

## Language and Training Services

### (A) Program Information

#### 1. LINC Program

We have been funded by Citizenship and Immigration of Canada (CIC) since 1992 to run adult language training classes to assist new immigrants in their settlement and social integration. English language skills are the basic tool enabling newcomers to participate in Canadian society which in turn facilitates their social, cultural, economic and political integration. The objective of the LINC program is to enhance the newcomers' English language proficiency to help them handle everyday situations, understand their new country better, find work and ultimately participate in society as active citizens.

Our English language classes range from the literacy level to Levels 6/7 catering to the varying needs of newcomers from different age groups and backgrounds. Since settlement is not achieved by learning the language alone, our LINC teachers and staff seek to connect newcomers to different sources in order to promote their social awareness and community involvement. Lessons are delivered not merely in the classroom but also through active participation in field trips, visits and class presentations. Our unit provides integrated settlement support by closely collaborating with the agency's settlement team and connecting clients to settlement counselling, Job Search Workshops, the Host program and a whole range of community service programming.

Currently we have 43 classes operating on a 7-day schedule out of 3 locations in Scarborough: Sheppard/Kennedy, Sheppard/Midland and Finch/McCowan. The availability of computer laboratories, the provision of childminding service and transportation assistance for eligible clients all work to provide the support newcomers may need to access the LINC program.



ComputerLab



Childminding

#### 2. ESL Classes

Classes taking place in accessible community locations are offered in cooperation with TCDSB and are open to newcomers, long time residents and citizens alike. Apart from English language training, Citizenship Preparatory classes are also offered to ESL clients.

#### 3. Focused Training classes

In 2010 our unit will put forward a variety of skills building courses for both children and adults. Through these focused training classes we hope to enhance children's cognitive and social skills. For adults, the training focuses on strengthening the participants' soft skills as well as their ability to communicate in both social and work situations.

### (B) Highlights in 2009

A sampling of the variety of activities organized for staff, instructors and students:

- Various workshops and presentations on topics such as Health / mental health; Canadian workplace culture; Remembrance Day; support services rendered by HOST and JSW;
- Criticism and Discipline skills training and outreach strategies for staff;
- Symposium held at the Bank of Montreal attended by instructors and students for updated banking information;
- Hosting a workshop for teachers with the Centre for Canadian Language Benchmarks on the topic of "Integrating CLB Assessment into your ESL Classroom";
- TESL Ontario Conference in December 2009 provided professional training for teachers through mini courses, demonstration and publisher displays to help identify current trends and future directions;
- Cultural education – visit to a South Asian Heritage Day Celebration to acquaint students with nuances of different cultures and customs;
- Student field trips / visits to local libraries, supermarkets, museums, Art Gallery of Ontario, C.N. Tower, Downtown Walkway etc. to
- Workshop on speaking activities using the communication approach for instructors outlining the sub-skills and micro-skills outside the classroom.

### (C) LINC Childminding Program

Childminding services are provided to most classes scheduled at all of the 3 LINC sites. We offer structured programming and a cozy learning environment for the children to develop their social, cognitive and language skills to assist in their well rounded development. Our array of educational and recreational activities helps prepare students for entry into kindergarten.

### (D) LINK Student Club

The LINK Student Club was formed in January 2009 with the objective of meeting our students' expressed need for social networks and skills building. Through activities such as English conversation circles, public speaking training, workplace communication groups, interest classes and reunion parties etc., our LINC students have the opportunity to get together for fun and camaraderie, share information on settlement issues, and to use their talents and expertise in helping one another through volunteering in the operation of the club and the facilitation of interest groups. The idea of the student club has been well received by

our LINC students and registration for membership has been overwhelming. In 2009, over 800 LINC students have registered to become members of the club. A total of 19 programs were organized with 745 participants.

### (E) Clients' remarks on our services

A sampling of quotes from students in various surveys held in 2009:

"The program is very helpful. Now I can speak and listen well and I'm proud of myself."

"Thank you, CICS, for everything because I can feel that they are doing their best. They have given us 100%."

"CICS Services are very useful to immigrants. I hope that the efforts of CICS in organizing English classes will continue in the future because learning English is very important for newcomers. Thank you."

"Thank you for providing us a good learning environment."

## Photo Album

Toronto International Dragon Boat Race Festival



First Library Settlement Day at Milliken Mills Library



Early Years Dance Group



Ladies Leisure Club Makes Hats for Seniors



Host participants take a trip to Pumpkinland

## A Tribute

### Funders

Citizenship & Immigration Canada  
City of Toronto  
Human Resources and Skills Development Canada  
Ministry of Citizenship & Immigration  
Central East Local Health Integration Network (CELHIN)  
Ontario Trillium Foundation  
United Way Toronto  
United Way of York Region

### Major Gift Donors - \$10,000 or above

Fu's Borchun Property Management  
Mandarin Charitable Foundation  
TD Bank Financial Group

### Donation of \$500 or above

Fong, Angela  
Kwan, Thomas S.  
Lau, Benny  
Lee, Chin (Councillor)  
Skymark Place Shopping Centre  
Szeto Architect  
Wong-Tam, Moy  
Yu, Steven

### Sponsors

Atlantic (HS) Financial Corporation  
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RBC – Royal Bank of Canada  
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TD Canada Trust

### Supporters

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Rosenberg Smith & Partners LLP  
Russian Folklore Dance Group  
Samuel P. Luk Law Office

Sing Tao Canada Foundation  
Skin Med Laser Clinic  
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Sung Marketing – Clearwater  
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Tam, Hin Cheung  
Tang, Harold  
Tat Yuen Development  
TELUS  
Thai Indochine Trading Inc.  
Times Physiotherapy & Rehab Centre  
Top Fashion Toronto Chinese Orchestra  
Toronto Paragon Lions Club  
Tour East Holidays  
Tsang, Joseph  
Wintergreen Florist Limited  
Wong, Teresa  
Yonnie Chung Chartered Accountant  
Yu, Winnie  
Ziles Leung Dance Studio

### Collaborating Organizations

Arab Community Centre of Toronto  
Bank of Montreal  
Bridlewood Mall  
Canadian Diabetes Association  
Centennial College  
Chester Le Coalition Committee  
Childminding Monitoring Advisory Support (CMAS)  
Chinese Interagency Network  
Chinese Parents Seminar Planning Committee  
Chinese Social Services Network of York Region (CSSN)  
Community Legal Education Ontario  
Fairview Interagency Network  
Fairview Food Security Network Meeting  
Heart and Stroke Foundation  
Hong Kong Bank Canada  
Immigrant, Refugee Housing Committee  
Korean Canadian Educator's Network (KCEN)  
Korean Inter-agency Network (KIN)  
Local Immigration Partnership (LIP)  
Neighbourhood Action Partnership (NAP)  
Ontario Council of Agencies Serving Immigrants (OCASI)  
Scarborough West Community Health

Steeles L'Amoreaux Youth Empowerment  
South Asian Outreach Advisory Committee  
Toronto Catholic District School Board  
Toronto District School Board  
Toronto Service Host Network  
University of Toronto  
West Hill Community Services  
York Region Health Initiative Network

### CICS Foundation

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Ho, Alan

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Luk, Samuel

#### *Treasurer*

Hu, Sean

#### *Directors*

Pao, David

Chung, Yonnie

Tam, Hin Cheung

Tam, Linda

Yeung, Albrey

Yu, Steven

### 2009 Annual Gala Committee

#### *Co-Chairs*

Tam, Linda

Yeung, Albrey

#### *Members*

Cheung, Ernest

Ching, Fina

Chung, Yonnie

Go, Susan

Ho, Alan

Hu, Sean

Lai, Raphael

Lau, Connie

Lee, June

Li, Thomas

Luk, Samuel

Pao, David

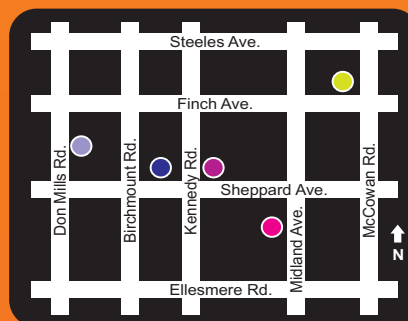
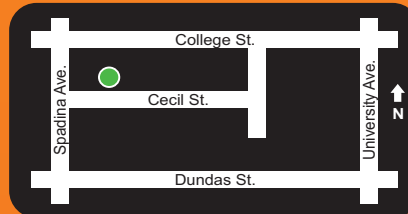
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