

# ANNUAL REPORT 2020



**CCS**

Catholic Crosscultural Services



**CULTURE OF GENEROSITY  
PREVAILS THROUGH  
TRYING TIMES**



## CULTURE OF GENEROSITY PREVAILS THROUGH TRYING TIMES

The past year had been nothing like any other year or decade, and we are still, in many ways, living the realities presented by the pandemic. Thus, this annual report chronicles the most unusual year of our times – one in which we have prevailed through the spirit of generosity of the people around us. Glancing back at 2020 through a service provider lens emerges a picture of courage, strength, resiliency, creativity, deep commitments and dedication among the many other gifts we have cherished, nurtured, and shared. It is also important to acknowledge that there were moments of doubt, confusion, anxiety, and struggles with loss and grief. In other words, a full-blown picture of life in a broad spectrum of joys and sadness, possibilities and unknowns. But through it all, a culture of generosity prevailed across our organization. It may have been primarily virtual, but we were there for our clients, community, and each other.

Living through a pandemic also showed us we are capable of adapting to change more than we knew. CCS acted nimbly and implemented several

innovative ideas quickly. We explored ways to be inclusive and accessible as a workplace and community -- to be available for our clients when they needed us the most. Promising efforts and best practices quickly emerged to serve the community when the delivery method changed drastically in March, 2020. Our programs pivoted to the new mode by adopting new ways of serving, communicating, collaborating, and being present. We also expanded programs and offered customized and wraparound settlement services to newcomer families with young children with special needs, the LGBTQ+ community, and provided seniors' wellness projects, digital literacy offerings and women empowerment and support. Another exciting project that we are leading and exploring with a great group of organizations seeks to address housing and service-related challenges faced by newcomers and other vulnerable groups in Scarborough. Stay connected with our external newsletter, website & podcast to learn more about the 'Gathering Place' project and concept in the future.



# CULTURE OF GENEROSITY PREVAILS THROUGH TRYING TIMES

For 67 years, CCS has always answered the call from the world's most vulnerable, responding to the need by providing support, skills, and guidance to help newcomers, immigrants and refugees settle and integrate successfully in their new home and country. This year, we developed new strategies and ways of serving people whose life situations became more complex and challenging due to COVID-19. COVID-19 also highlighted the importance of strategic leadership and vision with so many unknowns and uncertainties. The pandemic reaffirmed our commitment to the broader community and the importance of our intentional presence to create safe spaces for dialogue and collective action. It also allowed us to confidently say we are well positioned to shape the future of the settlement sector with the support of our funders and partners, and the communities that have placed their trust in us. We are moved by the spirit of generosity shown to us and grateful that we were able to be faithful witnesses in these challenging times and live by our core values and Catholic Social Justice Teachings that guide us as an organization.

In the day-to-day CCS operations, our settlement teams in the GTA and our RSTP trainers across Canada successfully served more than 35,000 newcomers from all walks of life. Among these were women, seniors, and youth in precarious life situations needing support quickly and confidentially. While business was certainly not as usual, it was done with care and our focus was to serve the individual holistically and keep their needs at the center of their life planning. This was made possible by the commitment and collaboration from our staff, volunteers, partners, and funders being flexible with changing needs.



Our people demonstrated they are truly united and committed to being there when our clients needed us most by sharing best practices and new approaches in the face of so much adversity. Staff rose above the personal struggles of dealing with the pandemic to support each other and the people accessing our services. They shared their talents and skills beyond their roles -- whether it was to support one another in learning new technology platforms, be part of committees to further enhance program delivery through innovative ideas, offer training to seniors struggling with digital literacy and access, being flexible with their work hours to better serve our clients, or advocate for the needs of the most vulnerable - staff were always present and ready to help.

Moreover, we had professionals from various sectors and industries donating their talent and time to benefit our staff and businesses providing support and equipment to meet the technology gap. These are great examples of how communities pulled together and supported each other. We are also exploring an integrated model for housing and service delivery to address housing and accessibility challenges for newcomers and other vulnerable populations with some partners in Scarborough.



## CULTURE OF GENEROSITY PREVAILS THROUGH TRYING TIMES

We are humbled by the opportunity to serve CCS. As always, resiliency, compassion, and more outstanding commitment to the cause was evident. This wouldn't have been possible without the exemplary work of staff, volunteers, donors, board members, partners, and funders when dealing with these unprecedented times. We thank them all for their unwavering commitment, collaboration, and creativity in serving newcomers.

We can proudly say the past year was truly the 'year of generosity' as it prevailed in all aspects of our organizational culture and programs.

We look forward to the coming year and to continue to live in a place of grace where we are welcoming, generous with one another, and hold a deeper commitment to upholding human dignity in times of trials.

May we be inspired to do more and be the change by what we have witnessed in one of the most challenging years of our lives.

Agnes Thomas  
**Executive Director**

Angela Gauthier  
**Board Chair**





# Our Vision

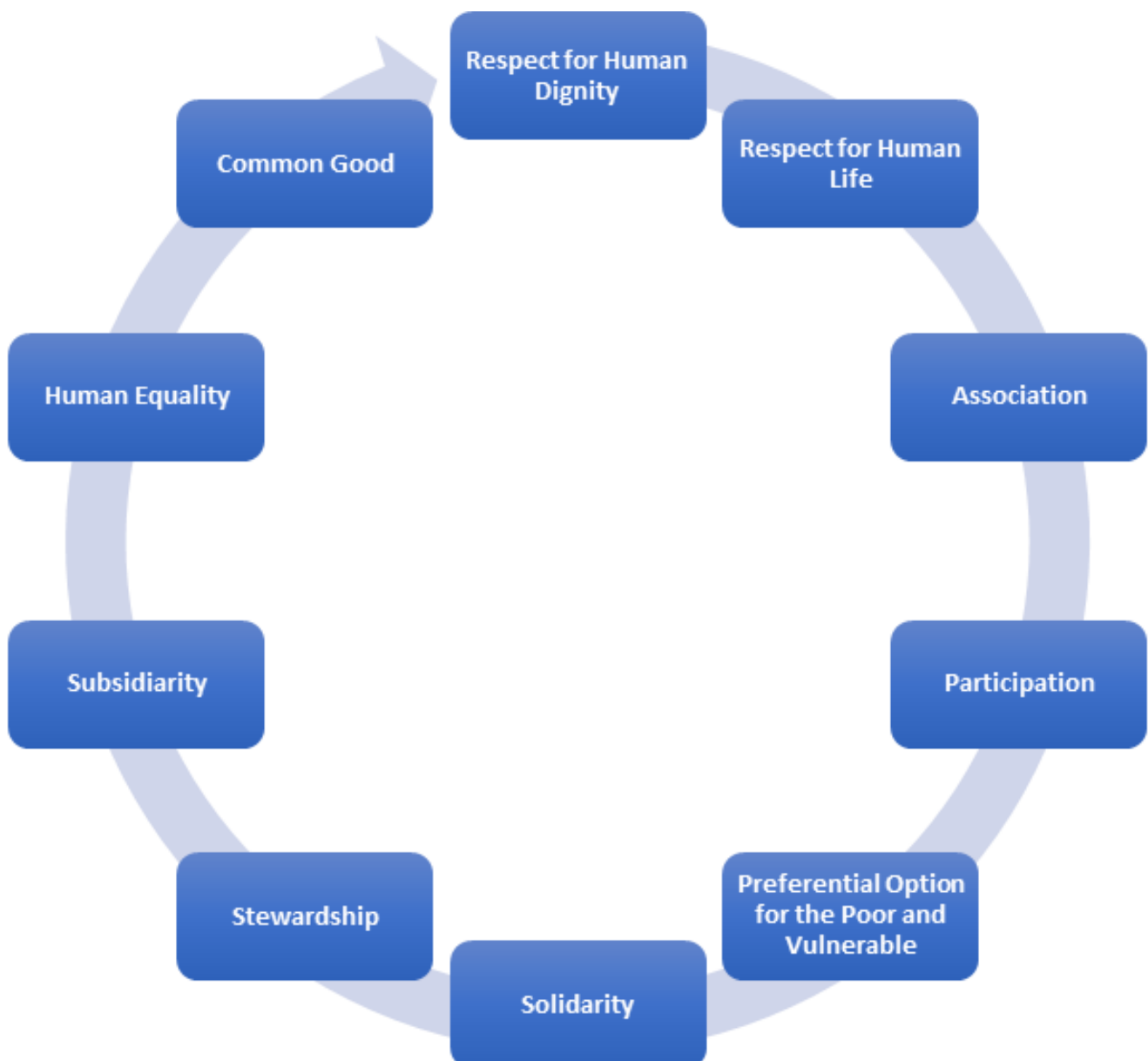
Create a Canada where newcomers thrive and feel at home

# Our Mission

CCS provides services that assist in the settlement and integration of immigrants and refugees

# Our Guiding Principles

CCS programs and services are guided by the teachings of Catholic Social Justice



# NAVIGATING A PANDEMIC:

## Our Response to Unprecedented Times

This year has truly been a fiscal year like no other, and no annual report would be complete without a look back at how we responded to COVID at an organizational level in continuing to serve our clients and ensure business continuity.

And with all the challenges of 2020/2021, CCS has a lot to be proud of.

As public health protocols and stay-at-home protocols kicked in, we pivoted quickly – what felt like almost overnight -- to virtual services. Our Information Technology (IT) administrator, Salman Khatri, raced to equip staff with the tools and technical capacity they needed to work remotely; almost twenty training courses were delivered to program teams across the organization to ensure they had the technical expertise.

Next, a team of committed volunteers across all levels, functions, programs and provinces, came together to form a Pandemic Task Force to tackle COVID-related workplace concerns, and develop and execute an operational plan, including procedures and protocols to ensure a safe and healthy workplace when we returned to work. The task force created a pandemic manual, incorporating federal and provincial public health orders and guidance, as a roadmap to help navigate the crisis and help keep all of us and our clients safe and healthy while still providing the highest standard of service possible, either in-person or remotely.

The task force also secured the necessary Personal Protective Equipment (PPE), implemented new health and cleaning and sanitization protocols, and worked with landlords to ensure safety at our sites.

Thank you to the task force members for all your contributions:

**Manjeet Badyal, Berna Bolanos, Anita Shiwnath, Zohra Gillani, Amil Syed, Ewa Stankiewicz, Lynda Sua, Tannaz Fadaei, Taj Bawar, Shannon Jackson, Ali Yehya, Klara Frasheri, Parastoo Aznavehzadeh, Christina Hamer, Marian Jacob, Monica Zheng, Meka Jyrwa, Manimolie Kanagasabapathy and Lucy Fitzpatrick.**

As the isolation brought on by endless lockdowns and down time continued, CCS turned its attention to supporting staff mental health and delivered fourteen wellness/personal development courses, in addition to six distinct health and safety training courses.

We are weathering the storm and have learned a lot along the way about what it means to be resilient. We have maintained the safety of our people and clients, and survived the pandemic without any program closures or staff reductions.

We have come together and supported one another and that is a lot to be proud of...thank you for everyone who helped us thrive!



Klara Frasheri, LINC Manager, inventories Personal Protective Equipment at a CCS site.



# STRATEGIC PRIORITIES 2020-2021

## What We've Accomplished This Year

CCS launched a new strategic plan in 2019. This year, we shifted our overarching focus to respond to COVID-19 operational challenges, while balancing the health and safety of our employees. We are happy to share progress on the four core priorities.

Innovation

Thought  
Leadership

Communications

Funding  
Diversity

## Innovation

### Overview

Overview Encourage the development of new ways of delivering services and stimulating organizational growth.

### Achievements

CCS pivoted to a virtual service model to serve our clients as seamlessly as possible and ensure business continuity.

CCS took part in the Allies for Refugee Integration (ARI) initiative, launched to improve settlement support for privately sponsored refugees by strengthening case management collaboration between service providers and sponsorship groups.

CCS offered customized and wraparound settlement services to newcomer families with young children with special needs, and launched LGBTQ+, seniors' wellness, and women's empowerment initiatives.

We also collaborated with the University of Toronto, Scarborough on two service delivery improvement projects.

## Thought Leadership

### Overview

Conceptualize effective approaches to immigration, refugee and settlement issues, heighten awareness, and propose solutions.

### Achievements

The Refugee Sponsorship Training Program presented at a virtual conference, "Community Sponsorships, Joint Peer Learning Italy – Canada," organized by the Canadian embassy in Rome, the Italian government, and the Refugee Hub at the University of Ottawa.

We presented at a Pathways to Prosperity workshop series, "Language and Skills Building: Adjusting Service Delivery During the COVID-19 Pandemic," a joint presentation with the University of Toronto, Scarborough, and ACCES Employment.

We partnered with North Peel & Dufferin Community Legal Services and South Asian Legal Clinic of Ontario on a virtual symposium about individual rights during COVID-19.

CCS hosted community wide discussions around anti-oppression work in collaboration with the Toronto Neighbourhood Centres' agency and Local Immigration Partnerships.

# STRATEGIC PRIORITIES 2020-2021

## What We've Accomplished This Year (Continued)

### Communications

#### Overview

Ensure ongoing, timely and transparent information-sharing with internal and external stakeholders.

#### Achievements

CCS' podcast, *Voices on the Newcomer Landscape*, hosted by Darcy Bonner, provides diverse perspectives on newcomer challenges and has been downloaded 1,000 times so far.

CCS has significantly expanded its social media footprint, doubling its LinkedIn and Twitter audiences, while growing its newly-created Instagram account to 500 followers.

CCS' external newsletter, *CCS Connects*, launched in 2019, and now has 400 subscribers.

### Funding Diversity

#### Overview

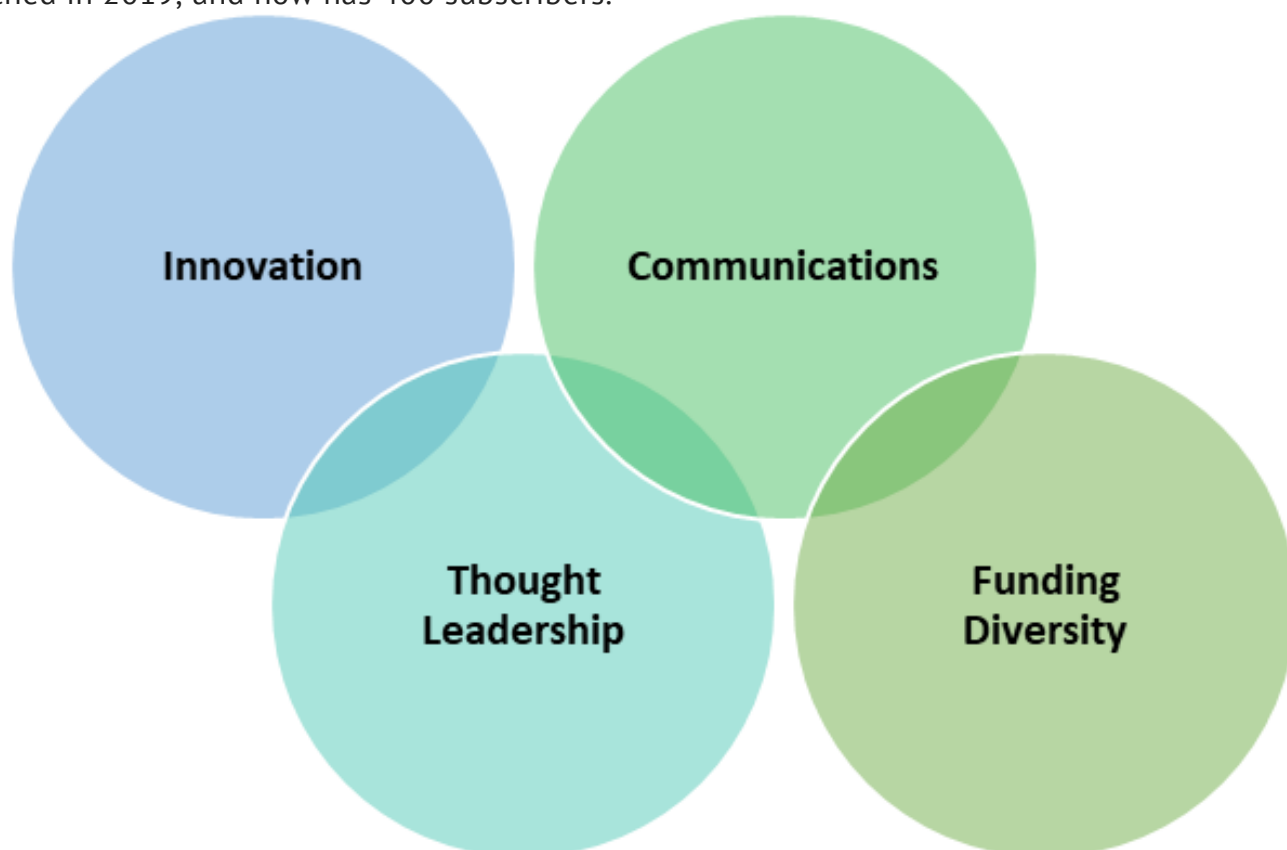
Ensure financial resources can meet the needs of clients and our communities.

#### Achievements

CCS received \$66,823 in COVID-related grants through the Government of Canada's Emergency Community Support Fund.

CCS continued to grow its base of donors, with over 100 individuals making donations in the second year of the fund development program.

CCS' inaugural Weekend Challenge outdoor fitness fundraiser raised almost \$10,000 and attracted 150 participants.





# RECOGNITION

## CCS Awarded Two Grants Through Youth & Philanthropy Initiative

CCS was awarded two \$1,000 grants late in the fiscal year – by simply talking about CCS’ longstanding commitment to the greater good along with some very thoughtful students from Michael Power-St. Joseph High School, a catholic secondary school in Etobicoke.

The kids then took care of the rest.

Whoever said “talk is cheap”?

### Real People, Real World, Real Funding

The grants were awarded under the Youth and Philanthropy Initiative (YPI). Each year, YPI makes grants to community-based social services’ charities, with the winners determined by GTA students in a school-based youth philanthropy project. The idea is to strengthen support around pressing needs by empowering young people to determine where grant dollars would be best put to use in their respective communities.

Students are split into teams to research and analyze local charities. Once they’ve identified one they think best addresses key social issues, they then contact the charity to find out more.

### Proud to Tell the CCS Story

CCS was one of the organizations chosen and was contacted in March by a team from a grade ten religion class. Darcy Bonner, CCS’ director of fund development and external relations, gladly agreed to talk to them. The interview took about 45 minutes over Zoom with four students taking turns asking questions to gather the information they needed to make their assessment.

“The kids were really well prepared; the questions were thoughtful. They were interested in our longevity -- that we’ve been around since 1954 -- and curious about our history of helping waves of newcomers and refugees through the decades,” Darcy said.

About a month later, Darcy got a call from another team in the competition, who also asked to speak to him about CCS’ work and another video-conference call was conducted. Again, the questions were substantive and well-researched.

Normally at this point in the competition, the teams share what they learn with their peers through classroom presentations. The top teams then advance to the school’s YPI Final, where a peer-led panel of judges selects one team to win a \$5,000 grant for the charity they represented.

The logo for the Youth and Philanthropy Initiative Canada. It features a small green square at the top left. The text "YOUTH AND PHILANTHROPY INITIATIVE" is in black, and "CANADA" is in green.

YOUTH AND  
PHILANTHROPY  
INITIATIVE  
CANADA

# RECOGNITION *(Continued)*

However, with COVID, the grant-making process was adapted with schools offered the flexibility to spread their grant allocation more evenly among competing teams. This way, they could prioritize getting funding to as many local charities as possible, thereby widening the scope of available services to address acute needs brought on by the pandemic.



## Supporting the Young Leaders of Tomorrow

We were pleased to see both the teams we spoke to emerge as finalists and get credit for their hard work! It was gratifying to be recognized for our work too, as well as help foster understanding in the students of the challenges newcomers face and that creating more compassionate and connected communities ultimately rests on the students' engagement as young leaders.

## Driving Community Development

YPI was established in 2002 by the Toskan Casale Foundation, the original Canadian creators of MAC Cosmetics. Over the past eighteen years, YPI has grown into a worldwide social service program that has directed over \$17 million in grants to charities across Canada and internationally. To learn more about the organization, please visit their website at: <https://www.goypi.org/>.



**YPI IS AN IDEA.**



**YPI IS A PROGRAM.**



**YPI IS A  
PLATFORM.**



# RECOGNITION

## Donors & Employees Proudly Supporting CCS Mission

CCS launched a fundraising program in 2019 – and the donor base continues to grow, with over 100 people and businesses living the CCS mission too!

We appreciate all of our donors who've been with us from the start and wanted to recognize some of them for their loyalty – and generosity.

### Community Builders (\$3,000-\$5,000)

**Kathleen Kennedy**

### Leaders (\$1,000-\$3,000)

**Jim Leon**  
**Stephanie Rutherford**  
**Mike Fattori**  
**Darcy Bonner**

### Advocates (\$500-\$1,000)

**Whitecap Canada Inc.**  
**Behn Conroy**  
**SOHO Business Solutions**

### Supporters (\$300-\$500)

**Gail Ayre**



Fiona Yang's children enjoy the Family Day Weekend Challenge.

### Family Day Weekend Challenge -- Employees Drive Success

Last February, CCS staged the inaugural CCS Family Day Weekend Challenge -- an outdoor, fitness themed fundraiser where CCS employees were challenged to get active for at least three hours over the long weekend to raise money for COVID-related programs. We set a \$5,000 goal and we surpassed it, raising almost \$7,000, with 150 supporters either participating, donating, or fundraising. Some did all three – and we salute those employees who ran peer-to-peer fundraising campaigns in their networks to rally support. They absolutely crushed it and we'd like to call them out!

**Asma Khan (top fundraiser), Nadia Afrin, Farhana Jogiyat, Nermeen Khafagy, Emmy Pantin, Berna Bolanos, Manjeet Badyal, Agnes Thomas, Anita Shiwnath, Tanya Lauder Cheryl Robinson, Zosia Kokoszka, Ekaterina Pak, Christena Devasuthan, Angela Henao, Darcy Bonner, May Amouri, Amy Chen, Ewa Stankiewicz, Lisa Loong, Violette Yarenko, Fiona Yang, Karen Lee, Klara Frasheri, Arpita Mehta, Yosief Araya, Monica Zheng, Lucy Fitzpatrick, Julia Jiang, Pranoti Menon, Kathy Luan, Susan Shi, Irmi Hutfless.**

# THE VOLUNTEER PROGRAM

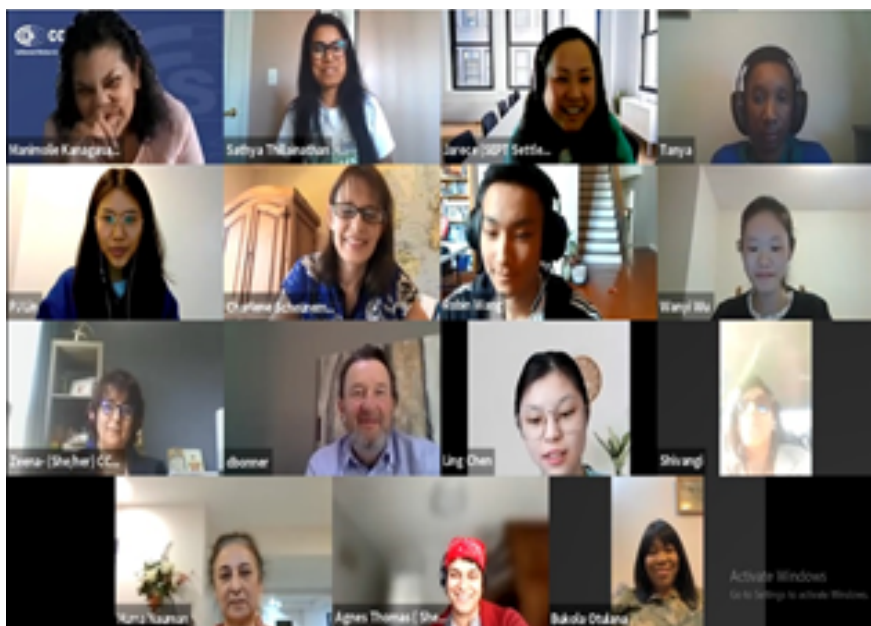
## Generosity in Action

Our 2020-2021 fiscal year started and ended in a pandemic. Make no mistake, CCS couldn't have continued to provide quality programs without the enormous contributions of our volunteers. Their expertise, time, and effort were instrumental in helping us continue to serve our communities virtually.

This year, centralized volunteer coordination strengthened our processes and drove engagement and skills-building. We worked with a diverse group of volunteers -- from youth to seniors. They all had a passion for helping newcomers and generously shared their knowledge. Overall, we had 144 volunteers and student placements, contributing 6,975.5 hours to support CCS and its programs.

**That's correct - almost 7,000 hours!**

We also celebrated our volunteers with our first-ever virtual volunteer appreciation event in March 2021, with over 100 attendees. This gave volunteers the opportunity to connect with others across the CCS programs and hear about the impact of their contributions. They also got a shout-out from three Members of Parliament from across the political spectrum in pre-recorded video messages of appreciation.



Participants enjoy CCS' inaugural volunteer appreciation event in March 2021.

### Launching the Refugee Sponsorship Support Program

CCS has been coordinating the Refugee Sponsorship Support Program (SSP) since April 2020, an Ontario-based program that provides pro bono legal support to assist individuals and groups seeking to privately sponsor refugees with the application process. The program also matches various sponsorship groups, including Sponsorship Agreement Holders (SAHs) and constituent groups, like Groups of Five, and community sponsors with sponsorship experts and pro bono lawyers.



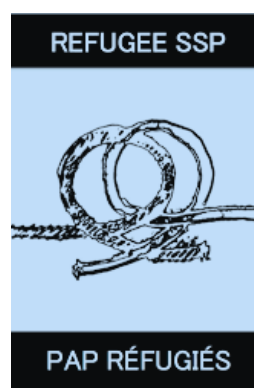
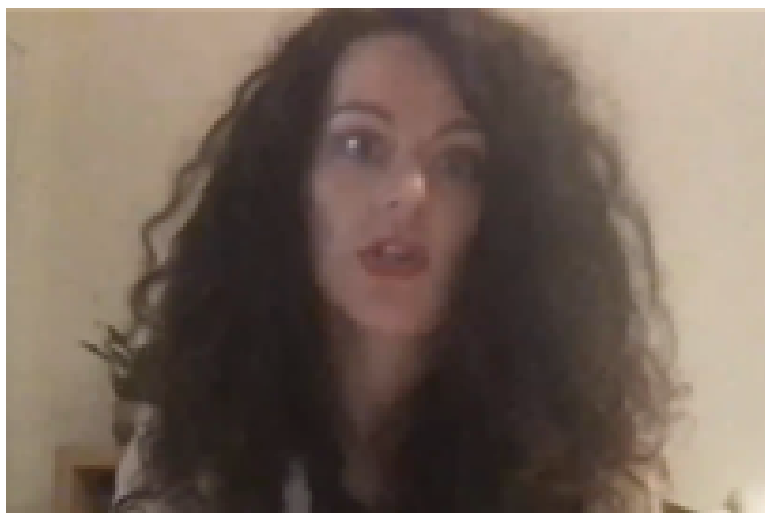


# THE VOLUNTEER PROGRAM *(Continued)*

## Generosity in Action

In October, CCS staged a virtual event to launch the program formally and featured a panel discussion focusing on COVID-19 and its implications for the global refugee crisis (see attached photos). Jennifer Bond, a law professor, founder and managing director of the University of Ottawa's Refugee Hub and chair of the Global Refugee Sponsorship Initiative, Michael Casasola, a senior resettlement officer at UNHCR Canada (the UN refugee agency), and Petra Molnar, a lawyer and associate director of the Refugee Law Lab at York University, joined CCS' Executive Director, Agnes Thomas, and RSTP Director Yosief Araya, in discussing the importance of supporting refugees and their sponsors -- especially during such unprecedented times -- and how CCS was going to move the program forward. More than 100 people took part in the event.

CCS is humbled to live the SSP mission, as it is inherently consistent with the teachings of Catholic Social Justice that inform CCS' work, as well as our vision and values -- and our own mission. We acknowledge the progress made so far, but also recognize there is still much more to do to meet the growth in demand for private refugee sponsorship.



Refugee  
Sponsorship  
Training  
Program

# BOARD OF DIRECTORS AND FUNDERS

## Executive

Angela Gauthier	President
Sean M. Kennedy	Vice President
Stephen Pereira	Treasurer
Antony Vadakkanchery	Secretary

## Members at Large

Jim Leon  
Richard C. Fernandes  
Darren Dias  
Carmen Diston  
Bob Hall  
Hellen Siwanowicz  
Prevain Devendran  
Marc G. Doucet  
Sylvia Samuel (Ex Officio)  
Agnes Thomas (Executive Director)

## Funders

CCS would like to thank our funders for their ongoing and generous support:

- Immigration, Refugees and Citizenship Canada
- Ministry of Children, Community and Social Services
- Catholic Charities
- City of Toronto
- Employment and Social Development Canada
- United Way Greater Toronto (Federal Call/ Allocation)



# CLIENT IMPACT SPOTLIGHT

## CCS Client Thinking Big in Carving a Niche in Visual Art

If you visit our website, or you're a faithful reader of our external newsletter, *CCS Connects*, you may have seen our coverage about Salbhi Sumaiya, a Toronto-based Bangladeshi conceptual and visual artist who had immigrated to Canada a few years back. Her hearing impairment added to the challenges of settling in a new home and finding employment. She subsequently enrolled in CCS' Language Instruction for Newcomers Program (LINC) and took English classes for over a year. During this time, her reading and writing skills became stronger and her speaking ability steadily improved.

She had also enrolled in CCS's Small Business Support Project that helps low language newcomers learn business basics and explore self-employment opportunities via information sessions, workshops and coaching. Sandra Wong, then a Small Business Support Project worker, tailored a personalized plan for Salbhi, liaising with her speech therapist to understand where she was at, and then began working one-on-one with her, establishing goals and setting up a feasible action plan.

Salbhi's passion is art. She started painting at the age of seven. As a hard of hearing (HOH) individual, she was drawn to the visual arts naturally because of its accessibility to her.

Painting was an instinctive way for her to express her ideas and creativity. She held workshops for children and staged exhibitions back in Bangladesh and was hoping to start a career in Canada and return to painting.

It was also around this time Salbhi expressed keen interest in starting her own business. So, Sandra began exploring opportunities available through various local and provincial arts councils. The research led to the Toronto Arts Foundation which provided application support funding to help Salbhi apply for the RBC Arts Access Award, an award designed to support newcomer artists with the creation of new work, as well as defraying costs associated with projects, such as fees, art supplies, equipment or space rentals with micro-awards up to \$1500.

The rest, as they say, is history. In December 2019, Salbhi was announced as one of seventeen winners of the RBC award and her achievement was recognized at a reception at the Museum of Contemporary Art in Toronto in February, 2020.

But less than a month later, as we know, COVID took North America by storm.







Since then, Salbhi has been painting steadily, sold more than fifteen pieces, and was commissioned to paint other artwork. She's been interviewed by a leading Bangladeshi lifestyle magazine, *Showcase*, *The Business Standard* newspaper, and featured on *Canadian Art Daily's* Instagram page; she's also been busily creating promotional material and curating her collection, while steadily expanding her footprint in the art world, including displaying her work online at the Toronto Outdoor Art Fair in 2020.

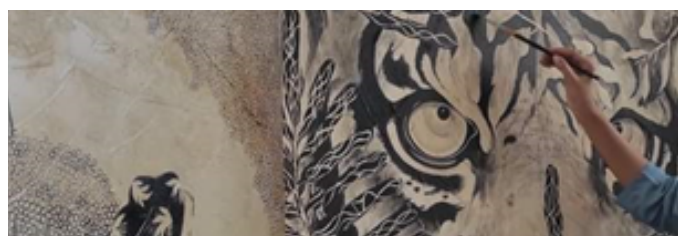
We thought she would make a great client to spotlight for our Client Impact feature, so we caught up to her virtually recently to find out what this client, artist, and budding entrepreneur is up to, what's next for her, as well as hear her thoughts on the art world.

### **First, tell us a little about your background?**

While I would like to think I have a pallet of skills, my focus mainly remains in Fine Arts which I majored in, completing an Honours degree in graphic design & multimedia in Dhaka. I managed to land jobs at some of the most prestigious advertising firms in Bangladesh as a graphic designer.

### **What is your medium of choice?**

While oil on canvas remains my utmost favorite media to work on, charcoal sketching remains a close second. Although, due to consumer demand, I tend to stay occupied with oil painting more.







### **What motivated you the most to tread on the path of art?**

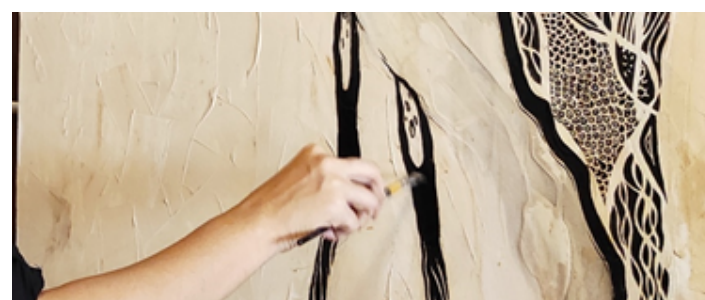
Since as far as I can remember, the cousins and I would get together right before every Eid to put Henna on our hands and I was fascinated by the limitless patterns and designs you could create. Ever since, I would incorporate those intricate patterns and designs in my paintings, while keeping a style of my own.

First, I am driven by an innate and compulsive desire to create art. I get a huge amount of satisfaction from creating things.

Secondly, my career path forces me to interact with people of different ethnic and social backgrounds and mindsets, which in turn provides me with the opportunity to think differently and create work unique to my taste and inspiration. It's also essential to have a close-knit social group to lean on when times get tough and to have a network of colleagues that support one another and that is what gets you through.

Next, financial success is a driver. It is rare and surprising to hear artists openly admit that money is a motivating factor behind becoming an artist, primarily because for the vast majority of artists, it isn't a lucrative career path.

a career path -- given there is a high chance of financial uncertainty and a nomadic lifestyle -- I don't mind it because I'm escaping man's usual fate, because being an artist is the antithesis of the typical 9-to-5 office job. Artists have a great deal of personal freedom to experience the world, allowing them to channel those experiences into great artwork.



**What is your forte? What are your favourite subjects to depict?**

My main focus is on wildlife; most of my projects are based on it and it's going to be so for awhile. I would like to think of myself as a conduit for social and environmental change through my art and a voice for those who don't have a voice themselves.

Most of the themes I explore are usually based on raising awareness on various contemporary issues, such as the mass extinction of animals. Via some of my paintings, I try to convey how the world has turned from a safe haven for animals -- in other words, a sanctuary -- to facing the sixth mass extinction due to habitat loss, fragmentation of ecosystems, climate change, pollution, etc.

**How do you want to represent Bangladesh in Canada and the world with your artistic ventures?**

I tend to portray both the negatives and positives through my work. I have portrayed the negative impacts of the ethnic cleansing of the Rohingya population in Myanmar via one of my exhibitions in South Africa and Bangladesh. Similarly, in one of my upcoming planned projects in Canada, I will try to represent the beauty of the wildlife population in Bangladesh -- and threats too. Little is known about this beyond the Bangladesh borders and there is a lack of preservation and conservation. Through my painting and my specific selection of the endangered animals in Bangladesh, I would try to bring attention to these pressing concerns.

**What is the current state and status of South Asian artists living in Toronto?**

Canada, to me, is a very welcoming country. Canadians truly try to support newcomers. However, you do not see enough South Asian artists taking advantage of this welcoming inclination. Artists are supported with a wide range of resources -- such as grants and mentors -- to aid them financially or otherwise. Artists are also assisted in setting up their own business, or start-up project, and are supported with solo and group exhibitions too.







**I understand you sold a painting recently -- how did it feel?**

Yes. I sold my painting to an Australian Bengali buyer. It was a “destiny painting” about predestination -- destiny or fate as a predetermined course of events. My message through the painting was to take it easy in life, not to stress on everything beyond our control, because there's nowhere you can be that isn't where you are meant to be.

It was a nice feeling that my painting had found a new home.

**How does it feel to be getting paid for doing what you love and following your passion? Some would say you are living the dream!**

Yes, I have a dream! I want to be a successful artist at home and abroad -- and have a beautiful life and be independent.

**In terms of CCS services, what supports helped you the most?**

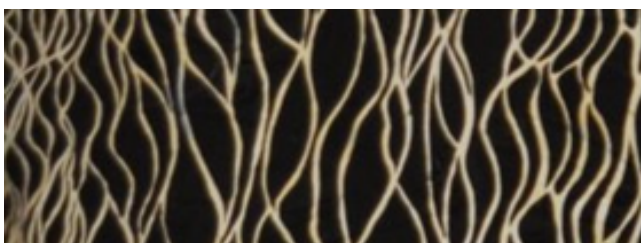
CCS has played a major role in my development in Canada, in more ways than one. Moreover, Ms. Sandra Wong (Small Business Support Project Lead) has played an integral role in this development. Her caring attitude and personalized efforts helped me immensely in getting around the hardships of moving to a completely new country. She went beyond the line of duty. I'm immensely grateful to CCS and all the employees for this contribution.

**So, what do you have in the pipeline and what's next?**

Last year, I participated in Canada's most competitive & biggest art festival, known as the Toronto Outdoor Art Fair, as one of the 120 fine art finalists selected from across Canada. I'm planning to participate virtually again this year. I also have a few more



projects in the pipeline with the Toronto Art Council and Ontario Art Council, to name a few. The virtual space is attracting new clients via its mass reach to people who would typically not be interested in visiting art exhibitions physically, or to those who never knew they had a knack for art. During the pandemic, I've managed to sell most of my paintings via virtual platforms and have surpassed my expectations. Therefore, I am planning to hold more themed online exhibitions in the near future.



### **Any memorable moments from your artistic career you'd like to share?**

Sometimes the smallest things can have the biggest effect on one's life. Similarly, for me, was one drawing, randomly drawn on a blackboard at 5 years young.

The painting was of an aeroplane, leaving my parents astonished by the detailing for a child my age. They subsequently enrolled me into a renowned art school in Dhaka. Who would have known, fast-forwarding 30 years, I would be still holding a brush and also making a living out of it! It is an immense sense of self-achievement when your work is about doing what you love and loving what you do.



# DIRECTOR'S CHAIR

## PROGRAM AND SERVICE YEAR END REVIEW

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**Spoiler alert:** 2020-2021 was an extraordinary year!

A year that not only changed everyone's life, but also made us to re-think how we could still reach our clients with our programs and services despite lockdowns and stay-at-home measures.

I am proud of the teams and their ability to adapt and deliver client-centered services and support newcomers in dealing with the new reality. At the beginning of the pandemic, with the support of staff, we collectively identified the pressing needs for our clients and strategized how to move to a virtual delivery model. In order to build our staff's capacity to make this transition, employees were trained on videoconferencing tools like Zoom and Microsoft Teams to equip them to support clients with immediate COVID-related needs.

We implemented innovative approaches to help newcomer families.

We launched a new initiative, the "Family in Settlement Together Project", in partnership with the East Scarborough Boys and Girls Club, to offer customized, wraparound settlement services to families with young children or those with special needs. A week-long virtual educational fair in August focused on the various stages of child development and featured guest speakers and presentations.

Volunteers were also recruited to the Settlement teams, focused on language and literacy, to support online group activities and one-on-one services, like assembling educational kits, so families could practice at home what they were taught in-class and have some fun learning together during downtime in the lockdowns.

We launched a women's empowerment project to foster a social interaction network, build peer support, and enable women to receive updated information virtually to reduce the risk of domestic violence.

We supported newcomer seniors in improving their digital literacy skills and continued to engage youth to build their community engagement and leadership abilities.

When we move gradually back to routine, CCS will continue to improve virtual services to continue to connect with newcomers and address emerging needs.



Lisa Loong  
**Director of Programs and Services**

# PROGRAM AND SERVICE HIGHLIGHTS

CCS delivers programs and services for newcomers, immigrants, and refugees in several strategic focus areas: settlement, literacy, targeted services for youth, women, and refugees, and through advocacy.

Let's review the year's programming highlights through this lens.



NEWCOMER SETTLEMENT SERVICES



LEARN ENGLISH



SUPPORT FOR WOMEN & YOUTH



REFUGEE & OTHER SERVICES

## Key Facts



**35, 878**

**Clients Served**



**1, 894**

**Group Sessions**



**144**

**Volunteers & Student  
Placements**



**6, 975.5**

**Volunteer &  
Student Placement  
Hours**

# SETTLEMENT SERVICES

## Newcomer Settlement Program

We are proud of our work welcoming newcomers and refugees to Canada and helping them settle, integrate and thrive in their new home. Here are highlights from our programs and initiatives.

The Newcomer Settlement Program (NSP) helps newcomers fully engage in all aspects of Canadian social, economic and cultural life. During this fiscal year, the program continued its partnership with the Safe Center in Peel, collaborating to serve and assist new clients and referrals with their settlement needs online and by phone.

1,330 clients were provided services and 36 workshops were conducted for 492 participants.

There was also a focus on digital literacy for seniors, including training on how to use computers, iPhones, and apps like social media platforms, and e-mail.

## Newcomer Mental Health Program

Moving to a new country can be stressful and requires strong adaptive capabilities. In many cases, immigrants coming to Canada are already under a lot of stress after having experienced trauma and other hardships in their home countries.

The program provides cultural and language specific counselling to individuals, couples and families experiencing emotional and psychological challenges as a result of the settlement process in an anti-oppression and anti-racism framework.

Clients learn coping strategies to deal with stress, depression, and anxiety, and emotion regulation strategies through strength-based, client-centered approaches and trauma-informed care.

The program served 223 clients (165 new and 58 returning) and delivered eight group sessions for 84 participants through an online and over-the phone delivery model.

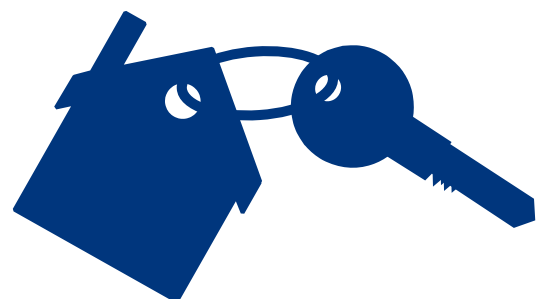
The program's outreach services were also very effective, with referrals being received from external parties like family physicians and psychiatrists, and

this upward trend is expected to continue in the coming year.

## Women's Support Services (WSS) and Transitional Housing Support Program (THSP)

These programs assist newcomer women and children experiencing domestic violence with interventions such as counselling and safety planning to help address social and emotional challenges. Advocacy and referrals to long-term support within the community are also provided.

The various lockdowns and stay-at-home measures engendered by the pandemic helped precipitate an increase in the number of program inquiries, as there was a corresponding increase in clients experiencing or witnessing family violence.



# SETTLEMENT SERVICES

The WSS team helped 682 women and children experiencing domestic violence, while the THSP program team assisted 283 and supported 117 families secure safe and affordable housing. Additionally, 65 support group sessions were held for 480 participants and another 103 individuals received Legal Aid assistance.

## Canadian Citizenship

Due to the pandemic, newcomers faced more barriers when applying for Canadian Citizenship online. Thus, settlement workers modified the Citizenship preparation curriculum to accommodate the new reality. 124 virtual preparation sessions helped over 200 permanent residents get ready to take the test.

**Yara passed the exam with a perfect score. She had been dreaming of becoming a Canadian citizen since she was seven years old and was excited to become an eligible voter and make decisions for the country's future. "The preparation sessions were beneficial for me -- I understood important dates, historical events, and was even able to ask whatever I wanted directly to an immigration judge."**

## Allies for Refugee Integration

CCS took part in testing a pilot project under the Allies for Refugee Integration (ARI) initiative. This project worked with stakeholders to increase collaboration via three-way case management, bringing together sponsors, settlement workers, and sponsored refugees to improve referral and settlement support in Ontario.

CCS ran three training sessions for 115 settlement workers to develop a better understanding of strategies that help sponsors and sponsored families improve their communication throughout a

family's settlement journey.

We oversaw four pre-arrival orientations for seven private sponsors and three post-arrival orientations for 38 participants from newly-arrived families and sponsors. CCS conducted follow-ups through surveys, connecting with sponsored families after post-arrival orientations, and working to draft the family's settlement action plan and start their case management process. By the end, we connected with eight families and helped them build stronger relationships with their sponsors.

## Onsite Program

The Onsite Program is part of a welcoming community at CCS. The program is based at one of our Scarborough locations and offers settlement support programs based on client needs and research findings, initiating unique supports groups for the most vulnerable community members.

Last year, we instituted the Arab LGBTQ+ group to offer a safe, virtual space for members to support each other and connect using community resources. Another new group for Tamil women was established to empower and educate women on dealing with challenges in their lives and learn to advocate for themselves. Clients are also exposed to selfcare techniques and discuss social issues around equity, access, and representation.



August 2020 – CCS launched LGBTQ+ Services to establish CCS as a safe and affirming place for LGBTQ+ newcomers to call 'home' and develop a sense of belonging.



# SETTLEMENT SERVICES

## Settlement Integration Place

Settlement Integration Place (SIP) aims to facilitate the successful integration of newcomers by empowering clients to become self-sufficient. The program is a unique hybrid model combining individual case-based settlement counselling with a self-serve, self-directed resource center in Scarborough Village. Information on cultural, social, community and government policies and processes is provided and group information sessions facilitate opportunities for newcomers to connect with other newcomers.

### **FIS served 41 families of diverse backgrounds and hosted over 50 virtual group sessions**

Earlier this year, the Family in Settlement Together (FIS) program was launched to offer holistic settlement services to newcomer families and families with special needs children. Since being set in motion, FIS has served 41 families of diverse backgrounds and hosted over 50 virtual group sessions. The families found these sessions to be fun and interactive, while the one-on-one support helped them easily navigate the web to find support online.

## Library Settlement Program

The Library Settlement Program (LSP) is a three way partnership between IRCC, the settlement sector and libraries, featuring a unique service delivery model that aims to encourage newcomer families, and individuals of all ages to engage with their local library and benefit from the programs and services. Individual case-based settlement counselling and group information sessions, including referrals, are also provided.

Earlier this March, the program featured a virtual community fair over Zoom with over 70 participants. Six community partners shared their expertise on art/culture, housing, settlement in schools, legal support, mental health, settlement services in York and Durham regions, and Toronto Public Libraries services. Each agency also had a breakout room that participants could go to and ask questions.



August 2020 - Over 85 families benefited from the UTSC CARES program organized by SIP. The food box packages contained rice, red kidney beans, red lentils, green peas, chick peas, green lentils and pearled barley.



August 2020 - Collaborated with the Toronto Public Library to lend 60 hotspots to help families connect and join online group sessions and trainings.

# SETTLEMENT SERVICES

## Employment Access Program (EAP)

The Employment Access Program (EAP) is offered in both Peel and Toronto regions and is designed to enhance employability skills and help position newcomers to find employment.

Similar to other CCS programs, due to the pandemic, services had to be delivered remotely. This unplanned and rapid shift to the online space, in concert with lockdowns and other protocols, created new challenges for everyone: clients faced the prospect of income loss, food insecurity, and reduced access to in-person social services.

### EAP Toronto

The EAP Toronto team recognized these concerns and developed new action plans and provided resources that would help clients adjust to the new normal, including one-on-one coaching and group sessions about emerging issues. The team also collected donations and distributed food, personal care products, personal protective equipment (PPE), transit passes, and technology too.

### EAP Brampton

EAP Brampton hosted multiple career-focused workshops that helped clients develop better job search techniques and prepare for virtual job interviews. The team also hosted the “Community Connection Resources Symposium for Newcomers” and a “Bridge to Employment Resources for Newcomers During the Pandemic” workshop. Attendees learned about paid and unpaid job placements, employee rights, and how to connect with a talent acquisition specialist.

### EAP Toronto’s Employment Resource Day (ERD)

EAP Toronto also hosted its annual ERD event featuring presentations and panels on information-sharing between job-seekers and

**The Brampton EAP team staged 19 career-related workshops, helping 157 clients, while EAP Toronto held 22 workshops with 189 clients in attendance.**

employment services’ providers, exploring labour market trends, and employer expectations and workplace practices. This year, the ERD was held virtually in March and had over 100 attendees.

The motto for ERD was **Connect, Discover, Succeed**; with the COVID-19 situation, the theme of Hope and Resilience was added this year because it was crucial to provide newcomers with guidance on how to successfully navigate the world of employment during and beyond the pandemic. Speakers Carolyn Benslimane, Vice President, Client Services from the Ian Martin Group, a hiring and staffing support agency, and Raj Dam, an employer relations manager from the Toronto Region Immigrant Employment Council provided pertinent information and advice for attendees, covering topics such as:

- Employment trends during COVID-19 and insights on the future of employment
- Changes in employer requirements resulting from COVID-19, such as strict health and safety requirements
- Tips for immigrant inclusion and success in
- the Canadian labour market

# SETTLEMENT SERVICES *(Continued)*

## Employment Access Program (EAP)

Clients also had the opportunity to attend sector-specific panels on Zoom where groups of experts shared their perspective on employment trends and their insight on emerging needs and required skillsets in the fields of healthcare, childminding, and food handling.

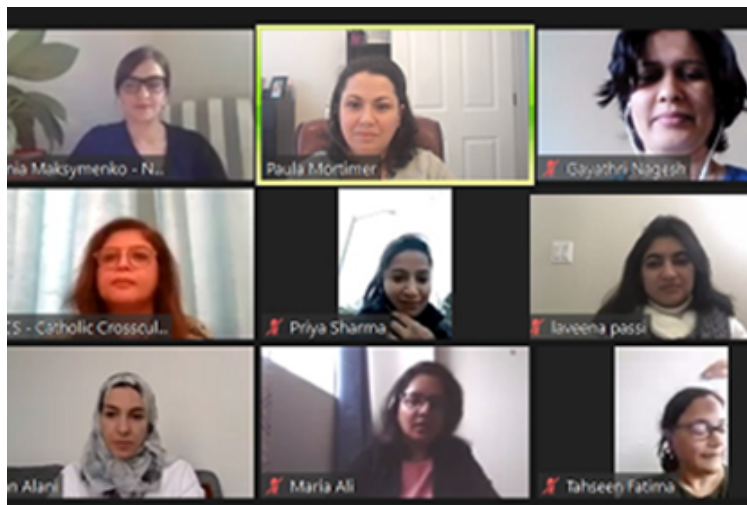
### Inclusion is a Marathon Not a Sprint

During his segment, Raj presented snapshots from a TRIEC study “Make or Break: How Middle Managers and Executives can Build Immigrant- Inclusive Teams.” The study looked at existing literature about how diversity and inclusion intersect with mid-level management responsibilities. The study incorporated information from interviews with middle managers, many of whom were immigrants, as well as HR and Diversity leaders. The consensus that emerged from the study was that behavior needs to be intentional to drive outcomes.

### Enhanced Language Training (ELT)

The ELT program builds sector-specific employment skills and provides language training, assessments, actions plans, insight into the Canadian work culture, and volunteer work placements to ease clients’ transition into new employment in the healthcare, childminding, and food handling industries.

Last year, 56 clients enrolled in the ELT program, and three participants later found employment in the healthcare sector.



Brampton EAP came together with the Newcomer Centre of Peel (NCP), VPI and NPower Canada to host the Community Connection Resource Symposium For Newcomers on February 23, 2021.

**Inclusion starts with executives and the foundation of inclusive behavior is being aware and intentional about how we make decisions.**



Tanya Lauder, CCS Employment Access Program Manager, with some of the hundreds of computers and monitors we received through generous partners and stakeholders such as the federal government, the United Way of Toronto, Renewed Computer Technology, the City of Toronto and the Catholic Children’s Aid Society.



# SUPPORT FOR WOMEN & YOUTH

## Settlement and Education Partnership of Toronto (SEPT)

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The Settlement and Education Partnership of Toronto (SEPT) facilitates the integration of newcomers into 193 public and Catholic schools across Scarborough. In addition to one-on-one, case-based counselling and settlement support to families in schools, SEPT creates opportunities for parents, children and youth to build life skills and expand their networks by engaging them in youth forums, orientation weeks, summer enrichment camps, informal drop-ins, and after school meet-ups.

In response to COVID-19, SEPT improvised and swiftly reorganized existing programs, taking them online to provide much-needed support to families and schools. In order to build capacity to deliver those supports, the team increased their skills through workshops on video-conferencing software and other apps.

Virtual service delivery created opportunity for more clients to access the program. Group sessions were presented with diverse community service providers, including the “Innovative Careers Forum” in March where six young GTA professionals were brought together to speak about their non-traditional careers and how newcomer youth could pursue creative ideas and their dreams too. Over 70 youth engaged in a career path Q&A with a Youth in Policing Coordinator, a Digital Currency Trader, a Social Media Entrepreneur, a Leadership Coach, an Animator, and an Outreach Worker.

### **Working closely with other SEPT programs, we shared ideas and resources and offered joint activities to clients.**

The *Newcomer Orientation Week* (NOW) and *Welcome and Information for Newcomers* (WIN) are peer-led initiatives that help prepare newcomer youth for high school and middle school, respectively. The SEPT team trained 51 youth leaders to help deliver online activities to program participants.

SEPT is a collaboration between Immigration, Refugees and Citizenship Canada, the Toronto District and the Toronto Catholic District school boards, the Toronto Public Library, and other community agencies.



A youth leader from the SEPT NOW Program learning and practicing art therapy.

# SUPPORT FOR WOMEN & YOUTH

## The Women's Empowerment Project

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Late in the third quarter, CCS's Peel Region team launched an initiative for vulnerable women and girls.

The “No Sweat No Threat” pilot project provided newcomers, immigrants, temporary residents, and non-status individuals with free online support, life skills advice and social connections to address and prevent domestic abuse.

The purpose was to empower vulnerable individuals during unprecedented times of lockdowns and stay-at-home orders. The delivery approach was novel in that clients had the choice of obtaining services in a number of languages – whether that was Arabic, Cantonese, Mandarin, Hindi, Punjabi, or Urdu – to position them to receive information in their primary language so they could easily understand their options and make informed choices. This way, clients could recognize their strengths, build confidence, and feel more in control on their path to success.

**Our team built this project from the ground up. They were passionate about making change happen in the lives of other women and selfless with their time. Their dedication has helped build a lasting legacy in empowering women now and in the future.**

The program also helped clients establish key connections in the community. The project held two successful information fairs to connect women with various resources available to them. In total, 231 women were supported in the journey to a better future.



December 2020 - Members of the passionate team of volunteers and workers who make up the Women's Empowerment Project that launched on October 5, 2020.

# LEARN ENGLISH

## Language Instruction for Newcomers (LINC)

The LINC program helps newcomers learn English, assisting them in the settlement process by reducing the language barrier. Part-time and full-time classes are available at both the CCS Toronto and Peel locations free of charge for language levels from beginner to advanced for permanent residents, convention refugees and live-in caregivers.

### LINC Toronto

Similar to other program areas, LINC offerings were delivered online in 2020-2021. The transitioning to virtual classes posed many challenges. Luckily, everyone quickly adjusted and students got online after extensive training and support from staff.

Shifting to virtual learning meant staff had to rethink the usual teaching methods. To engage current and new students remotely, staff learned new software and computer programs and instructors ran classes and connected with students via a modified virtual platform, consisting of Zoom, various ESL resources, and email, using synchronous (scheduled teacher-led classes on Zoom) and asynchronous (online curriculum for independent student study) learning methods.

The Care for Newcomer Children (CNC) Program supports LINC program participants who need daycare support while they attend class at either our Scarborough or Peel Region location. CNC staff work closely with parents to provide engaging, interactive activities they could also easily do at home with their children. Overall engagement in the program reflects a successful pivot in terms of the service delivery model. 1358 participants were registered. There were 202 new students and 117 graduates. 348 children were enrolled in our virtual CNC program.



October 2020 - “Drive-By Learning Activity Bags” a gift bag initiative organized by LINC Peel, with bags filled with art activities, resources, materials, markers, and toys that kids can use while they are at home to stay busy.

### LINC Peel

LINC program participation in the Peel Region was equally strong with the program operating at full capacity. With 2,419 participants registered, 246 were new students, and 415 children attended the CNC program daily.

Many newcomer students were seen to be consistently improving their English skills, prompting an additional class to be introduced for faster learners with a higher level of English proficiency (CLB 4-5).

**LINC is not only about learning English, it's about learning to live and function in Canadian society. “I learned how to get money from the ATM machine; yesterday I drew money. I feel that I can go shopping without my daughter. I can speak a little English now,” said one client.**



# LEARN ENGLISH *(Continued)*

## Language Instruction for Newcomers (LINC)

Throughout the year, learning and training workshops were facilitated by a wide cross-section of community partners such as Peel Regional Police, RBC, Achev, and the Toronto Regional Conservation Association. In particular, the engagement of the Family Education Centre in Peel was very effective. Their presentations helped parents address mental health challenges brought on by the pandemic.

### Family Literacy Program

CCS' Family Literacy Program promotes language learning as an activity for the whole family. The free service is offered at Scarborough, Brampton and Mississauga locations, connecting families with community resources and aiming to promote practical habits around language learning as a key family activity. A lending library features a variety of specialized resources tailored to either the child or the adult's language level to supplement learning efforts at home.

The adjustment to in-person class closures was made by hosting the seminars via Zoom, like a wellness conversation group. There were also classes and workshops delivered virtually on digital literacy. In total, there were 879 participants in the 253 sessions.



December 2020 – distribution of 41 drive-through learning activities and holiday customized gift bags, prepared for children in the CNC program, LINC Peel.



**Many students were using their cell phones to access classes. Our LINC program team was able to support students in purchasing discounted affordable computers and loaner devices. 'I have such a new laptop [to use], I don't have to use my cellphone. I am very happy.'**

# REFUGEE & ADVOCACY

## Refugee Sponsorship Training Program (RSTP)

The Refugee Sponsorship Training Program (RSTP) is housed at CCS and provides training, information and support to groups in Canada who are interested in sponsoring refugees during the settlement process. While the program is based in Ontario, RSTP trainers are located in seven provinces across Canada. The program plays a key role in acquainting sponsors with eligibility requirements, and the policies, practices and processes related to refugee sponsorship. During the fiscal year, RSTP organized 335 online training sessions and trained 6285 individuals. Overall, RSTP responded to 13,735 inquiries and assisted 1835 groups on how to complete their sponsorship application forms.

“My city and my country are better, kinder and richer because of the contributions of newcomers,” said Robin Stevenson, who has been part of five refugee sponsorships since 2016. She had been surprised by the seven bags of groceries she found on her front porch one day during one of the lockdowns. It was from a Syrian refugee family Robin had helped sponsor who now own a food store.

RSTP organized a national conference attended virtually by more than 200 people from the sponsorship community and government. The Honourable Minister Marco Mendicino, Minister of Immigration, Refugees and Citizenship Canada (IRCC), opened the event.

Throughout the fiscal year, RSTP developed a new online refugee booking system that is now deployed. The app is called “abt-omra” and it helps IRCC and the International Organization for Migration (IOM) book available shelter spaces for arriving refugees before they make the travel arrangements for those planning to settle in Canada. There are currently two tools that users can access through the app: Arrival Booking Tool (ABT) which is administered by RSTP at



Clients attending RSTP training in Calgary, Alberta

CCS, and Arrivals Booking Tool (ORA) which is managed by the Private Sponsorship of Refugees Training Program at CCS.

RSTP also launched a new online training course called Becoming a Sponsorship Agreement Holder (SAH) and an onboarding system for organizations who are planning to sign an agreement with IRCC to sponsor refugees. Those organizations must complete the training successfully before they can apply to become a sponsoring organization. Once their application is approved by IRCC, they then need to complete the onboarding component before they can finally start sponsoring refugees.

**“It was the most life-changing experience for them (refugees), but also for me -- it changed my entire view of the world,” said sponsor Karina Reid. “The program is lifechanging,” she said. “It opens doors to curiosity, understanding and wanting to make your community a better place.”**

In terms of program awareness in the face of a pandemic, RSTP also created a page for COVID-19 updates on their website, where relevant updates and resources were posted in order for those interested to learn how they could continue to sponsor and settle refugees during COVID.

## Toronto East Quadrant Local Immigration Partnership (TEQ LIP)

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CCS is the lead agency for the Toronto East Quadrant Local Immigration Partnership (TEQLIP), an IRCC funded, GTA-based organization that works with service providers and stakeholders across Scarborough in community-based planning around the needs of newcomers with a goal of creating a connected and collaborative service system.

The 2020-2021 fiscal year was notable for the program -- not only from the upheaval in the sector created by the pandemic, but because TEQLIP launched a five-year Newcomer Settlement Strategy in December, the culmination of substantive needs-based research and much community consultation. Guided by the principles of attentiveness to emerging needs, collaboration, newcomer engagement and knowledge building, the strategy frames TEQLIP's work moving forward, in focusing on four core priorities:

- Access to current and relevant information
- Employment & economic opportunities for newcomers
- Inclusion and equity
- Newcomers' physical and emotional health and wellbeing

There were other notable achievements last year too.

### Building BRIDGES

For the first time ever, TEQ LIP's annual *BRIDGES Collaboration Forum* was held in a virtual format in February and brought together more than 170 participants. BRIDGES is a relationship-building forum for newcomer-facing service providers from across the GTA, York, Durham and Peel Regions, as well as the City of Toronto Newcomer Office and Peel Region newcomer strategy group. The forum aims to facilitate information-sharing to help build organizational capacity across the sector through effective partnerships.

This year's theme was: "Collective Resilience and Innovation: Supporting newcomers through adaptive partnerships and rapid transformations." Participants were able to discuss emerging settlement issues, exchange

**"Thank you for  
organizing another  
highly interesting  
BRIDGES Forum!"**

From a participant of TEQ  
LIP's BRIDGES Forum

ideas, build connections and learn about new service delivery models.

### Anti-Racism Workshops

As a direct response to pressing needs identified during the strategic planning process, TEQ LIP launched a capacity-building series for community partners, such as the Scarborough Newcomer Council, to build knowledge and awareness on important topics. The series focused on anti-black, anti-Indigenous and systemic racism, equity, access and representation, inclusion in newcomer settlement, "fake news" and misinformation. The first workshop was held in March with over 65 participants and was very well received.



# REFUGEE & ADVOCACY *(Continued)*

## Toronto East Quadrant Local Immigration Partnership (TEQ LIP)

### Scarborough Newcomer Needs and Trends Project

Since 2018, TEQ LIP has been partnering with University of Toronto Scarborough (UTSC) on the “Newcomer Insight Collaborative (NIC),” a project that enables organizations to pool and analyze newcomer service delivery data around trends and patterns to identify potential service enhancements. As the pandemic caused a rapid shift to virtual services, there was increased interest from partner organizations in reviewing such data to learn about the impact on newcomer service access. The dataset was provided by 16 organizations, reflecting 334,020 clients and 4,394,028 service transactions.



The dataset was provided  
by **16 organizations**,  
reflecting **334,020 clients**  
and **4,394,028 service**  
**transactions.**



TEQ LIP at their strategy launch event.

# STATEMENT OF OPERATIONS

	Year Ended:	March 31, 2021	March 31, 2020
<b>INCOME</b>		<b>\$</b>	<b>\$</b>
IRCC - Welcoming Communities		3,623,816	3,450,712
IRCC - Language and Skills Development		3,410,730	3,382,780
IRCC - Orientation		1,773,584	1,766,217
IRCC - Refugee Sponsorship Training Program		1,678,609	1,742,116
IRCC - Labour Market Access		543,527	515,161
IRCC - Service Delivery Improvement Projects		363,383	383,311
IRCC - Local Immigration Partnership		362,735	352,170
IRCC- Families in Settlement		52,270	-
Ministry of Children, Community and Social Services		476,789	459,988
Ministry of Children, Community and Social Services - Pay		201,682	201,682
Catholic Charities		296,924	324,261
Earned income		134,672	194,549
Miscellaneous Funding		90,059	-
ESDC		60,886	60,545
United Way Greater Toronto		58,425	-
City of Toronto		28,775	101,524
Donations		18,820	21,825
		<b>13,175,686</b>	<b>12,956,841</b>
<b>EXPENDITURES</b>		<b>\$</b>	<b>\$</b>
Wages		8,491,995	8,160,777
Employee benefits		1,752,807	1,703,749
Building occupancy		1,700,023	1,707,905
Program expenses		437,385	712,766
Equipment lease and purchase		373,355	130,567
Office and general		265,481	306,641
Purchased services		41,755	45,847
Amortization		27,553	27,553
Training and conferences		17,659	39,519
Promotion and publicity		4,689	22,532
Staff travel		3,412	72,634
		<b>13,116,114</b>	<b>12,930,490</b>
<b>EXCESS OF INCOME OVER EXPENDITURES</b>		<b>\$</b>	<b>\$</b>
Excess of Income Over Expenditures		59,572	26,351
Allocation from Internally Restricted Reserve Funds		-	-
<b>Surplus</b>		<b>59,572</b>	<b>26,351</b>

Financial statements prepared by Akler, Browning, Frimet and Landzberg LLP Chartered Accountants are available in full upon request.



All Staff Meeting

## CCS Locations

### Head Office

55 Town Centre Court, Suite 401  
Scarborough, Ontario  
M1P 4X4  
Tel: 416.757.7010 (call for appointment)

### Refugee Sponsorship Training Program (RSTP) National Office

55 Town Centre Court, Suite 401  
Scarborough, Ontario  
M1P 4X4  
Tel: 416.757.7010 (call for appointment)

### Brampton Office

164 Queen Street East, Suite 306  
Brampton, Ontario L6V 1B4  
Tel: 905.457.7740

### Mississauga Locations

3660 Hurontario Street, 7th Floor  
Mississauga, Ontario L5B 3C4  
Tel: 905.273.4140

4557 Hurontario Street, Unit B11  
Mississauga, Ontario L4Z 3M2  
Tel: 905.272.1703

1477 Mississauga Valley Boulevard  
Mississauga, Ontario L5A 3Y4  
Tel: 905.232.7010

### Scarborough Locations

1200 Markham Road, Suite 503  
Scarborough, Ontario M1H 3C3  
Tel: 416.289.6766

2206 Eglinton Avenue East, Suite 124  
Scarborough, Ontario M1L 4S7  
Tel: 416.759.8800

3227 Eglinton Avenue East, Unit 135  
Scarborough, Ontario M1J 3M5  
Tel: 416.266.7200

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