

Settlement Service

The year of 2010 marked a giant step in assisting newcomers to settle and integrate in Canada. The new programs that were launched in 2009 continued to prosper and succeed in many ways.

The Library Settlement Partnership (LSP) met clients in four public libraries. Clients not only accessed library resources, but also got their settlement questions answered and problems solved by our settlement workers. Many workshops on settlement were organized in partnership with the library branches. Our citizenship group sessions were most popular and met the needs of those who were preparing for the citizenship tests and those who wanted to know more about Canada.

The Host program, designed to help newcomers overcome the stress of living in a new country by matching them with volunteers, had a very successful year in 2010. We were able to make 161 matches, most of which still maintained good relationship as friends and mentors. They also actively participated in group activities in order to engage in the community and make connections. There were 101 active volunteers who were from different walks of life and were highly committed to the program.

Settlement workers in schools or the SEPT program made excellent progress in 2010 as they continued to demonstrate success and found new service opportunities. SEPT has been providing regular services at 25 schools and itinerant services to other schools upon request. We delivered Newcomers Orientation Week (NOW) and Welcome and Information for Newcomers (WIN) to newcomer students and parents in the summer. They very successful in assisting clients to make early adjustment to school life.



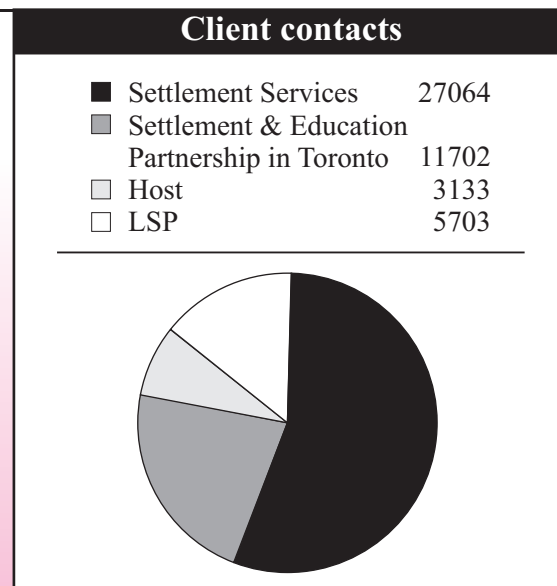
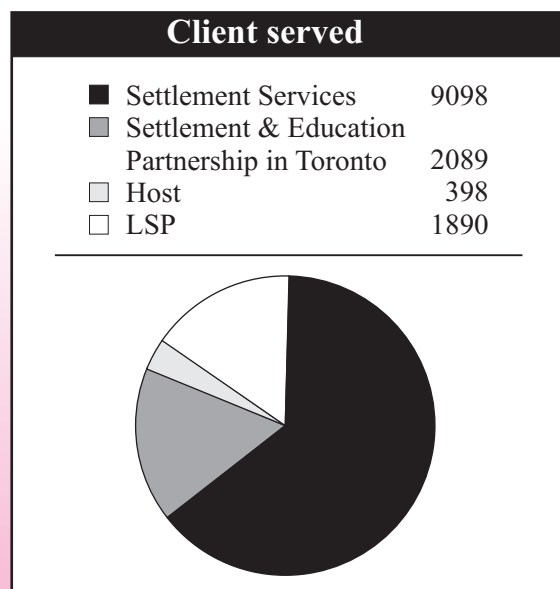
We actively sought to provide innovative programs and approaches to meet the different needs of newcomers. The senior computer club, the youth drop-in-program, the newcomer students club, the legal education series for newcomers, citizenship groups were a few programs that we designed to meet the emerging settlement trends and service gaps.

Employment Service

CICS employment services include job search workshops, resume and interview clinic, pre-employment training, job fair, information sessions, job boards and resource centres. During 2010, two job fairs held in partnership with 22 employers including large corporations and government departments served over 2000 people. There were about 300 participants in the job search workshops which provided useful information that prepared participants in effective job search. Our employment workers provided them with expert advice and follow-up services. About 30% of participants found jobs successfully in the first three months and half of them were employed in fields related to their original professions. Pre-employment training and employment-related workshops served over 200 participants. With limited human resources, our employment services had a successful and productive year.



Statistics



Clients' Testimonies

"The counselor was very knowledgeable, a helping and caring person. She tried to concentrate on each and every aspect of my problem." – from a client

"CICS, I really appreciated, the counsellor and staff are very helpful & understand the situation and difficulties of clients. Thanks." – from a newcomer

"The counsellors are very efficient, very hard-working and very eager to do research for me." – from a newcomer

"The program is really helpful, especially for the conversation hub, I really like it. Generally, this program helps me identify my goals, encouraged me keep going in my career path, and I am really looking forward to meeting the volunteer this Friday" – from a Host newcomer

"The Host program really helps us practice English, know more about the community we live in. As senior immigrants, we did not know how to improve our language, and we didn't know any programs when we first came here. CICS Host program gives us a chance to learn something more practical so that I can practice



the language every day when I go shopping, buying coffee, etc. I really appreciate the help from our volunteer. Thanks for her time, her generous help." – from a Host newcomer

"Again a great match up....Tina and me. A real sweetie....We met last Thursday at a pizza restaurant as she had mentioned she had never had Canadian pizza Had a good time and spoke about various topics." -- from a Host volunteer

SEPT

SEPT celebrated its 10th Anniversary on March 25, 2011 at Georges Vanier Secondary School

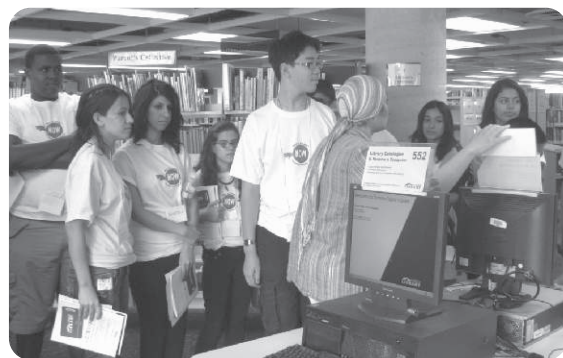
6 clusters together organized the event and each cluster invited students to do talent shows .



This was one of the performances of the night by talented students of Georges Vanier SS (reciting a Russian poem).

SEPT Summer Programs

The Newcomer Orientation Week (NOW) Program - Again in 2010, SEPT workers delivered the NOW Program in 6 high schools, namely AY Jackson SS, Earl Haig SS, George S. Henry Academy, Georges Vanier SS, Victoria Park CI, and York Mills CI. The Welcome and Information for Newcomers (WIN) Program for middle graded students was delivered at Pleasant View JHS.

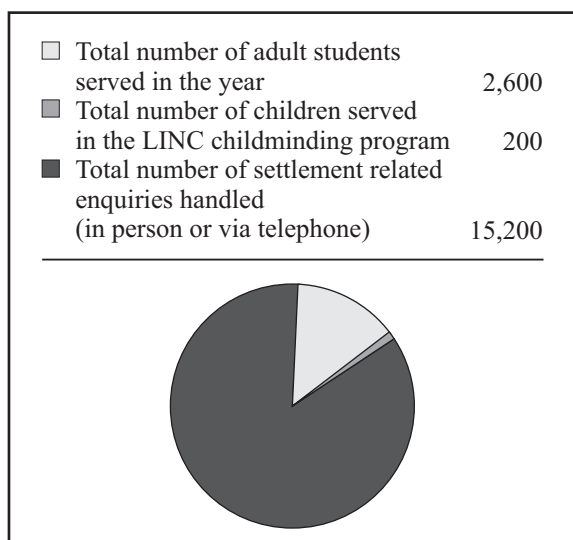


NOW participants touring at Fairview Library

Language Instruction for Newcomers to Canada (LINC) Program

Since 1992, CICS has been offering LINC training to eligible adult immigrants. By providing English language instruction and skills development training, our objective is to facilitate the social, cultural, economic and political integration of newcomers into Canada.

In the year 2010, we operated a total of 43 full-time and part-time classes ranging from the basic level through to level 7. Our classes were offered at three program sites seven days a week in order to provide as much flexibility as possible to our newcomer clients. In the summer of 2010, we also offered five full-time classes from July to mid-August.



access to language training for needy newcomers. Computer-assisted learning is an integral part of the curriculum. It promotes interactive between teachers and students to make learning both fun and effective.

A series of interesting activities and field trips were offered to our LINC students to enrich their understanding of their new life in Canada. Some of the highlights include:

- ‘Meeting Mayor David Miller’ was held at Agincourt Community Church on February 7, 2010. Forty of our students and teachers joined neighbourhood residents in this meet and greet event on a Sunday afternoon. It was a new and exciting experience for our newcomer clients.
- Students’ field trips were organized with a variety of destinations including the Royal Ontario Museum, Art Gallery of Ontario, the Bata Shoe Museum, Black Creek Pioneer Village and St. Lawrence Market. As well, trips were made to neighbourhood libraries, supermarkets and pharmacies to facilitate language learning in everyday situations.



Support services, including childminding (for children aged 18 months to 6 years) and transportation assistance for eligible clients upon application, ensure

- Visit to Scarborough West Community Health Centre: Students were given the opportunity to meet and speak with the dietitians and health promoters on site. Resource materials on health issues were also collected as good teaching materials for further follow-up in class.
- In response to the “TTC Riders & Workers Open Forum” held at Stephen Leacock Collegiate Institute in April 2010, our students sent in their opinions regarding their public transit experience and suggested ideas on improving customer service. Through this exercise, our newcomer students felt empowered by a heightened sense of community involvement.

- The Scarborough Centre for Healthy Communities facilitated a series of information sessions for our students. Such presentations helped boost our students' understanding of the health care system and provided language learning opportunities at the same time.

Three surveys were conducted in the 2009-2010 school year with LINC students. The demographic data of our student population is captured below:

- 86% of our clients resided in Scarborough, while 7.2% lived in North York;
- 69.4% of respondents were aged 26 to 55 years; 8% were between 56 and 65;
- The majority of our students were female (65%); 88% of our students were from China or Hong Kong;
- 70% reported Mandarin and 20% indicated Cantonese as their home language;
- 34% of our clients were employed; 33% were looking for employment.

The surveys revealed that 97.5% of students were satisfied with our curriculum contents and teaching methods. Over 95% were very happy with the quality of our services in meeting client needs. In terms of emerging needs, our students consistently desired the opportunities to enhance their listening and speaking skills. There was also a great demand for English skills building opportunities outside of class hours as well as extra-curricular activities to help them adjust



to their new life in a new country. Many clients also expressed the need for more employment information. To this end, clients were referred to employment support services offered by CICS and community organizations.

Through our LINC Student Club, our staff helped to provide networking opportunities among our newcomer students. They shared information and offered their talents in organizing and facilitating interest groups and activities. As well, volunteer instructors were enlisted to run short series of presentations on a variety of language skills building workshops and workplace communication. Various interest groups were facilitated by newcomer students themselves and for sure their volunteer spirit was heightened as a result.



Citizenship Classes

Changes to the Citizenship Test have brought great challenges to newcomers who need more time to prepare themselves.

In response to this rising demand in the community, our unit partnered with Toronto Public Library – Bridlewood Branch and the CICS Library Settlement Program (LSP) in running Citizenship Test Preparation Classes in September 2010. A total of four classes were organized each lasting approximately three months in length, serving over 100 individuals.

Markham South Welcome Centre

The Markham South Welcome Centre officially opened on September 17, 2010 as one of the four new Welcome Centers in York Region. Together with the Vaughan Welcome Centre which opened in 2007, the system of five welcome centers offers new immigrants most of the services they need under one roof. The Markham South Welcome Centre is located at 7220 Kennedy Road. It has approximately 21,000 square feet of space and houses about 40 program delivery and administrative staff, managed by Centre Manager Alfred Lam.

Core services provided in the Welcome Centre include: Settlement and Integration Services, Employment Support, Language Training and Accreditation and Qualification Information. The Centers are collaboratively managed by five Principal Partner Agencies: Catholic Community Services of York Region (Richmond Hill), Centre for Information and Community Services (Markham South), COSTI (Vaughan), Job Skills (Markham North), and Social Enterprise Canada (Newmarket). The core services are delivered by different members of the partnership. At the Markham South Welcome Center, for example,



settlement services, as well as language training classes are delivered by CICS.

Between the September grand opening and December 31, 2010, over 1400 people came through the doors of the Markham South Welcome Centre and we case managed and provided service to about 700 new clients. In addition to delivering the core services mentioned above, the Markham South Welcome Centre is well used as a meeting and programming space for various community groups as well as a venue for hosting different conferences and training events.

Photo Album



Scarborough Civic Centre Tour

*George S. Henry
NOW training*



Immigrant Showcase



Seniors Hiking Group



Exploring St. Jacobs



A Tribute

Funders

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 United Way Toronto
 United Way of York Region

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Collaborating Organizations and Networks

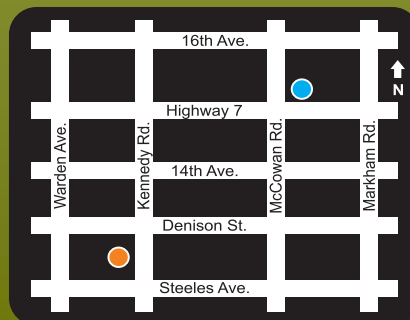
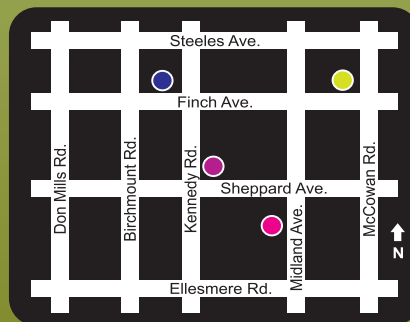
- 0-6 Providers Network
- Aisling Discoveries
- Arab Community Centre of Toronto
- Atlantic Financial Corporation
- Bank of Montreal
- Bridlewood Mall
- Broad Media Inc.
- Canada Border Services Agency
- Canadian Buddhist Confederation
- Canadian Council for Refugees
- Canadian Diabetes Association
- Catholic Community Services of York Region (CCSYR)
- Cecil Community Centre
- Centennial College
- Chester Le Coalition Committee
- Chester Le Community Corner
- Childminding Monitoring Advisory Support (CMAS)
- Chinese Interagency Network
- Chinese Parents Seminar Planning Committee
- Chinese Social Services Network of York Region (CSSN)
- Chinese Social Services Network of York Region (CSSNYR)
- Chinese Students and Scholars Association at the University of Toronto (UTCSSA)
- CJ Trading International Inc.
- Community Legal Education Ontario
- COSTI Immigrant Services
- Dennies-Stephen Morris general
- Fairview Food Security Network
- Fairview Interagency Network
- Global Education Group Inc.
- Golden Key Culture
- Heart and Stroke Foundation
- Heart and Stroke Foundation Chinese Community Coalition
- HuBei Association of Canada
- Immigrant, Refugee Housing Committee
- Job Skills – Employment & Business Programs & Supports
- Kennedy College of Technology
- Korean Canadian Educators' Network (KCEN).
- Korean Inter-agency Network (KIN)
- Local Immigration Partnership (LIP - York Region
- Local Immigration Partnership (LIP) - Don Mills/Sheppard Neighbourhood
- Local Immigration Partnership (LIP) - Kensington-Chinatown Annex of the West Downtown Neighbourhood
- Local Immigration Partnership (LIP) - North West Scarborough
- Local Immigration Partnership (LIP) - South Scarborough Neighbourhood
- Love Through Education Foundation
- Neighbourhood Action Partnership (NAP)
- New Canadian Community Centre (NCCC)
- Nobody's Perfect Facilitators' Network
- Nobody's Perfect Supervisors' Network
- North America Contemporary Arts & Calligraphy Association
- OEYC Agincourt
- Ontario Council of Agencies Serving Immigrants (OCASI)
- RHEACH Planning Table
- Scarborough Centre for Healthy Communities
- Scarborough Chinese Social Service Workers Network
- Scarborough Dental Group
- Scarborough West Community Health
- Si Chuan Association
- Social Enterprise for Canada (SEC)
- South Asian Outreach Advisory Committee
- St. John Ambulance
- Steeles L'Amoreaux Youth Empowerment Steeles L'Amoreaux Youth Empowerment Network (SLYE)
- Steeles-L'Amoreaux Neighbourhood Action Partnership (NAP)
- TAIE International Institutue
- Toronto Catholic District School Board
- Toronto District School Board
- Toronto Drama troupe Toronto Newcomers Initiative (TNI)
- Toronto Police Service
- Toronto Public Health
- Toronto Public Library
- University of Toronto
- West Hill Community Services
- West Scarborough Community Legal Services
- Workplace Safety and Insurance Board
- YMCA LINC Assessment Centre
- York Region Chinese Health Initiative Network (YRCHIN)
- York Region District School Board
- York Region Health Initiative Network



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