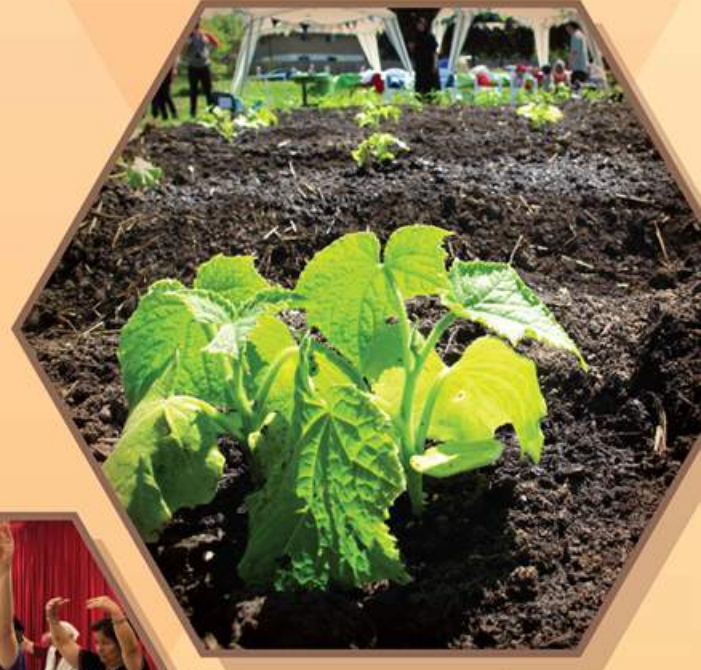




Centre for Immigrant and Community Services

Annual Report 2014



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.

Proud of having
served the
Community for
47 years!

Core Values:

- ◆ Innovation
- ◆ Caring and Compassion
- ◆ Diversity, inclusion & accessibility
- ◆ Integrity & Accountability
- ◆ Quality & Excellence
- ◆ Personal Touch
- ◆ Collaboration & Solidarity

We offer services in multiple Languages:

English, French, Arabic, Bengali, Cantonese, Farsi, Greek, Gujurati, Hebrew, Hindi, Korean, Mandarin, Punjabi, Russian, Spanish, Tagalog, Tamil, Taiwanese, Urdu, Ukranian.



2014-2015

CICS Board of Directors:

Chair: Anna Wong
Vice Chair: Derek Ho
Treasurer: Yonnie Chung
Secretary: Stacey Marmara

Directors: Barbara McCann
Eleanor Wang
Ruth Hayhoe
Vineet Jain
Xihao Hu

Left to right:

Dr. Ruth Hayhoe, Ms. Moy Wong-Tam (Executive Director), Mr. Derek Ho, Ms. Anna Wong, Ms. Stacey Marmara, Mr. Xihao Hu, Ms. Yonnie Chung, Ms. Eleanor Wang

Message from Board Chair and Executive Director

The landscape of Canada's immigration has been changing in recent years, and the new Express Entry system has received much attention of late. It was launched by Citizenship and Immigration Canada (CIC) in January 2015, and is anticipated to reach capacity over the next few years in selecting immigrants who will arrive in Canada armed with employment. At the same time, higher language proficiency can be expected among principal applicants and likely their spouses. On the other hand, the numbers of international students and temporary foreign workers have been rising significantly in the last few years.

As the demographics of newcomers change, CICS has been adapting its programs and services in order to remain relevant.

In late 2014, CICS took part in a Social Return on Investment (SROI) study of the York Region Welcome Centre system, undertaken under the auspices of the York Region Municipality. Given that there are few if any examples of SROI in the settlement sector, it is particularly encouraging that this study demonstrated the Welcome Centre to be a cost-effective model. The Welcome Centre system has been the object of a study tour from Sweden and a German media outlet in the past year.

At the organizational level, a strategic planning exercise was initiated in the Fall of 2014, subsequently, the following five overarching goals were established for CICS over the next three years:

- *Become known as a leading and highly respected newcomer service organization in Canada, with high quality standards and customer service.*
- *Empower newcomers to reach their highest potential and contribution to the community through relevant, high quality programming and services that meet evolving needs.*
- *Create a culture where innovation thrives in every corner.*
- *Build brand awareness and profile locally and internationally through effective strategic collaborative partnerships.*
- *Generate adequate revenues to ensure that CICS has adequate infrastructure and resources to meet all program and service goals.*

The strategic plan provides us with an important road map for the coming three years, and we will continue to be nimble and flexible in order to reach our goals in a fast-changing environment.

The board and staff of CICS have continued to work with myriad community, public and private sector and institutional partners in Toronto and York Region, to knit together a network of accessible services and programs for newcomers, as recounted in the ensuing pages. We want to take this opportunity to extend our deep gratitude to the dedicated volunteers who have given generously of their time and expertise to help CICS achieve its goals.



Anna Wong
Board Chair



Moy Wong-Tam
Executive Director

A handwritten signature in black ink, appearing to read 'Anna Wong'.

Anna Wong
Board Chair

A handwritten signature in black ink, appearing to read 'Moy Wong-Tam'.

Moy Wong-Tam,
Executive Director

Settlement and Integration Services

We provide a full range of settlement support services to new immigrants and community members of all age groups in areas such as needs assessment, orientation to the local environment, forms completion, interpretation and translation, information and referral, and linkages to community resources. One-on-one and group sessions are available to provide support on all aspects related to life in Canada. Our Community Connections programming helps to increase engagement of newcomers in their local communities, while the mentorship program aims at linking newcomer professionals with established immigrants or Canadians for greater networking and employment opportunities. Settlement services are available at designated public libraries and other itinerant sites.

Language and Skills Training

We offer Language Instruction for Newcomers to Canada (LINC) classes in both Toronto and York Region to help new immigrants obtain language and other skills to adapt to Canadian society. Support services such as transportation and childminding are available to eligible newcomers. The communicative approach and student-centred learning are emphasized to ensure that our courses are of practical value to all learners. Learners at basic and intermediate levels obtain language training targeted at supporting their engagement in basic social interactions and acquisition of Canadian citizenship. For more advanced learners, the goal is to equip them with language proficiency and skills for labour market entry and increased community engagement.

Youth and Family Services

Pre-natal Support, Post-natal Care, Early Years & School Readiness Programs, Youth Life-Skills, Leadership & Pre-Employment Training, Newcomer Orientation for Youth & Adults, Settlement & Education Partners in Toronto Program, Health, Recreation & Interest Classes, Parenting Workshops, Women and Seniors Programs, Community Garden & Kitchen Programs.



Welcoming Community in York Region

Markham South Welcome Centre is one of five Welcome Centres in York Region providing holistic cross-sectorial services for newcomers under one roof. Together with our principal partners, CICS provides a range of settlement services to newcomers, immigrants and citizens, including specialized programs for women, youth and seniors. The hosting partners provide other complementary services to newcomers.

Volunteer Development Services

We work with volunteers from all walks of life, using their skills, knowledge and talents to help us better serve diverse communities across the regions. We provide training, opportunities and support for volunteers, who contributed over 40,000 hours last year.

OUR SERVICES AND RANGE OF PROGRAMS

AT A GLANCE

the fiscal year of 2014-2015



Individual Clients

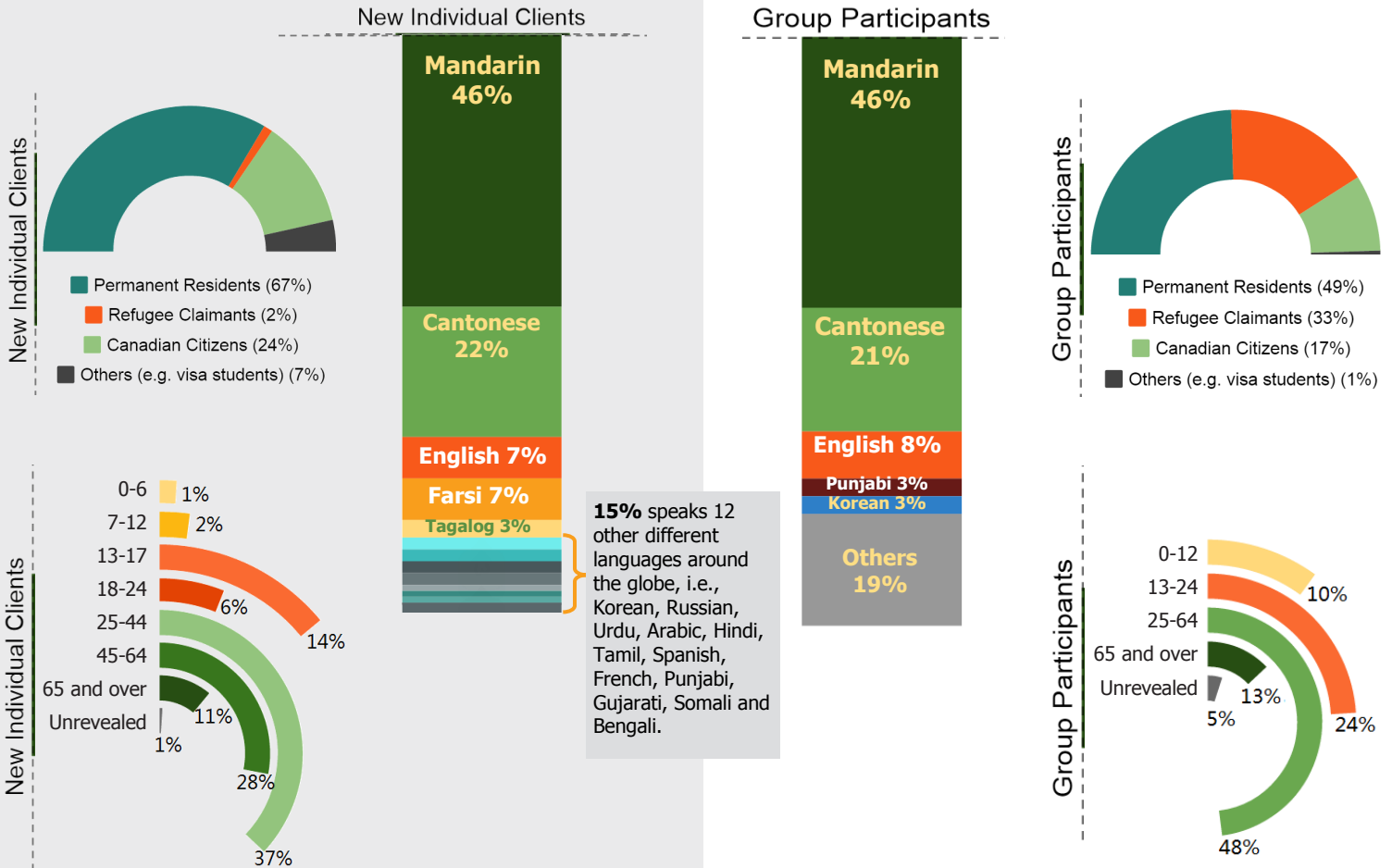
40% Men
60% Women

11,181 New clients
and many returning clients

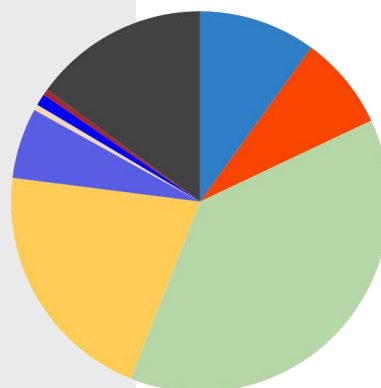
Services in Groups

50,000+ Participants
5,952 Group Activities

31% Men
48% Women
21% Unrevealed



**WHAT OUR
DATA SAY...**



- Group Orientation Sessions (10%)
- Educational Seminars (8%)
- Training/Workshops (38%)
- Interest/Recreational Classes (21%)
- LINC Classes (6%)
- Field Trips (1%)
- Service Information Displays (1%)
- Community Outreach Activities (1%)
- Others (15%)

Thank you!

WHAT OUR CLIENTS SAY

"I was an accountant when I was in Taiwan. I was anxious if I could work as an accountant in Canada but I knew nothing about the job market in Canada and I didn't know how to begin. The staff of CICS helped me develop a plan for my settlement and provided me with so much information. I got my driver licence, registered my children to schools, had my professional training accredited, joined a ELT program, and got a job in a related field. I would not have such a smooth transition without the settlement worker's guidance and assistance."

A Newcomer Client

"I arrived in Canada in 2013 with a degree in engineering from Iran but I wanted to go into a teaching profession in Canada. I got the information from the settlement worker about going to college here, the registration process, the requirements for admission and the duration of study. I was also referred to TOEFL/IELTS preparation courses; I was able to pass the IELTS test and got admitted into Seneca College. I am thankful for the services I received as I wasn't sure where to begin and what to do in the beginning, but now I am working towards reaching my goal."

A Newcomer Client

"Before I visited the Centre for Immigrant and Community Services, I did not have a clear understanding of how to apply for a job, make an effect resume, and create a lasting impression on employers during a job interview. However, after attending an informative workshop series at CICS (LIFT), I became much more educated on this topic and now feel significantly more confident about applying for a job. Also, while volunteering at CICS, I learnt how to manage time, complete numerous tasks before a deadline, and work as a team to do things more efficiently. This will greatly contribute to improving my work skills and prepare me for my future. Therefore, CICS helped me in various ways and the benefits will last a lifetime."

A. Siddiqi

Shihming Hsu, 65, and Chinchin Hsieh, 60, emigrated from Taiwan just before Christmas 2013, to be closer to their only daughter who had come to Canada as a student 10 years earlier. They also now had a new grandchild that they also wanted to spend time with.

Soon after the couple arrived in Canada, their daughter moved downtown. Their English skills were minimal and despite the many Chinese-speaking shopkeepers in their local Markham neighbourhood, they felt vulnerable and alone. They also wanted to be able to speak with their granddaughter, and read her bedtime stories, in English.

After struggling to communicate with their neighbours, they learned about English classes available at the Markham South Welcome Centre. They now attend classes every day, and are feeling more comfortable speaking every day. But they are learning more than just English at the Centre. They are making friends, taking part in specialized seniors workshops as well as developing plans to launch a photo studio with another Chinese newcomer after attending self-employment workshops at the Centre. They are also feeling more comfortable venturing out into the community, and have begun exploring places outside Markham.

"This is friendly country. You ask people, they help. It is safe," Hsieh said.





Our Youth created this
"Tree of Life" on Earth Day

"I like ASP because we can learn more about Canada, get homework done and meet new friends."

An After School Program participant

"I think I improved most in this camp on talking with others. Before I took this class, I often spoke Chinese to my friends. However, I started to speak English to them now. I was also a little shy to talk before, but now I think that I have the courage to do more."

A March Break Camper

"The thing I like about the After School Program is that we have volunteers to help me do my homework and the teacher helps me learn more English."

An After School Program participant

"The March Break English Enhancement Camp created a safe environment for me to converse in English without being judged. I feel like I'm a real person and can be myself at the camp."

Anonymous Participant

"The EcoAmbassador Program at IYC helped me gain a lot of friends and many wonderful experiences. Through participating in a variety of programs such as fun summer camps, certification workshops and volunteer opportunities. I have received a great deal of help from our friendly IYC staffs in terms of English language support, career consulting and university advice. At the same time, I also have offered help in volunteering, such as event planning. Comparing to who I was two years ago, my English skills have shown an obvious progress; I, moreover, have really grown confidence in public speaking and being much more active in school and the community. Here is the place that most of the immigrant youths will feel comfortable to be in because it is filled with friendliness and care. The memories I have at IYC is valuable and it reminds me to always give a helping hand to people who are facing trouble in the future."

S. Xie

"The Immigrant Youth Centre helped me out with career advice. Resume workshops and career path advice really helped me learn what I want to do and how to get there. Through my participation in leadership and skill building workshops, the youth workers also helped me develop communication, public speaking, and problem solving skills, all of which built into the leadership skills I developed from being a camp leader. But most of all, IYC has made me feel welcomed and offered me an opportunity to meet so many friendly people with the most wonderful memories. I feel like I have a family at IYC and these past four years have been some of my most remarkable experiences."

Ashvi Shah

"My favorite experience was with the Life Skills program run by two wonderful facilitators from whom I learned a lot of vitally important communication skills such as public speaking, persuasion and organizing activities, which greatly helped improve my presentation skills. I can still remember the 1 minute speech practice, which we had to introduce ourselves in a limited timeframe. ...I learned so much about small details that matter in presentations, which directly helped me in another interview I had to go after the program. In fact, the interviewer was very impressed by my eloquence, and the credit all goes to this fantastic program. ...Over the years, my skills have been tremendously progressed through the programs held by IYC. I believe that all my experiences from IYC will greatly benefit me for the future and I really want to show my best appreciation and thankfulness to the wonderful programs and the wonderful staff in IYC."

B. Shu



Youth Workers at IYC



Youth say "Thanks" to their caretakers

"I don't know how to express my gratitude to CICS for providing such a good training opportunity. We immigrated to Canada because of our children but as parents we faced so many challenges in raising them up. The training has taught me that being a role model for my child is more important than anything else."

"The workshops helped me realize my blind spots. After attending the Parenting Workshops, I reflected on how I handled the relationship with my daughter and even with my spouse. Yes, I realized that most of the time, issues occurred because of our self-centeredness. Your workshops provided me with clear guidance for change. My daughter is doing better now... maybe because I have become more understanding as a parent."

A Parenting Workshop Participant

"I am very happy that I brought my daughter to the Student Smart program. Before the program, she didn't have the social skills and had no patience to wait for turns and would not sit at the table to finish her meal. A few weeks after the program, she surprised me with her changes. ... Towards the end of the program, she showed so much improvement in waiting for turns, socializing with other kids, eating meals at the table, and showing interest in dressing up by herself. ...I am thankful for all the quality learning and kind care provided by the staff."

**Gaji Shancheeve,
Participant of Early Year Program**

"I still remembered the day my husband suddenly packed his luggage and told me that he could not forget his first love and he decided to stay with her. I was in a big shock and felt like it was the end of my world. I needed help and I needed someone to talk to. The staff at CICS listened and supported me. Very slowly, I came out of depression and I learned to accept and face the reality.... I have decided to stay strong and take good care of myself."

"Attending the ParentSmart and StudentSmart program is such a wonderful and knowledge-gaining experience for me and my child. I can't remember how many times my child came to me and told me what the teacher said about this and that. I only noticed that Ms. Chan has profoundly impacted on my child's early learning. Thank you."

**Cindy, Participant
of Early Year
Program**

"I lived with my son and my husband in a relative's house but we slept in separated rooms for many years. My husband and I just treated each other as a housemate. After I was diagnosed of vision impairment and lost my job, I can't support myself anymore and I needed to move away from there. CICS staff helped me with a lot of things and I finally got the financial support, emotional and social support and the life skills to take care of myself. Eventually, I was referred to the right housing service and found a suitable unit for myself. I was very frustrated in the process but the worker helped me to regain the confidence and ability to live independently. I am very grateful for the emotional support and settlement services that I received from CICS during my crisis. Now, I feel that I have a sense of control over things and I am connected."

A 55 year-old woman

"I am an English speaking senior from East Africa. Through community resources, I have joined CICS' Seniors Fitness Activities and enjoyed doing exercise with a group of Chinese seniors on

Wednesday mornings. Language is not a barrier to making friends in the group because we all aim at improving our healthier lifestyle. Exercise together is both encouraging and fun. I also learn many unique ways of work out from the group, e.g., Qi Gong, Tai Chi and acupoint massage, and in return I share with friends and family members."

A Program participant

WHAT OUR VOLUNTEERS SAY...

"Being a peer leader in the NOW [Newcomer Orientation Week] program was a rewarding experience for me as I learnt many new skills such as team work, working with a diverse group, communication, leadership, conflict resolution, and time management. I had the opportunity to enhance not only my leadership skills but also use my other skills and talents as well."

Anonymous Peer Leader



Volunteers winterizing the flower beds in CICS' Garden

"The Immigrant Youth Centre was my first experience with the community after I immigrated to Markham from India; and for the last four years, I have volunteered so much from helping in Crafts for a Cause to attending events, participating in job workshops, and being a camp leader at IYC. A lot of my most fun memories have been with IYC and its services and I have made so many good friends and connections through my participation at IYC. ...It helped me get going with my involvement in the community, showed me volunteer opportunities I had not thought of, and I was able to meet new people and get inspired by the IYC staff to take action in my community."

Ashvi Shah



The Volunteers on the Annual planting Day

"Volunteer at Welcome Centre Markham South for me is a great harvest. I really appreciate the opportunity to help the needy person that make me very happy. It enhanced my confidence as I feel that although I retired I can still contribute to the society. All staff members work here are very friendly and united; they are a serious and motivated team. Working with them helped me learn how to use computers, photocopiers and other office tools, as well as how to deal with new immigrants. I also get the opportunity to improve my spoken English during the translation process. I am very grateful to have the opportunity to study and work here."

Chi Ling



The Youth Environmental Forum

"My time volunteering with the youth at the Welcome Centre has been nothing but an absolute pleasure. I have had the opportunity to meet and work with new people and be a part of their success as they strive to seek personal development within their academic life. By volunteering, I have put many skills such as responsibility, organization and leadership to good use. I have had the chance to advance in these skills as I know it will be beneficial in years to come. Overall, volunteering at the Welcome Centre has taught me new values about myself and will continue to be a bridge between students and their academic success."

Nathan Nagallo

"I'm a member of the volunteer team of a Homework Club and I'm also a participant in the program in which I get support from other volunteers. We get along with each other very well as we share our thoughts and ways that we take action to do our best in helping the participants in the program. I learn a lot from volunteering as I use my knowledge to help participants and at the same time refresh my memories of the lessons that I learned before. I'm thankful that I can meet people with diverse cultures and beliefs."

Anonymous Volunteer



Youth volunteers helping in Community Garden

"I am very grateful for the opportunity to have volunteered at the Welcome Centre as I was able to implement my communication skills, my mentoring skills, my youth leadership skills, my knowledge of different school subjects, and my passion to assist newcomers in their transition to Canada. I enjoyed my experience volunteering at the Welcome Centre. Even if the commute was of great distance for me, it was worth spending the 2-2.5 hours just to volunteer there. ...I loved the feeling of giving back to the community through assisting the newcomer students in their homework. I always had a smile on my face because I was making a difference in the students' lives, making them feel included within the community, and able to make a positive impact on them through tutoring/ mentoring them in different things. ...I was impressed because I even learned on how to better improve my own personal and professional development from some of the students - since they were so intelligent - and from the other volunteers."

Candace Barbieto

"At the Markham [South] Welcome Centre, I met many inspiring people who have taught me many things. Some examples of the thousands of things I have learned included how to interact with customers from diverse backgrounds and find ways that I can be most helpful to them. Also because I was able to be a part of such an amazing team, I was able to participate in many educational situations, and as a result, I have been able to improve my Mandarin."

Phoebe



Mentorship Recognition: our deepest appreciations to the volunteer mentors!

"I'm a volunteer in the homework club. I'm also a college student, currently studying in the early childhood education program. The homework club is very educating for the youth and also for me because I learn something new every week, such as different cultures and traditions. As a team, volunteers get along very well with each other and also with the youth. We try our best to help them in whatever way we can and we build a very good relationship with them so that they can easily express their feelings. The Youth Worker appreciates our help because it's really tough giving attentions to all the youth at the same time. I feel great working with the youth and look forward to volunteering again!"

Twinkle Singh

"I feel that I'm so blessed to have the chance to serve as a volunteer in Welcome Center, it gave me a lot of joyful and unforgettable experiences that I've never had before in my life... I learned teamwork when we packed the winter accessories as a group helping other people... In the Spring Festival Celebration, I was assigned as the Face-Painter and I was nervous... but it was the worker and my friend who encouraged me and made me brave to try it out. ...it's so nice to be with children. ...I feel joyful and my heart was fulfilled with happiness as I was doing my face painting work. I appreciate all these volunteer opportunities in Welcome Center very much!"

Faith Guo

"I have been volunteering at CICS community garden... This month of my life was one of the most interesting and fascinating one and the entire credit goes to CICS and the best instructors ever, Janice, Jenelle and Shevaun. ...Being a machine lover, I wanted to do some technical work, so, I dropped the idea of gardening [in the beginning]. ...Then, came my first day... all my nightmares were changed into happy times. ...I felt so happy and relaxed that I started volunteering at the garden every day. I never thought that volunteering at a garden could be so much fun and knowledgeable. ...I learnt so many lessons at this place about proper and healthy growth of plants that I can comfortably teach it to anyone. ...I have been volunteering here just about a month but it feels as if it transformed me into a nature loving person. The best part of volunteering at CICS is that you can actually see the result of your care and hard work. ...I just want to say this: East or west, CICS is the best."

Shanu Sablok

Experience
Community
Giving
Development
Involvement Skills
Friends Care
Volunteer Learning
Dedication
Passion

"Ever since I first volunteered in IYC in my first semester in high school, it has always been a platform that provides me fantastic opportunities and lessons for me to improve my skills, enrich my experiences and present myself. ...I gained a lot of knowledge about the environment and hand-on experience with planting from the terrific IYC worker."

B. Shu

WHAT OUR STAFFERS SAY...

Great place to help people

"Our team is unique and full of positive energy. The staff members are helpful, supportive, energetic, knowledgeable, and committed to serve. They all contribute to the harmonious working environment in Markham South Welcome Centre."

A Settlement Worker

"I brought diversity to the team by being fluent in 4 south Asian languages and comfortable serving a wider range of ethnically diverse clients."

A Settlement Worker

"We provide clients with very practical info and teach them some skills they could use in their daily life, which empower them to jump out from their comfort zone."

A Settlement Worker

"I always wear a smile to brighten up the office in CICS."

A Settlement Worker

"We received positive feedback from clients all the time, which proved that everyone is working hard in order to provide better and high quality services."

A Frontline Worker



"I believe I helped to strengthen the relationship between youth and their parents by building a relationship with both parties. I also helped program participants improve their communication and life skills through one-on-one counselling."

A Worker

I am very proud working at CICS because it gives me an opportunity to help newcomers to settle in Canada and love the beautiful country."

A Settlement Worker

"Last night I was out with my daughters when our evening receptionist called me. A previous client returned to Canada 2 days ago showed up at the centre with her luggage, telling us that due to a series of sad and unfortunate circumstances she ended up all alone with no place to stay. She was exhausted, barely slept and eaten in the past 2 days. When I got back to the Centre with my girls in tow, the staff already worked the phones trying to find her a place to stay for the night. Both of them had stayed well beyond their work hours. After they found a place for the client to stay and arranged a cab to take her there, the staff even made sure the client had some food to take with her for the night. I went back home but my phone rang again. It turned out that the place we arranged for her for some reason refused to take her in, and the cab driver had to take the client back to us just before the last staffer was locking up the centre for the night. By the time I rushed back again, I saw that the cab driver was asked by the staff to wait while she worked the phone searching for another place for the client. She managed to find another suitable place for the client and insisted on waiting at the Centre with me until we get the phone call from the cab driver that the client has settled in safely for the night. ...I was so proud to be a spectator to watch the helping spirit at work: going beyond a job description to help others, self-initiative, teamwork, treating people who need help with the utmost respect and dignity. ...What happened here last night will not show up on any statistic reports but... it is the same thing happens here, multiple times, every single day because of what we do as a team. ...Last night we received 2 ringing endorsements for our work. The first one was from the cab driver when he was about to drive away, he said to me "It is so great that this place is here to help people like her. I drove by many times and didn't know what this place was about before, but now I do!" The second was from my older daughter when I was taking her home; she said to me in the car, "Daddy, it must be so nice to work at a place that helps people!" I smiled and said to her, "Yes, it is."

**Alfred Lam,
Centre manager at Markham South Welcome Centre**

"There are truly talented and skilled individuals here at CICS who are committed to making a difference in people's lives."

A Community Worker

"CICS allows me to develop professionally by providing lots of opportunities to use my knowledge and skills."

A Community Worker

We are like a Family!

"I feel proud working at CICS for its compassion, care and family like environment."

A Settlement Worker

"One thing I feel very positive about our team is the teamwork approach that we have. Team members work effectively and respect each other. In addition, we develop positive working relationships and exercise mutual influence for teamwork. We always work as a team to support agency's events. Whenever one of the team members needs support... others are willing to provide the input/advice/support. Overall, our team drives forces for job accomplishments and strives for maximum effectiveness for program delivery."

A Youth Worker

"We are like a family working hard together to make positive changes in clients' lives."

A Frontline Worker

"We all have unique specialties and talents ,and we collaborate together to create many amazing program ideas to benefit our clients."

A Youth Worker



"We are an organization whose goals are to help people in our community; when I see a smile on the clients' faces I know we are doing something right. It makes me feel more heartwarming when clients say they wish they grew up to be like me."

A Youth Worker

"We received support and obtained training according to our needs. All the directors and managers created a very friendly and welcoming environment that everyone is free to express opinions. Everyone is working together to make CICS better."

A Youth Worker

"I take pride in the service that I deliver with my colleagues to the youth at our centre. The youth that we help have impressionable minds and I feel that we are given an exciting opportunity to mold them into citizens of Canada who can give back to this great country in amazing ways."

A Youth Worker

"I bring positive energy into CICS by building sincere and trustworthy relationships with coworkers, infusing confidence into youth, and providing excellent programs and services to clients."

A Youth Worker

"When I saw the client the first time, she was a very shy and soft spoken youth. ...I remember that during the presentation in the English Conversation Circle, it was such a nerve-wrecking experience for her that she couldn't project her voice or look at the audience. However, she persevered. She kept on attending programs and volunteer gatherings to improve herself. Through those events, she made a lot of friends and gained many skills. Recently, she joined the Life Skills Power Builder program and was trained to become a program facilitator. Her confidence in public speaking and her eloquent interaction with the audience during the facilitation impressed all of us. Not only has she overcome language and sociocultural barriers, she has definitely become a leader in the community who is passionate about helping other newcomer youth. This is the reason why we come to work every day with enthusiasm and joy."

A Youth Worker

"Winning the Leadership Category in the 2014 Bhayana Family Foundation Awards confirmed to me the importance and impact of our work in the lives of newcomer youth. This award was created to recognize employees who achieve team-based results and those who play a relevant role in helping others contribute to their organization and advance its mission. At the CICS-Immigrant Youth Centre (IYC), we strive to create a sense of community that is youth-led, youth-centered, and youth developed. Youth, especially newcomer youth require that stepping stone in order to not only adapt into their new environments, but also to become future leaders. We are the ones that provide that stepping stone and that push that they need to realize their potentials. This award reminds me of the meaningful work we have been doing throughout the years in the community at CICS as a whole. Though at times, results may not be seen right away, we know for a fact that everything we do at our jobs, no matter big or small, makes a difference in the lives of our newcomer clients."

**Mario So-Gao,
Youth Services Coordinator**

WHAT OUR Community

"Markham South Welcome Centre has been a great partner and amazing support in helping Scarborough Housing Help Centre to establish roots in York Region. The staff have gone beyond their duties and responsibilities to accommodate our staff to help and serve clients. Staff in Markham South have been supporting us in many capacities; providing rooms for workshops, outreaching for workshops, interpreting for clients when there was no interpreter available through Communication Centre. I recall one incident when a client needed to go to shelter in downtown Toronto, a settlement worker stayed overtime alongside me to ensure client's safe arrival to shelter before a specific time. That client was a housing client but this worker wanted to make sure client had interpretation after hours when the Communication Center was closed and even the taxi driver spoke client's language. The client reached the shelter on time and received her bed. She had a place to sleep that night. Dedication of Markham South Welcome Centre not only has made our job easier, it has made it more enjoyable. Our agency has been able to reach out to many in need of housing because of constant support of Markham South Welcome Centre team. We are and will be forever grateful."

Scarborough Housing Help Centre



"Hong Fook partnered with CICS and VWAT in a 3-year project called "Ignite Leadership for Immigrants' Health" between August 2012 and 2014 to build the capacity of volunteers and service providers across sectors in sharing resources. It was a wonderful collaboration in which two CICS' volunteers along with a staff representative served as members of the Working Committee. Together with other Working Committee members, we demonstrated that an effective and sustainable approach to volunteerism is possible and its benefits will accumulate in years to come. A special thanks to a CICS Board Director who shared his experience serving on the Board as an inspiration to project participants."

Hong Fook Mental Health Association



2014 Ignite Leadership Graduation Group

"On behalf of the Canadian Chinese Health Qigong Organization (CCHQO), I'd like to extend our sincere appreciation to the Centre for Immigrant and Community Services (CICS) for its partnership in hosting the first Toronto Health Qigong Tournament and Exchange on May 31, 2014. It was truly an honour to have CICS, such a significant pillar of our community, support this event. The dedication and help extended to us by Sherry Xu, Una Cheung and your staff was beyond our highest expectations: from contacting councillors, community leaders and the media to the physical set up of the stadium. This was the biggest event that CCHQO has ever organized and we have learned so much from CICS through the planning process. We are especially grateful to have CICS guide us at the most critical point of the planning and execution stage. Personally, I feel our city is very fortunate to have an organization like the CICS to give its community a helping hand when one finds himself in unfamiliar and daunting territory."

Edward Ho,
President of CCHQO

& PARTNERS SAY...

"Agencies like the Centre for Immigrant and Community Services (CICS) were there to support newcomers through the often difficult transition with programs such as adult mentoring, career counselling and referral to other services. ...With the help of CICS, the 34-year-old mother, who was born in China, is building a better future for her young son. ...She works and has gone back to school to upgrade her skills so that she can move up the employment ladder and provide for her son. ... Despite a busy work/school schedule, she gets to spend extra time with her little boy as well as other mothers and their children in CICS' Early Years Program. ...The 34-year-old mother said "they are great people who are helping everyone and I will tell my son that there are good people who are kind and who help us."

From the Santa Claus Fund reported online



"In 2014, FESCC worked with CICS as a project partner of Building a Healthy and Connected Community to provide York Region residents more opportunities to learn about healthy living and community engagement. In the process of project implementation, CICS played a leading role in the overall administration and project management and co-ordination. As a project partner, we experienced CICS's collaborative spirit and professionalism in every step of the project, including reports to the funder. We worked together to complete a successful project, achieve the project goals and provide great benefits to the York Region community."

**Formosa Evergreen
Senior Citizens Centre**

"We truly appreciate the longstanding relationship between CICS and the Metro Toronto Chinese & Southeast Asian Legal Clinic. Over the last year and a half, our partnership has been further reinforced through the satellite clinic project that we set up at CICS in order to improve access to legal services for low income Chinese speaking clients living in Scarborough and neighbouring areas. We look forward to continuing our collaboration with CICS for the benefit of the community at large."

**Avvy Yao-Yao Go,
Clinic Director, Metro Toronto
Chinese & Southeast Asian Legal Clinic**



The WIN program: Orientation Week for Newcomer Students in Schools



Celebration of Canada Day: Newcomers learning more about Canada



LINC students celebrating their term end at Milliken Park



Meet-N-Greet program in the school: Newcomers celebrating Canada day

Settling in the Greater Toronto Area...



Zumba dance demo by the IYC youth at Youth Health Fair



Newcomer Orientation Week (NOW): Peer Leaders Training



The 2014 Christmas Party for the Early Years Program



Immigrant Salon: Financial Management Workshop



Cashier Training Workshop: Getting prepared for Employment

WHAT OUR PHOTOS SAY...



Personal Development Program in School: Students learning how to deal with stress



Youth volunteers taking care of the CICS Community Garden



First Aid & CPR Training in School



Art Program for Newcomer children and their parents



CICS Community Talent Show: Little dancers from our Early Years Program



Youth Talent Show in May 2014



Children & Youth are our Future!



Toy Mountain: during the holiday season, toys and gifts were collected from our staff and clients to help the less fortunate children.



Clients and community members gather at the CICS Community Talent Show



Asian Heritage Festival 2014: cultural celebration and sharing



We are proud to be called a home by our client!

We Build a Stronger Community...



The Korean Parents Support Group: learn about healthy eating and physical activity using Canadian Food guide



Cooking Workshop: immigrants learn how to make authentic Canadian food

Keep on Learning and Adopt a Healthier Lifestyle!



From Garden to Kitchen: Planting and Cooking natural and healthy food.

2014-2015 Tribute

Funders

Citizenship and Immigration Canada
City of Toronto
Human Resources and Skills Development Canada
Ministry of Children and Youth Services
Ministry of Citizenship, Immigration and International Trade
Ministry of Education
Ministry of Health and Long-term care
Ontario Trillium Foundation
The Regional Municipality of York
United Way of Toronto
United Way of York Region
Walmart Evergreen

Major Sponsors

BMO Financial Group
Global RESP Corporation
HSBC Bank Canada
Royal Bank of Canada
TD Bank Financial Group

Sponsors

America Finance Institute Corp.
Investors Group
iTalkBB Canada Inc.
Jade Wealth & Estate Planning
Markham Centre Realty
Meritrust Wealth Management
New Pioneer Travel

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Perry Chow Design

Donations of \$1,000 to \$9,999

Cathy Pacific
Derek Ho
FCNY Financial Services Incorporated
JF Insurance
Lamis Daoud
Xihao Hu
Yi Dong Zhu

Donations of \$100 to \$999

Andrew Tak Ming Yau
Carmen KL Lei
Councillor Joe Li
Josephine Fong
Lee Ho Sheng
Mei Tin Lee
Moy Wong-Tam
Richard Cai
Tony Fung
Toronto Police Service Chinese
Consultative Committee

Major Collaborative Organizations

Elizabeth Fry of Toronto
Evergreen Brickworks
Fairview Community Health Centre
Fairview Library
Fairview Interagency Network
Family Services York Region
Griffin Centre
Harriet Tubman Community Organization
Heritage Educational Funds
Heart and Stroke Foundation
HF Connecting Health Nurse Practitioner
Led Clinic
Hong Fook Mental Health Association
IBM Canada Ltd.
Immigrant Women's Health Centre
Iranian Women's Organization of Ontario
Job Skills
JVS Toronto
Kababayan Multicultural Centre
Korean Canadian Educators' Network
Korean Inter-agency Network
Markham Centre Realty Inc.
Market Village Markham Inc.
Markham Public Libraries
Markham Stouffville Hospital
Metro Toronto Chinese and Southeast
Asian Legal Clinic
Milliken Mills Community Centre
Milliken Wesleyan Methodist Church
Morningside Library
New Pioneer Travel
North York Community House
Northern Lights Canada
OCASI
Oriole Community Centre
Ontario Chinese Health Coalition
Ontario Parks & Recreation
Ontario Network for the Prevention of Elder
Abuse (ONPEA)
Parya Trillium Foundation
Polycultural Immigrant & Community
services
Royal Bank of Canada
Scarborough Centre for Healthy
Communities
Scarborough Housing Help Centre
Senior Tamils Centre
Service Canada
Settlement Assistance & Family Support
Services (SAFSS)
Social Enterprise Canada
South Asian Legal Clinic of Ontario (SALCO)
South Asian Senior Social Club of Markham
Steeles L'Amoreaux Strength In Partnership
(SSIP)
Steeles L'Amoreaux Youth Empowerment
Network (SLYE)
Sunrise Senior Living Markham
Support Enhance Access Service Centre
(S.E.A.S. Centre)
St. Paul's L'Amoreaux Senior Centre
The Cross-Cultural Community Services
Association (TCCSA)
The Macaulay Child Development Centre
The Scarborough Hospital
Thornccliffe Neighbourhood Office
Toronto Catholic District School Board
Toronto Christian Community Church
Toronto District School Board
Toronto East Quadrant Local Immigration
Partnership (LIP)
Toronto Employment and Social Services
(TESS)
Toronto North Quadrant Local Immigration
Partnership (LIP)
Toronto Parks and Recreation
Toronto Police
Toronto Public Health
Toronto Public Library
Toronto Western Hospital
Town of Richmond Hill
Toronto Humane Society
Vedic Cultural Centre
West Scarborough Community Legal
Services
Woodgreen Community Services
Working Women Community Centre
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 Local Immigration Partnership
York Regional Police
York Region Public Health
York Region Transit



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Immigrant Resource Centre
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 Toronto, Ontario M1S 5G5
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 Fax: (416) 292-9120

- **Toronto Integrated Service Centre**
 3850 Finch Ave. East
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 Fax: (416) 293-5692

- **LINC Centre**
 4002 Sheppard Ave. East, Suite 501
 Toronto, Ontario M1S 4R5
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 Fax: (416) 299-7898

- **Woodside Square LINC Centre**
 1571 Sandhurst Circle, Unit 202
 Toronto, Ontario M1V 1V2
 Tel: (416) 292-6558
 Fax: (416) 335-7293

- **North York Centre**
 1761 Sheppard Ave East, Ground Floor,
 Toronto, Ontario M2J 0A5
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- **Immigrant Youth Centre**
 5284 Highway 7 East, Unit 2
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 Fax: (905) 294-8802

- **Markham South Welcome Centre**
 7220 Kennedy Road, Unit 8
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