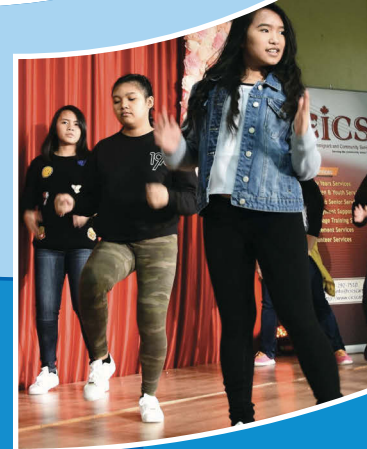




Centre for Immigrant and Community Services

Annual Report

2016-2017



Vision

Fully integrated newcomers who participate in and contribute to all spheres of Canadian society

Mission

To empower newcomers in settling and integrating as contributing members of Canadian society through diverse, professional and innovative services

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, Ukrainian

Board of Directors

Chair: Tim Cheng
Vice Chair: Anna Wong
Treasurer: Eleanor Wang
Secretary: Berta Zaccardi
Directors: Beena Tharakan
Derek Ho
Lucia Lo
Ruth Hayhoe
Stacey Marmara



Left to right: Ms. Moy Wong-Tam (Executive Director), Mr. Tim Cheng, Ms. Eleanor Wang, Ms. Berta Zaccardi, Dr. Ruth Hayhoe, Dr. Lucia Lo

Message from the Board Chair and Executive Director

The last fiscal year saw remarkable innovations and new developments in the service provision at CICS. Firstly, we were pleased with the return of our summer language program in York Region, and the successful operation of expanded classes at the Woodside Square LINC Centre. Secondly, our youth pre-employment program has been bolstered with greater employer involvement in the provision of internships, and many adult newcomers obtained employment in our job fairs with various employers. Thirdly, with the establishment of a modest Immigrant Women Resource Centre adjacent to the Markham South Welcome Centre, we strengthened services to meet the multiple needs of newcomer women. Lastly, we continued to provide settlement services to support Syrian newcomers in schools and our offices as they find the means to put down roots in the GTA. To meet the specific need of newcomers from war-torn countries, we partnered with another organization to pilot a way to address the lack of documentation for accreditation purposes among Syrian and other refugees.

An organizational highlight last year was CICS' new status as an anchor agency in the new structure of United Way Toronto & York Region. CICS is proud to be a member of the largest United Way in the world.

CICS worked with dozens of community partners in order to accomplish its mission, from school boards, police services, City of Toronto, employers, and other settlement service agencies, to bring together services needed by immigrants. Notably, we are part of the Welcome Centre Immigrant Services in York Region, as well as the Toronto Settlement Collaborative in both school boards, and in an initiative piloted by the Toronto Newcomer Office that places settlement workers at different City of Toronto facilities.

The achievements of CICS over the last year are the result of hard work, resilience and responsiveness of our staff; moreover, the selfless giving of time and expertise by our board members, hundreds of volunteers and unwavering support of our funders and financial partners.



A handwritten signature in black ink, appearing to read 'Tim Cheng'.

Tim Cheng
Board Chair



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

Moy Wong-Tam
Executive Director

Statistical Stories of 2016-2017



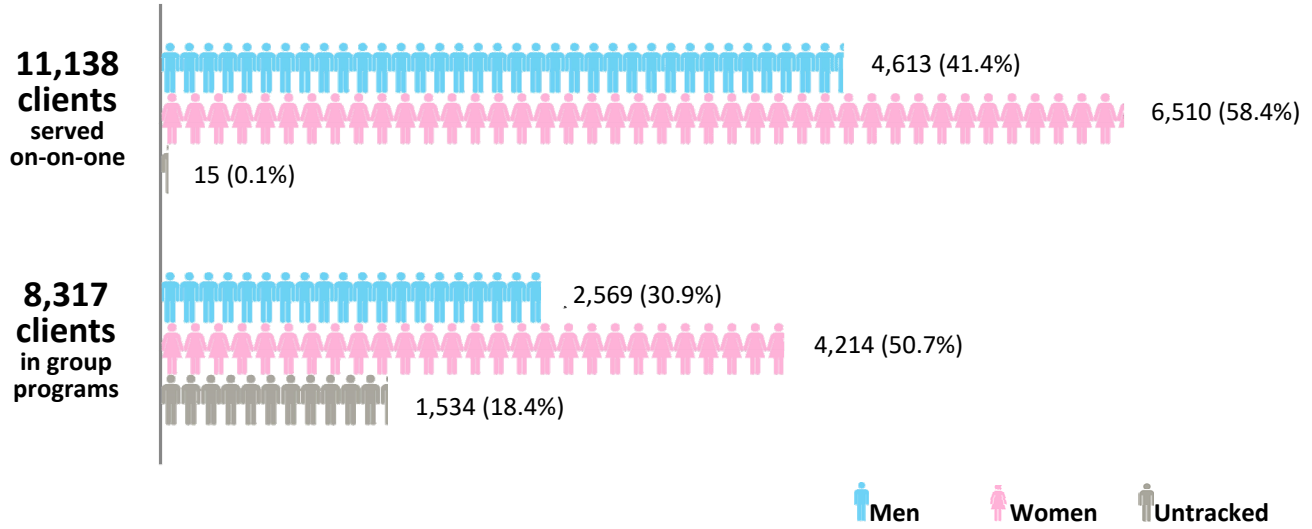
Canada is a nation of immigrants who come from all over the world with diverse backgrounds. Below are the statistics about our clientele in 2016-2017, reflecting diversity of newcomers and community members.

Native Language of our clients

One-on-one services	Native Language	Group programs
358 (3.16%)	Arabic	185 (2.21%)
42 (0.37%)	Bengali	23 (0.27%)
1,886 (16.62%)	Cantonese	2,209 (26.33%)
504 (4.44%)	English	509 (6.07%)
324 (2.86%)	Farsi	115 (1.37%)
4 (0.04%)	French	8 (0.1%)
136 (1.2%)	Hindi	32 (0.38%)
101 (0.89%)	Korean	56 (0.67%)
2,888 (25.46%)	Mandarin	2,709 (32.29%)
16 (0.14%)	Punjabi	272 (3.24%)
2 (0.02%)	Gujarati	0
82 (0.72%)	Russian	26 (0.31%)
3 (0.03%)	Somali	0
19 (0.17%)	Spanish	45 (0.54%)
247 (2.18%)	Tagalog	135 (1.61%)
32 (0.28%)	Tamil	62 (0.74%)
119 (1.05%)	Urdu	39 (0.46%)
4,582 (40.39%)	Others	1,964 (23.41%)



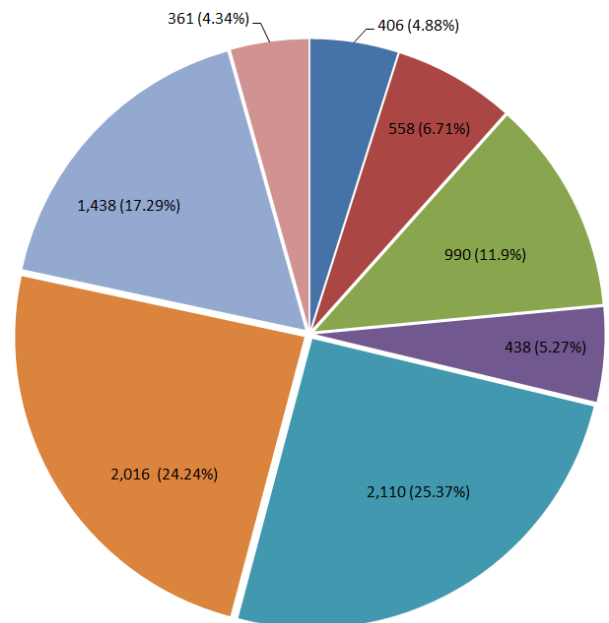
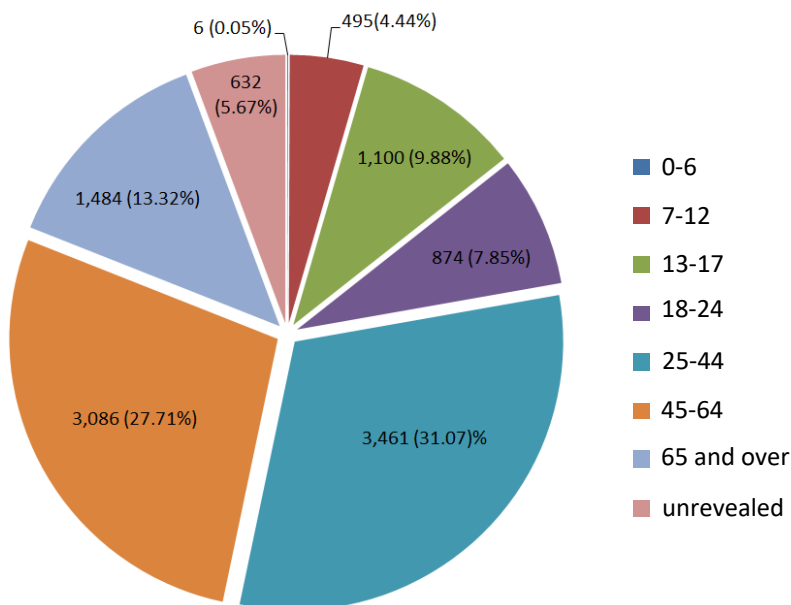
Gender Distribution among our clients



Age distribution among our clients

One-on-one Services

Group Programs



Program Highlights

Building Connections

This program aims to help Ontario Works recipients prepare for employment and career advancement. Clients who are distant from the labour market and facing challenges that affect their chances of obtaining employment will be assisted to move closer to the labour market through the intensive guidance and support provided in the core training, post-training support and post-hiring support. Program participants will get sector-focused skills training to enhance their work knowledge, technical skills and understanding of workplace culture/language.

The program is unique in that it is delivered in both English and Chinese. The success rate for our 58 participants was very satisfactory, in that all participants progressed towards their employment goals or secured employment.



The happy faces of one of the participating groups of Building Connections

"I was referred to the Building Connections Program in May 2016. At that time, I have been in Canada for more than 3 years, but I still felt unsure about my future in this new country. With my low level of English and unstable health conditions, I didn't think the program would get me anywhere. However, I decided to give it a try since my language class is closed in the summer and I didn't have any other plan. Once the program began, I really enjoyed it as I found the information given very useful. Because of the language barrier, I did not have much access to valuable information and resources about job search skills, Canadian workplace culture, transferable skills, workplace health and safety, and industry-specific knowledge. This course built a bridge between me and all of this valuable information.

During the 7-week training, I seldom missed a class or came late. I participated fully in every class discussion, group work, and presentation. By the end of the course, I felt a change of attitude in me. I started to see things more positively and my confidence was significantly boosted. With the support of the program staff, I was able to prepare my first English resume and practice my interview skills. Then both my caseworker and my instructor encouraged me to apply for the "Investing in Neighbourhood" program to become an Outreach Assistant at CICS. I was really nervous in the interview but in the end I was offered the position. It is my first job in Canada and I can utilize my previous customer service, communication, and organizing skills. This job has given me hope for life in Canada and the confidence to conquer any challenges that may occur. I have really enjoyed helping clients and the supportive atmosphere among colleagues. Through the work, I have developed problem solving skills and learned to pay more attention to details."

— S.H.C., a participant from Building Connections
(Translated from Chinese)

Mentorship Programs

There are a few mentorship programs at CICS for newcomer youth and adults. In these programs, we have dedicated professional mentors and youth mentors who are matched with newcomer adults and youth with similar backgrounds and experiences. The programs provide the opportunity for mentors and mentees to work individually in pairs on a regular basis, or sometimes in a small group setting, to help newcomer mentees practice English, become familiar with Canadian culture, enhance their social skills, set personal goals for future development, and discuss any issues that concern them. Occasionally, youth participants also get a chance to visit various workplaces and meet a mentor there so that they can get inspired by professional mentors, form career aspirations and set goals for future success. Generally, with the support and guidance from the mentors, mentees are able to learn more about the Canadian workplace, how to launch their profession in Canada and further progress in their job search or career paths. For those mentees who are job ready, our professional mentors will help them maximize their exposure/opportunities and provide them with one-on-one support in areas such as resume and cover letter writing, interview skills and professional accreditation and licensing requirements. In 2016-2017, our adult and youth mentors have provided more than 700 hours of service.



Enthusiastic IBM mentors and youth mentees



A photo taken from one of the adult mentorship program sessions

"I just wanted to say a big thanks to you for organizing the meeting between my mentor and me. It was very helpful and I really learned a lot from my mentor. Since I met her, I got an IT job which I owe very much to her advice and words of encouragement. She is truly a great mentor and a blessing to anyone that she meets. Once I've taken some time to be more established in my new occupation, I would love to offer my services as a mentor as well."

"It is my great pleasure to join the Mentorship Program at CICS. Everyone is very kind and friendly here. And I had a very nice experience during the time. More importantly, it provides me the opportunity to know my mentor who is a very nice and experienced professional in our field. Via the program I got very useful guidance and advice on my professional career. My mentor also helped me to set up networks in our professional field which is really helpful. Finally all of the above brought me luck in getting my first job and enabling me to develop my professional career successfully here. The Mentorship Program at CICS played a significant role in helping me rebuild my career here which I appreciated beyond words. And I will definitely take this opportunity to recommend it to anyone who may need it. I also would like to have a chance to pay back the program by being a mentor myself to help others in the future."

Women Volunteer Training

Since the inauguration of the CICS Immigrant Women Resource Centre in November 2016, 28 immigrant women have graduated from our volunteer training program. The training was conducted in English to meet the needs of women who come from diverse cultural backgrounds. In order to enhance their understanding of life in Canada, local culture and the work environment, the training covers contents including self-confidence building, self-understanding, how to manage stress in life, how to plan events, effective communication,

and public speaking. All graduates received a volunteer training certificate that they can add to their resume. Upon the completion of the training, they were given practicum opportunities to support programs conducted at the Centre. 100 % of the participants indicated that they have discovered their personal strength and increased their self-confidence after attending the training. Additionally, they have helped in organizing our International Women's Day event and some parenting workshops.



"This was the first time I attended a volunteer training. Meeting and talking to different women was a positive experience. The training helped me in areas such as communication, active listening, socially appropriate responses, stress management, self-awareness and so on. It has given me confidence and helped me to adopt new skills. I am proud to be associated with the Immigrant Women Resource Centre."

– Participant A

"I wanted to let you know that the handbook you gave out to us last Friday was of great use to me and my family. We received a phone call this Monday from a new immigrant in need of help as she had been abandoned by her husband and his family. My mind immediately went to the handbook and I pulled out some contacts listed there and gave them to the lady in need. ...The information in the handbook is so well laid out, easy to reference and if it weren't for this, I am not sure I would have been able to help the lady in her time of need."

– Participant B

"I am a newly landed immigrant in Canada. Thank you for the guidance that makes me a confident woman now. I have built a network of friends and connections. This course and the network have given me a new boost of life."

– Participant C

Seniors for Seniors Ambassador Program

Riding on the success of the initial program, in 2016 CICS held the second “Seniors for Seniors Ambassador Program” (SFSP) that aims at equipping newcomer seniors with information about Canada’s history, culture and government services to help them lead an independent and fruitful life in Canada. To take it one step further, the training encouraged these seniors to help their friends and neighbours with the information acquired. Newcomer seniors are an important component of Family Class immigrants and many of them have come to Canada to be with their family members in the hope of living a better life. However, in reality, without language proficiency and the ability to get around on their own, many seniors are confined to their homes and feel isolated. The lack of social interaction gives rise to feelings of loneliness and boredom. The SFS program injects positive energy by delivering a wide range of information of particular interest to seniors including housing, health, language learning, and community services. Meanwhile, the participants are able to bond with one another and build their own social network through the eight-session program. In 2016-2017, seventeen seniors graduated from the program and they benefited many others with the knowledge they had gained.

The words of one client sum up the feelings shared by all of the participants:

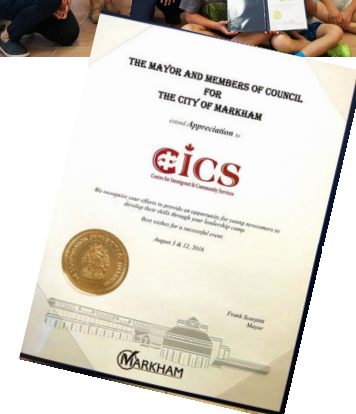
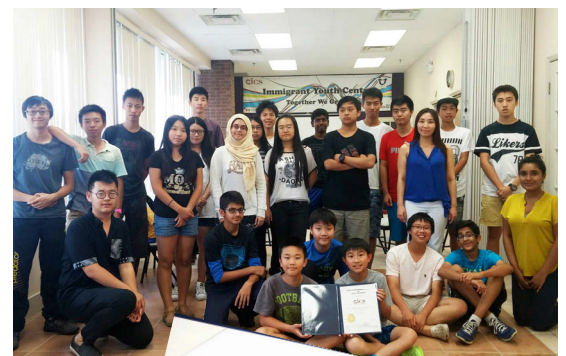
“I have really learned a lot of information from the SFS program. The contents covered a variety of areas and we especially appreciate learning about the services of the three levels of government. We also enjoyed the visits, trips and special activities including the Toronto Newcomers’ Day which took us to Nathan Phillips Square and Toronto City Hall.”



IYC Youth Leadership Camp

This was one of our leadership camps within CICS held in 2016 to help youth sharpen their communication skills, leadership styles and teamwork competence through different program activities. Throughout the program, they also learned how to plan events, deliver public speeches in presentations and make healthy choices in life. Furthermore, they acquired more knowledge about Canadian culture and recycling practice in their communities. They were also introduced to post-secondary education and career options available after their high school graduation. Some training in regard to diversity, body language in different cultures and how to prepare their resumes for employment opportunity was provided in the program as well.

A pre- and post-camp assessment indicated a noticeable difference in the youths’ confidence level and leadership abilities (i.e. resulting in 90% improvement). They found the content of the camp to have met their needs, beneficial to their personal development and helped them to develop friendships and build social networks.



Employment Support Program – Corporate Days of Sharing

This program often partners with major corporations in Canada in hosting networking events for internationally trained professionals. Throughout the years, International Business Machines (IBM), Bank of Montreal (BMO), Ontario Power Generation (OPG), and General Motors (GM) have delivered days of sharing with us to give newcomer job seekers the opportunity to network and connect with representatives from different departments in their companies such as HR, Talent Acquisitions, Finance, IT, and Engineering. Apart from learning about how their fields of expertise operate in Canada, newcomer participants have gained new insights into corporate culture and job search strategies in general. In a speed mentoring format, all participants have a chance to engage in one-on-one conversations where they could put their networking skills – an effective job search tool – to the test. During these events, program rooms are invariably filled with positive energy and a high degree of professionalism.



Snapshots of enthusiastic feedback from newcomer participants of these events:

“The mentors guided me with great care by identifying mistakes in my CV and presentation. CICS selected professionals highly qualified for the mentorship program where wonderful guidance is available.”

“It was a rare chance for new immigrants like me to get in touch with professionals from IBM and get good guidance on resume and interview preparation.”

“Getting first-hand info about job opportunities in OPG is quite unbelievable. It was a great experience meeting with professionals in the field and this is going to impact on my approach towards job search.”

Feedback from corporate representatives on their mentorship role:

“I enjoyed the interaction with the new immigrant job seekers by highlighting job search techniques and helping them improve their resume writing skills.”

“I enjoyed hearing the mentees’ stories about their journeys to Canada, work history, education and work/life balance. The event is well done, nicely put together and organized.”

“I appreciate the opportunity to meet new talents in Canada and I am touched by their thirst for knowledge.”



Mandarin Women Support Group

CICS offers unique programming and services for newcomer women as they integrate into a new country. With the support from volunteers and community partners, we offer a variety of women's programs and support groups all year around. All the programs and support groups provide a safe, inclusive and welcoming environment for newcomer women to exchange coping strategies and celebrate their strength and resilience. The programs aim at serving newcomer women from diverse backgrounds so that they can socialize and grow together. All programs are offered at no cost to the participants and "Care for Newcomer Children" services for children between 19 months and 6 years-old are made available for women participants. Contents of the program and support group may vary slightly but the broad themes include settlement in Canada, holistic health, relationship issues, experience sharing, effective parenting for children and teens, health and nutrition for the family, financial planning, career planning, and social/network support. In 2016-2017, more than 500 participants completed the program. They practiced their language skills, learnt about community resources, built the skills they need to help themselves and their families, and expanded their social network. Participants were actively involved. Overall, the participants described the workshops as "informative", "interesting" and "inspiring".

"I immigrated to Canada as a federal skill worker 5 years ago. I have been participating in various programs and activities held by CICS. ...I am deeply touched by how those programs help enhance my language skills, get to know and embrace Canada and enrich my life experiences. For instance, the women workshops support me well in expanding my social circle, improving my confidence in living an active and healthy lifestyle in Canada, and making great contributions to reduce female immigrants' isolation and loneliness when living in a brand-new environment. I really appreciate all the supports and services from CICS which benefit me a lot."

– Han, Hao

"I am glad to have access to the resources I can use to get information and support from Welcome Centre Immigrant Services. I gained much confidence and made good friends in the women support group. Also I have an opportunity to work as a volunteer at the front desk. ...Now my life is meaningful and I am so glad I can contribute to the society. In addition, I am more confident and optimistic about my future."

– Li, Zhe



Markham South Welcome Centre Highlights of 2016-2017

In 2016-2017 Markham South Welcome Centre continued to build on the vision of bringing all the services a newcomer needs “under-one-roof”. During the year over 28,000 people came through our doors, while we provided services to approximately 7,500 new and returning clients.

Building our language training programs

Learning English continues to be a critical need for newcomers. Compared to our early days of having only six language classes when we first opened in 2010, Markham South Welcome Centre has now grown to become a full service English learning centre. Every week over 600 students attend classes offered in mornings, afternoons, evenings and on Saturdays. Class offerings range from the traditional language skills to the more advanced focus courses such as “English for Real Estate Exam Preparation” and “ESL for Social Media”. There is truly something for everyone, at every level.

Becoming a Hub for the community

With our ever growing services, the Markham South Welcome Centre has become a hub for the community. In addition to our clients and students, more and more residents of the neighborhood are dropping in to use our computers, to ask for basic information, and to browse our resource racks to learn about services in the community. We look to add to our “drop in” services by having more community agencies host information booths in our centre to introduce their services, as well as offering informal “lunch and learn” types of open workshops offering information that are helpful to newcomers.



Ever Diversifying Programs and Services

Recognizing that newcomer needs are ever changing in Canada, the team at Markham South Welcome Centre worked hard in offering new services to keep pace. From offering basic graphics design courses to enrich the skill sets of newcomers seeking employment, to having Arabic speaking programs to serve Syrian refugees, our settlement services are growing to become a holistic package of programs and services that serve all facets of needs.

Work In Motion

The Work In Motion (WIM) activity creates valuable real-world work experience opportunities for immigrant youth, through which they are connected with small business to develop collaborative projects that will tap on their skills and at the same time help small business grow. The youth are engaged in a real workplace and will take on tasks such as market research, web design, flyer design, online marketing, and operational support.

WIM was successfully launched twice in 2016, partnering with a local computer store and an online marketing company. The first team of youth re-designed the promotional materials for the store while the other worked with the business owner to develop a new marketing strategy using social media. The participants reported that the experience was rewarding and the skills they have learned would be transferable to their future careers.



The owner of a local computer store was engaged in our first WIM project

"The Work In Motion program has benefitted me in gaining skills such as how to manage social media accounts and communication skills. I have gained valuable knowledge in how to come up with marketing strategies for social media, through researching competitors and trends online. I learned how to communicate with a specific audience on Twitter and Facebook, as well as communication with my supervisor, and skills in writing tweets and emails."

— M. Sagar, program participant

"It was a pleasure to work with CICS and the students. I think we all took a lot away from the program and couldn't have done it without the coordination from the CICS team. The team did an excellent job in communicating our offering to help customers getting refunds back for their R & D expenses from the SRED program."

— Kevin Fernandes, CEO.

"We are always looking for an efficient and cost effective way to reach a diverse group of experienced employee candidates. In the past, we had invested a lot of money in recruitment agencies to help us. Then Consultant from Centre for Immigrant and Community Services approached us and we were surprised with the quick response and assistance that we received from them for free. Their consultants hosted job fairs for us and found highly qualified professionals for us. We have hired employees in positions such as Research and Development Chemists, Jr. Account Manager, Compounder and Assembler. We are rapidly expanding and the support and services provided by CICS have helped us afford additional staff. Whenever we have job openings, we send our job posting to CICS first where they pre-screen the candidates making our interviewing process more efficient."

— HR Manager

"The program has not only helped me understand what it feels like working in a real workplace, but also let me grow as a person. When joining the team, I was daunted by the ability of my older teammates and the fact that this would be my first job, despite it being an unpaid internship. Working alongside the employer, he taught me how to communicate with a client, which would be extremely useful in my future job as a graphic designer. I also had to write emails to my employer (which was at first nerve-racking but a good way to build experience) and manage my time between school and work. Overall, the work experience really helped prepare myself to face the real world and build up my skills."

— M. Parial, program participant

"Through WIM I have gained a valuable experience that benefited both the company and me. Such a program provided youth, like me, a platform to transition into the real world in respect to careers. It opened up new perspectives, new job opportunities and it enlightened me as to how the structure of a business works in action...Furthermore, the program has allowed me to develop and sharpen my skills, such as time management through learning to meet project deadlines and balancing with school work..."

— H. Sayed, program participant

Community Garden and Kitchen Programs “From Field to Table”

In 2016, CICS became a much stronger advocate of nutrition and food skill building in the community, and a supporter of local food initiatives, thanks to Ontario Trillium Foundation’s support. The garden programs—particularly the Family Gardening Program—had demonstrated significant and observable results.

Through two “Kids Taste Test And Vote” activities held several months apart, we found that the children that participated in the Family Gardening Program were more open to tasting fresh produce than they had been at the beginning of the season. Further, 70% of the children voted in favour of a selection of fruits and vegetables in September, in comparison to only a 53% positive reaction in June. Through their interaction with growing foods, the children also began to shift their preference for sweet fruits alone, to also enjoying the taste of fresh raw vegetables.

“My daughter Eugenia has learned much through the CICS garden program. Now at home, she will volunteer to help water the plants, and will pick and eat homegrown tomatoes and cucumbers. I can’t be more thankful, because Eugenia has never been a vegetable or garden girl before. I hope CICS continues to help families and children in our community.”

— A parent sharing her feedback on a post card

“In India we never ate zucchini—we only tasted it for the first time here at CICS.” When asked what his favourite food was, the couple’s five-year-old son proclaimed, “Zucchini! I love zucchini!”

— Parent of a participant



In addition to our community garden programming, we also increased the number of community kitchen programs and broadened the scope of some existing programs.

For example, in partnership with Toronto Public Health, CICS launched the Community Works Food Handler Certificate Training Program in the spring of 2016. The Community Food Works program was designed to go beyond our regular Food Handler’s Certificate Program, offering also a hands-on component in addition to theory alone. We also increased support for ESL

clients by providing texts and exams in preferred languages and offered translation support throughout the program. Comparing with other Food Handler Trainings that we delivered only in English, we saw a pass rate increased by 25%. Clients were better prepared to work in the food industry once their comprehension of the concepts of food safety and food handling had increased.

Newcomer Seniors' Club

The program aims to prepare newcomer seniors for a new life in Canada and adapt better to a new culture. Facing language and cultural barriers, newcomer seniors often find themselves isolated. They missed their home country which they were familiar and comfortable with. Even though some of them live with their adult children, they often feel lonely as their children are busy with work or other family responsibilities. Through group sessions and support from the settlement worker, senior participants learn about community resources and government services, including settlement support services, Canadian taxation system, Old Age Security and Canada Pension Plan, health care in Ontario, and library and community services, all of which will help them make informed decisions. As a group, newcomer seniors are able to break out of their isolation by sharing and resolving their challenges together, making new friends and supporting each other emotionally, and building connections in the community by making use of services that help them live a more confident and independent life in Canada.



The smiles and good wishes in the photo set a happy and warm tone for the Seniors Club. They wish to learn English, exercise every day, participate in community activities, and stay happy to dance and sing every day.

"I am very interested in the topics and found the information provided in the workshop very useful. I always look forward to the monthly activities and have learned a lot from the program. I have gained a better understanding of government services and community resources."

— Translated feedback from a senior participant

"I enjoyed learning new knowledge and meeting new senior friends at the same time. I like to share knowledge with friends."

— Translated feedback from a senior participant

Persian New Year Celebration



“Norooz”, meaning a “New Day”, is the most important holiday in the Iranian community . The Persian New Year signifies the beginning of spring (usually falls on either March 20 or 21). Our SEPT workers and the Iranian students of Earl Haig Secondary School celebrated this big day at the school on March 8; the event was attended by school principals, guidance teachers, teaching staff, and students from other ethnic

groups. Iranian students were encouraged to bring a friend from another culture to join the celebration and promote cultural exchange. This year, we had over 75 students and school staff participating in the event.

Supporting Success Beyond School

Supported by HSBC, we organized after-school sessions for children and youth, ranging from grades 5 to 8, who are looking for opportunities to improve their English skills and learn more life skills through some fun and exciting activities. The sessions help students improve their English conversation and writing skills; they also learn how to make healthy snacks, initiate friendly communication, conduct class presentations, make arts and crafts, manage their piggy bank, and gain a better understanding of Canadian culture. This year, we delivered over 60 sessions with over 800 attendees in 8 school sites.

Additionally, one of our SEPT workers delivered a March Break camp at Don Valley Bible Chapel for grades 5 to 8 students of our SEPT schools. Camp activities included: yarn and foil art making, outdoor activities, camping tent and lantern making, scavenger hunt, movies, yoga, piggy bank making, monopoly game, healthy snacks preparation, introduction to Canadian food guide. Students spent a week on creative learning and meaningful social interactions. Their happy faces shown in the photos speak volumes about the program’s success.



Volunteer Program

The Volunteer program provides meaningful volunteer opportunities to community members that help them integrate better into the local community; support their personal growth in social exchanges and networking; enable them to acquire certain work related experiences; and fulfil their altruistic desire of contributing to the community and the society as a whole. From April 2016 to March 2017, we had a total of 826 dedicated volunteers who contributed 28,060 volunteer hours to serve the community through various activities.



25 CICS volunteers receiving the Ontario Volunteer Service Awards



CICS volunteers participating in Councillor Chin Lee's Community Clean-up Day at Milliken Park.

"I started volunteering at CICS in 2014 and continued my volunteering till 2016. I started off as a program assistant where I was responsible for registration of certain programs and helping my supervisor with her office work. While volunteering as a program assistant, I also became a part of a workshop called LIFT, which helped me build up skills such as leadership, communication, and teamwork, and gained confidence. I also got to apply the skills in my volunteering work. I started seeing these changes in myself, for example I was always very nervous to ask people for help or just have a normal conversation because I just didn't have enough confidence. And after the training was done, I was approaching new people and networking more. I had this certain boost of confidence in me and I was able to speak up more.

After working as a program assistant, I got an opportunity to volunteer as a camp counselor, where I got to apply the teamwork, leadership, and communication skills. Overall, my experience at CICS was worth it because I wouldn't be where I am today if I didn't have all the opportunities and guidance that they provided. "

— Anmol, volunteer at CICS

2016-2017 Tribute List

Funders

City of Toronto
Human Resources and Skills Development Canada
Immigration, Refugees and Citizenship 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
Service Canada
United Way of Toronto & York Region

Major Sponsors

HSBC Bank Canada
Royal Bank of Canada
TD Bank

Sponsors

America Finance Institute Corp
Chinese Canadian Times
Freedom 55
Golden Grace Financial
IQ Mobile
Knowledge First Financial
Manulife Financial
MD Foundation
New Pioneer Travel
New World Insurance Services (Ontario)
Rotary club - Forest Hill
York Region Transit

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

Moy Wong-Tam
Tim Cheng

Donations of \$100-\$999

Anna Wong	Markham Centre Realty Inc.
Berta Zaccardi	Peter Lau
Derek Ho	Ruth Hayhoe
Lee Hoe Wang	Tony Fung
Lucia Lo	Xi Hui Zang

Professional Sponsors

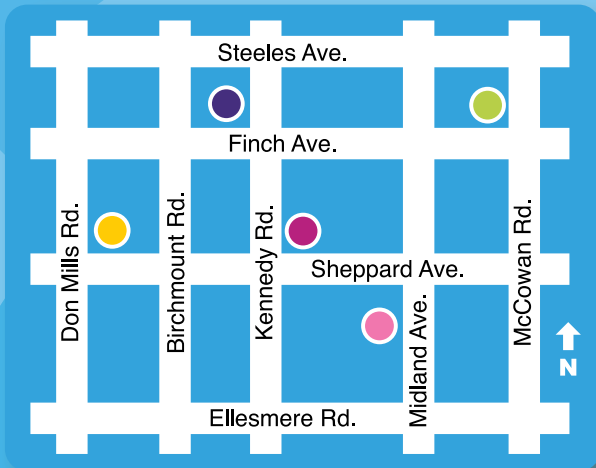
Best Deal Graphic & Printing
Hum Law Firm
Perry Chow Design

Media Partners

51.ca	Fame Weekly Newspaper	North America Weekly Times
Canadian Chinese Media Network	Finance Weekly	OMNI 2 News
Canadian City Post	Fortune Smart Weekly	Sing Tao Newspapers
CCN Media Inc.	Green Life	Today Commercial News
Chinese Canadian Times	Ming Pao Toronto	Torcn.com
Chinese New Star Media Inc.	New News	WOW TV
Easyca.ca	New Star Times	
Fairchild Television	Norstar Time Inc.	

Main Collaborating Organizations

105 Gibson Centre
 519 Community Centre
 Accenture
 ACCES Employment
 Agilec
 Agincourt Community Services Association
 Ajax Welcome Centre
 Alzheimer Society of Ontario
 AMX Accounting Service Ltd.
 Bridlewood Library
 Canadian Hearing Society
 Canadian Mental Health Association
 Canadian Red Cross
 Canada Running Series Foundation
 Carefirst Seniors and Community Services Association
 Catholic Community Services of York Region
 Catholic Cross-Cultural Services
 Chartered Professional Accountants of Canada
 Chartered Professional Accountants of Ontario
 Chinese & Southeast Asian Legal Clinic (CSALC)
 Chinese Family Services of York Region
 Centre for Education & Training
 City of Markham
 Community & Health Services York Region, Social Services Branch
 Community Care Access Centre (CCAC)
 Community Legal Clinic of York Region
 Cornell Community Centre
 COSTI
 Crystal Claire Cosmetics
 CultureLink
 Design Exchange (DX)
 Don Mills Employment Resource Centre
 Elizabeth Fry Toronto
 Evergreen Brickworks
 Fairview Community Health Centre
 Fairview Inter-agency Network (FIN)
 Fairview Library
 Family Services Toronto
 Family Services York Region
 Front Line Community Services
 General Motors
 Griffin Centre
 Habitat for Humanity
 Harriet Tubman Community Organization
 Heart and Stroke Foundation
 Hong Fook Mental Health Association
 Housing Help Centre
 IBM Canada Ltd.
 Immigrant Women's Health Centre
 Iranian Women's Organization of Ontario
 Job Skills
 Kidney Foundation of Canada
 Korean Inter-agency Network (KIN)
 Lami Narayan Temple
 Lend At Ease
 Logos Baptist church
 Market Village Markham Inc.
 Markham Chinese Presbyterian Church
 Markham Formula Honda
 Markham Museum
 Markham Public Libraries
 Markham Stouffville Hospital
 Metro Direction Financial Inc.
 Metro Toronto Financial Inc.
 Milliken Christian Community Church
 Milliken Mills Community Centre
 Milliken Mills Library
 Milliken Wesleyan Methodist Church
 MYO Healthcare and Institute
 NewSteps 4U
 North York Community House
 Northern Lights Canada
 Ontario Chinese Health Coalition
 Ontario Network for the Prevention of Elder Abuse (ONPEA)
 Ontario Parks
 Ontario Power Generation - Nuclear Division
 Parya Trillium Foundation
 Rhenish Church of Canada
 Richmond Green Library
 Seneca College
 Senior Social Club of Markham
 Senior Tamils Centre
 Service Canada
 Settlement Assistance & Family Support Services (SAFSS)
 Social Enterprise Canada
 South Asian Legal Clinic of Ontario (SALCO)
 SRED Solutions Inc.
 Steeles L'Amoreaux Youth Empowerment Network (SLYE)
 Sunrise Senior Living Markham
 The Business Development Bank of Canada (BDC)
 The Chinese Real Estate Professionals Society of Ontario
 The Regional Municipality of York
 Thorncliffe Neighbourhood Office
 Toronto and Region Conservation
 Toronto Catholic District School Board
 Toronto District School Board
 Toronto East Quadrant Local Immigration Partnership
 Toronto Employment and Social Services
 Toronto North Quadrant Local Immigration Partnership
 Toronto Parks and Recreation
 Toronto Police Service
 Toronto Public Health
 Toronto Public Library
 Triumph Chinese Evangelical Missionary Church
 Unionville Health Centre
 University of Toronto
 Vaughan Chinese Seniors Association
 Vaughan Christian Community Church
 Vedic Cultural Centre
 Willowdale Community Legal Services
 Working Women Community Centre
 World Education Services (WES)
 Wu Shu Project
 Yellow Brick House
 York Region Catholic District School Board
 York Region District School Board
 York Region Local Immigration Partnership
 York Region Food Network
 York Region Forest
 York Regional Police
 York Region Public Health
 YWCA



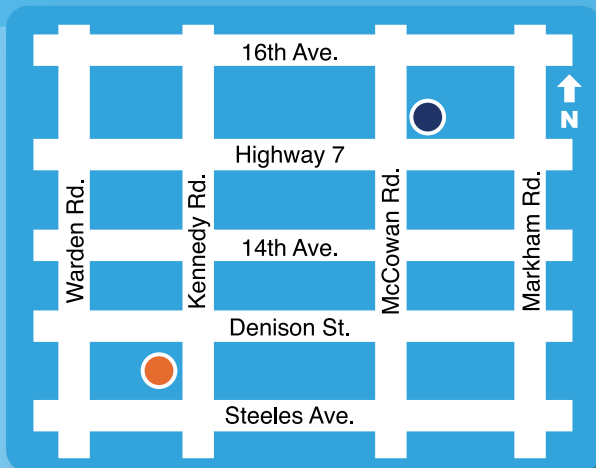
- **Head Office**
Immigrant Resource Centre
 2330 Midland Avenue
 Toronto, Ontario M1S 5G5
 Tel: (416) 292-7510
 Fax: (416) 292-9120

- **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



- **Immigrant Youth Centre**
 5284 Highway 7 East, Unit 2
 Markham, Ontario L3P 1B9
 Tel: (905) 294-8868
 Website: www.cicsiyc.org
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- **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
 Tel: 905-415-9763



CICS Website: <http://www.cicscanada.com>
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