aiming at equipping clients with the necessary skills required for employment in the food industry.

*"During the 7-week training, I enjoyed every session as it was so informative and useful. The program staff connected me with many job opportunities, assisted me in preparing resumes and interviews, encouraged me and empowered me to become more confident. Thank you CICS for supporting me with care and compassion."*

— Y. Lei, A Building Connections participant



### New Initiative: Nail Technician Training



In collaboration with a private college, we offered Manicure and Pedicure Certificate Course in response to the labour market demand for trained Nail Technicians. We connected with local nail spas for employment opportunities, and worked with the Nail Technicians' Network for updates on regulations and requirements of working in nail salons.

## Settlement Services in York Region

In the last fiscal year, we continued to provide a full range of settlement services to newcomers, including specialized and customized programs for women, youth and seniors. Through individual supportive counselling, information and referral and group information sessions, our clients gained knowledge of life in Canada and were empowered to make informed decisions. Our services also connected clients to the broader community and social networks that helped build a stronger sense of engagement and accelerated their integration.

### Youth in Action!



Youth programs and services were offered at five Welcome Centres to support youth to adapt to a new society, supporting school success, social connection and community engagement. For example, in summer 2018, our youth clients learned different ways to protect the environment, and were engaged in many activities to support the Richmond Hill community including cleaning up the nearby Richvale Park, painting the storm drains in the neighbourhood, and planted 150 trees behind the Richmond Hill Welcome Centre. Other programs helped youth enhance their communication skills, leadership and team work competence.



### Healthy Active Living Event



Studies have shown that most immigrants see their health decline after settling in Canada for a number of years, largely attributable to the rigours of the settlement process. On July 8, 2018 we hosted our first ever “Healthy Active Living” Event at Markham South Welcome Centre to promote physical and mental wellness among the newcomer community. The event was kicked off with the Community Run through our neighbourhood. Numerous workshops on health related topics were held throughout the day. Information booths were packed with health and wellness information and tips for healthy living.



### Seniors’ English Literacy and Active Living Club

Many newcomer seniors are confined and feel isolated to their homes due to language barrier and the lack of ability to get around on their own. The English Literacy and Active Living Club offered the opportunities for the seniors to practice day to day English and obtain a wide range of information of particular interest to seniors, such as housing, health, senior benefits, fraud prevention, and community resources. The seniors built social connections and sense of belonging through these activities.



## Markham South Welcome Centre (MSWC)

### “MSWC: A Hub to Connect People”

When the Markham South Welcome Centre opened its doors (together with 4 other Welcome Centres in York Region) back in 2010, our unique service delivery model was summed up in the promotional statement: “All the services you need under one roof.”

The Welcome Centres were designed to provide “wrap around” services for newcomers, so that they can get the help and learn the skills they need to find work, learn English, settle in their new communities, enroll their children in school, etc.



*Trip to the ROM*



*Waterfront 10K Marathon  
volunteering*



*Food Handling program*



*Robot-Sumo program*



The success of the Welcome Centre model was affirmed over the course of the last decade; with more than 2,000 people every month coming through the doors of Markham South Welcome Centre alone. Every year we enriched the range of services provided in the Centre, either by bringing in new partners, or by creating our own innovative programming. From day one, our goal has remained the same: We want to put in the hands of newcomers all the tools they need to successfully integrate into the Canadian society.

One lesson that we have learned is that in order to help our clients achieve the goal of successful integration, we need to do more than just provide them with information, knowledge, services and skills. Our own experience and research tells us that there is one crucial ingredient that is needed in every facet of the integration process: social connections.

# We Build ...

That is why in recent years we have been intentional in transforming MSWC. Rather than being strictly a service centre where we refer clients to appropriate services and programs, we have strove to become a community hub where we connect newcomers with each other and with the community at large. For those who are in need of employment support, in addition to providing job search training, resume writing, interview preparation, etc., we offer programs where clients can connect with employers in the form of placements, and opportunities for experienced professionals to provide mentorship to newcomers.

For our youth, women and seniors programs, in addition to offering information workshops and programs, we provide opportunities for clients to build friendships and mutually support one another.

For our language training programs, in addition to attending classes, clients have opportunities to attend volunteer-led informal group conversations, where they can also learn from each other.



*Halloween party*



*Visit by local MP Mary Ng*



*Newcomer Women's Networking Group*



*Singing workshop*



*Youth Outdoors Summer Camp*

These are just a few examples of how MSWC is gradually being transformed from a service providing centre into a community hub where people are connected with one another. This is driven by a core lesson that we have learned since our inception: It is impossible for newcomers to achieve successful integration without building meaningful connections in the community. For many newcomers, the road towards integration presents multiple barriers, challenges and setbacks. Our experience has taught us that the most resilient newcomers are often those who are well connected socially. We look forward to seeing MSWC become a space where connections are made, friendships are built, and newcomers supporting one another along their journeys of integration.

## Immigrant Women Resource Centre (IWRC)

The Immigrant Women Resource Centre provides a safe, inclusive and welcoming environment for immigrant women from diverse backgrounds to acquire life skills, learn about community resources, exchange coping strategies, celebrate their strength and resilience, socialize, and grow together.

### International Women's Day Celebration

Over the past eight years, thousands of newcomer women have attended and benefitted from our newcomer women support programs offered at different Welcome Centres and IWRC. Many of them then took the initiative to give back and contribute to the community. In recognition of those efforts, the theme of our International Women's Day celebration in March 2019 was "Women Empowering Women". The event recognized outstanding immigrant women and their impact on our community through volunteerism and leadership.



### S.O.A.R. (Skills, Opportunities, Action plan, Resources) Program

The S.O.A.R. is a newly funded program which aims to offer employment support to low income-earning immigrant women who reside in York Region, with the goal of being employed in entry level administrative positions. It provides participants with employable skills so they can move beyond precarious employment and obtain entry level career opportunities in administration and establish a solid career plan.

Over an eight-week period, clients receive intensive in-class training on computer skills, customer service, relevant work place language, soft skills, job search skills as well as one-on-one support for career planning and employment support. Following the training, participants are placed with employers for a four-week placement, with the goal of eventually being hired permanently. In 2018, 45 immigrant women completed the program, and an outstanding 80% of the participants secured employment in office administration.

*"I am happy to say that just two weeks after the placement, I was offered a receptionist position at a medical office. Through the S.O.A.R. program, I have improved my English and other core skills incredibly. I have been successful at landing a job and so appreciative of S.O.A.R. and their work!"*

— M. Liang (a S.O.A.R. participant)



## Let's Talk Legalization of Cannabis Panel Discussion

IYC pioneered a "Let's Talk Legalization of Cannabis" panel discussion in York Region. Representatives from a number of organizations such as Canadian Mental Health Association York, Vision Youth, and York Region District School Board participated as panelists, and shared their perspectives with youth, parents and community members on cannabis consumption and legalization.



## Immigrant Youth Centre (IYC)

Since the opening of IYC in 2009, a wide range of innovative and youth-centred programs have been offered for immigrant youth, aiming at enhancing their sense of community in an inclusive, supportive and diverse environment. Our unique programming focuses on: English language and academic support, pre-employment and career guidance, leadership and life skills training, self-understanding and expression, health and wellness, as well as volunteering and community engagement.

### W.I.M. (Work In Motion)

W.I.M. is a summer career development project that offers youth hands-on work experience through partnership with employers. In the summer 2018, with coaching from top-notch business professionals, the youth operated a virtual company to promote and sell an award-winning folding bicycle produced by Revelo, an innovative Toronto-based company. The participants of the project gained the real world experience of starting a company and the skills needed to be a successful entrepreneur. Participants received valuable training such as workplace communication, professionalism, networking, marketing strategies, and formal business plan development.

### Winter and March Break activities

Learning never stops at the IYC! During the past winter, a series of workshops was delivered in partnership with Canadian Race Relations Foundation around the theme of anti-racism and anti-oppression. The series was concluded with "Be the Change" event to raise immigrant youth's awareness of the issues.

During the March Break, we organized various activities for youth to learn and develop new skills in a fun and rewarding manner. The youth participants had the opportunity to grow and experiment alongside their friends to create memories and meaningful projects.



## Community Programs

### Strengthening Community through Food: Garden and Kitchen Program

CICS's community food program uses the power of food to facilitate social connection and strengthen community. As a year-round field-to-table program, it includes gardening, outdoor and environmental stewardship activities in the Spring/Summer and healthy eating, nutrition education, community meals and cultural activities in the Fall/Winter, providing an inter-cultural space to bring people together and make connections through food.

In 2018-19, with support from the TD Friends of the Environment Foundation and the City of Toronto, CICS increased the diversity of our garden produce and enhanced programming around food growing and environmental stewardship. We harvested over 200 lbs of fresh produce, supplying our kitchen and other food programs and events, including our annual harvest festival.



In early 2019, CICS launched the ENRICH project, a three-year community gardening and healthy eating project, supported by the Ontario Trillium Foundation. ENRICH will build on achievements, lessons learned and promising practices in urban food security and agriculture, enabling increasing numbers of newcomers, immigrants and refugees to learn, share their skills and knowledge, connect with others and contribute to the vibrancy and well-being of their communities.



# We Build ...

## Volunteer Program

CICS's growing and impactful volunteer program is another way that we meet the needs of newcomers by bringing people together, reducing social isolation, building social and professional networks and promoting increased wellbeing for individuals and communities. Many of our volunteers gain the experience and connections that they need to advance their employment and career prospects in Canada. CICS is deeply appreciative and proud of our volunteers. In 2018-19, we placed more than 700 volunteers across the agency. They supported CICS's front-desk reception, administration, event planning, early years programming, youth drop-ins, garden and kitchen programming and language interpretation, among other work. We held a volunteer recognition event at our annual Garden Fair during the summer of 2018, to thank our many amazing volunteers. CICS volunteers were also recognized by the Ontario government, with 24 of our volunteers receiving an Ontario Volunteer Service Award in 2018.



## Early Years Program

CICS works with recent immigrant families that have young children between the ages of 0-6 years, to support their children's early development and prepare for a smooth transition from home to school. With a focus on promoting quality time between parents and children, whole child development and school readiness, children learn social, communication, coping, language, literacy and other crucial skills, while parents and caregivers are equipped with the necessary knowledge and guidance to provide positive parenting and the best possible care for their children in the Canadian context. This includes providing opportunities for parents and caregivers to build support networks in their community, helping them to break out of social isolation and overcome some of the barriers to integration that they may face. In 2018-19, CICS served more than 300 families through our early years drop-in and registered programming, resulting in healthier and happier young families and stronger child development and educational outcomes for newcomer children.



## Crisis Intervention and Support

CICS's Crisis Intervention and Support program provides information, community resources, referrals and emotional support to seniors to manage and prevent crisis situations. This includes one-on-one counselling and group programs on issues related to housing, government benefits, retirement, emotional support, family or other relationship issues and financial difficulties, as well as community meals. In 2018-2019, CICS served more than 1000 seniors through this program. We also joined the newly formed Seniors Advisory Council, initiated by Jean Yip (MP, Scarborough-Agincourt), working in collaboration with community stakeholders to address issues affecting seniors and advocate for their needs.

# 2018-2019 Tribute List

## Funders

Canadian Heritage  
Employment and Social Development Canada  
Human Resources and Skills Development  
Canada  
Immigration, Refugees and Citizenship Canada  
Service Canada

Ministry of Children and Youth Services/  
Ministry of Children, Community and Social  
Services

Ministry of Citizenship and Immigration/  
Ministry of Children, Community and Social  
Services

Ministry of Education

Ministry of Health

Ontario Trillium Foundation

City of Toronto

United Way of Greater Toronto

York Regional Municipality

## Major Sponsors

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Scotia Bank  
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## Sponsors

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Dr. Michael & Mrs. Anita Mah  
Chapel Ridge Funeral Home & Cremation Centre  
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## Donations of \$1,000-\$9,999

America Finance Institute Corp.  
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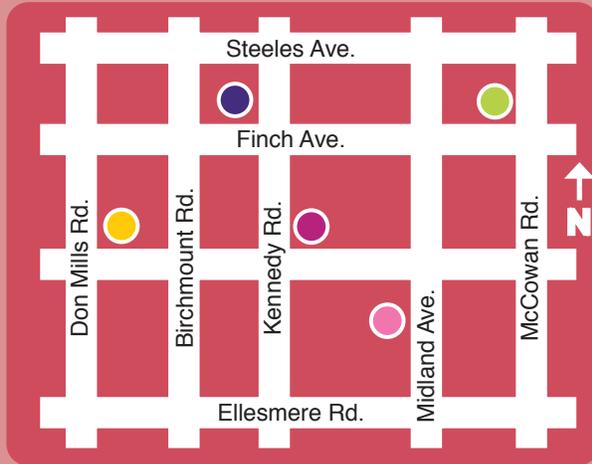
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Timothy Cheng  
Tony Fung  
Vicky Chan

## Supporters

Best Deal Graphic & Printing

## Main Collaborating Organizations

360°kids  
519 Community Centre  
8-Steps-to-Healthy-Living  
Aaniin Community Centre  
Accenture  
ACCES Employment  
Agincourt Community Services Association  
Aisling Discoveries Child and Family Centre  
Bridlewood Library  
Canadian Mental Health Association  
Carefirst Seniors and Community Services Association  
Catholic Children's Aid Society of Toronto  
Catholic Community Services of York Region  
Catholic Cross-Cultural Services  
Centennial College  
Centre for Education & Training  
Chartered Professional Accountants of Ontario  
Chinese & Southeast Asian Legal Clinic (CSALC)  
Chinese Family Services of Ontario  
City of Markham  
Community On The Mount (COTM)  
COSTI  
CultureLink  
Don Mills Employment Resource Centre  
EarlyON Staff Network  
Evergreen Brickworks  
Fairview Community Health Centre  
Fairview Inter-agency Network (FIN)  
Fairview Library  
Family Services Toronto  
Family Services York Region  
FoodShare Toronto  
General Motors  
Golden Maple Leaf Seniors' Association  
Griffin Centre  
Harriet Tubman Community Organization  
Heart to Heart First Aid CPR Services Inc.  
Hong Fook Mental Health Association  
IBM Canada Ltd.  
Iranian Women's Organization of Ontario  
Job Skills  
Kidney Foundation of Canada  
Love Toronto Korean Canadian Community Services  
Markham EarlyON Child and Family Centre  
Markham Public Library  
Markham Small Business Centre  
Markham Stouffville Hospital  
Milliken Mills Community Centre  
Mount Sinai Hospital Wellness Centre  
Next Steps Employment  
North York Community House  
OneHub Networking Group  
Ontario Chinese Health Coalition  
Ontario Power Generation Inc.  
Parkdale Queen West Community Health Centre  
Parkway Forest Community Centre  
Rhenish Church of Canada  
Scarborough Agincourt Seniors Advisory Council  
Scarborough Association for Volunteer Administration (SAVA)  
Scarborough Food Network  
Seneca College  
Senior Persons Living Connected  
STEAM Program for Youths  
Steeles L'Amoreaux Strength In Partnership Network (SSIP)  
Social Enterprise for Canada  
South Asian Legal Clinic of Ontario (SALCO)  
T&T Supermarkets  
The Housing Help Centre  
The Macaulay Child Development Centre  
The Neighbourhood Organization  
The Regional Municipality of York  
Toronto Catholic District School Board  
Toronto Chinese Community Church  
Toronto District School Board  
Toronto Employment and Social Services  
Toronto Fire Services  
Toronto Housing Connections  
Toronto Newcomer Office  
Toronto Parks, Forestry, and Recreation  
Toronto Police Service  
Toronto Public Health  
Toronto Public Health Mobile Dental Clinic  
Toronto Public Library  
Toronto Region Conservation Authority (TRCA)  
Total Optometry  
Town of Richmond Hill  
Trillium Esthetic and Hair Technology College  
Unionville Health Centre  
Volunteer Toronto  
Willowdale Community Legal Services  
Working Women Community Centre  
Workplace Safety & Prevention Services  
World Education Services (WES)  
Yee Hong Community Health Education Centre  
Yellow Brick House  
York Region Catholic District School Board  
York Region Children's Aid Society  
York Region District School Board  
York Region Public Health  
York Regional Police  
YMCA of Greater Toronto  
YWCA Scarborough Jump



## Toronto:

- **Head Office**  
**Immigrant Resource Centre**  
 2330 Midland Avenue  
 Toronto, Ontario M1S 5G5  
 Tel: (416) 292-7510  
 Fax: (416) 292-9120
- **Toronto Integrated Service Centre**  
 3850 Finch Ave. East  
 Suite 403, Toronto, Ontario M1T 3T6  
 Tel: (416) 293-4565
- **LINC Centre**  
 4002 Sheppard Ave. East, Suite 501  
 Toronto, Ontario M1S 4R5  
 Tel: (416) 299-8118
- **Woodside Square LINC Centre**  
 1571 Sandhurst Circle, Unit 202  
 Toronto, Ontario M1V 1V2  
 Tel: (416) 292-6558
- **North York Centre**  
 1761 Sheppard Ave East, Ground Floor,  
 Toronto, Ontario M2J 0A5  
 Tel: 416-493-7510



## York Region:

- **Immigrant Youth Centre**  
 5284 Highway 7 East, Unit 2  
 Markham, Ontario L3P 1B9  
 Tel: (905) 294-8868  
 Website: [www.cicsiyc.org](http://www.cicsiyc.org)  
f CICS\_IYC
- **Markham South Welcome Centre**  
 7220 Kennedy Road, Unit 8  
 Markham, Ontario L3R 7P2  
 Tel: (905) 479-7926
- **Immigrant Women Resource Centre**  
 7220 Kennedy Road, Unit 5  
 Markham, Ontario L3R 7P2  
 Website: [www.yrwomen.com](http://www.yrwomen.com)  
 Tel: 905-415-9763

## Contact Us

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