

Celebrating 40 years of

GROWING WITH CANADA



Annual Report  
2012 - 2013

40



*Polycultural Immigrant and Community Services encourages and supports immigrants in their integration and adaptation process to ensure success in Canadian society.*





# Message from the President and the Executive Director



We are proud and pleased to celebrate 40 years of service at our 2013 Annual General Meeting. Polycultural Immigrant and Community Services (“Polycultural”) started as a small, volunteer-based, Polish organization in 1973, serving Polish immigrants in Toronto, and it grew with Canada to become a multicultural, diverse, charitable organization, serving - newcomers across the GTA.

During the past fiscal year we have stabilized our funding base and achieved many other successes across the organization. We have for the first time, been able to secure multi-year funding from two major funders: Citizenship and Immigration Canada and Ministry of Citizenship and Immigration Ontario; with three year and two year agreements, respectively. These multiyear agreements give Polycultural the funding stability it needs in order to focus on improving and expanding the services which we provide. Further, as part of our strategic goal to improve and diversify our funding base, Polycultural became a ‘funded partner’ with United Way of Peel.

The 2012/2013 fiscal year witnessed several fundraising events that resulted in us raising \$60,000. In June, Polylicious, Polyculturals’ signature event got us off to an excellent start, and was then followed by local events hosted by our sites in Toronto, Scarborough and Mississauga.

Polycultural is well positioned to build on our strong foundation and history. We will continue to explore non-traditional funding sources, to broaden our engagement of the private sector and to enhance collaboration with other community based and mainstream organizations to benefit the newcomer communities we serve.

Polycultural continues to create and expand existing community based solutions to meet the ever changing needs of newcomer communities across the GTA.

At Polycultural, we explore and welcome diverse approaches to providing newcomer communities with integrated solutions and programs. We are now providing services for youth and their families in a number of communities based on consultation, and giving priority to better serving our clients through partnerships and collaboration with key stakeholders. The ‘Beautiful Girls’ program which has been implemented in both Toronto and Mississauga, along with the ‘Active Living’ wellness program in Mississauga, are a testament to this work. More is highlighted in the upcoming pages of this report.

We are also placing emphasis on board development and governance. The Board is working with a management consultant to develop a board profile for and to engage new board members, as we enrich and build Board capacity. The board profile will function to better align the Board with our long term organizational needs and pending new not-for-profit sector legislation.

The past year saw the departure of our executive director Carl Cadogan after five productive years at the helm of the organization and we now welcome the appointment of Marwan Ismail as the new executive director hired from within the ranks of our senior management staff after a careful internal and external search and a detailed review of our organizational goals and needs. We look forward to Marwan continuing the excellence of leadership provided to the organization by its past executive directors.

As we look ahead, it must be our collective commitment to ensure that Polycultural continues to grow with Canada, for the next 40 years and beyond. For Polycultural’s continued success as one of the mainstays and leaders within its sector we need to hold dear and practice the visionary and pioneering spirit of our founding volunteers and staff. We would like to thank all those who have helped to build, shape and grow our organization over its 40 years: the Polish community, our program volunteers, executives, employees, funders, sponsors, friends, former and current board members. It is because of you that we are here today and because of you that we have a solid foundation for a future of relevant community based service to newcomer communities across the GTA ahead of us!

*Adam Altmid*  
President

*Marwan Ismail*  
Executive Director

# Marking 40 Years of Service

- 1973** Our history of serving immigrants begins when Polish Immigrant Aid Services offered assistance to refugees from Poland
- 1982** A second agency was formed to assist Polish speaking communities under the name of Polish Canadian Community Services
- 1993** The two agencies serving the Polish immigrant community merged under the name of Polish Immigrant and Community Services
- 2000** Agency name was changed to Polycultural Immigrant and Community Services to better reflect the services provided to the many different language and cultural groups being served
- 2009** The agency was registered as a charity and obtained charitable status
- 2013** A dynamic not-for-profit community based charitable organization that assists local ethno-racial communities across the GTA to be successful in the settlement process, find employment, develop language skills and to improve their overall wellbeing

Polycultural Immigrant and Community Services has a long history of providing a range of settlement services to assist newcomers to Canada. We assisted refugees from Poland during 70s and 80s, government sponsored refugees from the former Yugoslavia in the 90s. And today, high number of newcomers from Russia, Ukraine, China, Sri Lanka, India, Pakistan, Afghanistan, East, West and Central Africa also benefit from our services.



Programs delivered in FY 2012-2013	Number (%) of Individuals Assisted
<b>Newcomer Services</b>	<b>9,526 (67%)</b>
Orientation	7,270
Newcomer Settlement Program	1,473
Community Connections	354
Settlement Workers in Schools	429
<b>Language Learning and Skills Development</b>	<b>1,744 (12%)</b>
Language Training	1,744
<b>Transition to Employment</b>	<b>548 (7%)</b>
Enhanced Language Training	152
Job Search Workshops	330
Pre-Employment Development Program	66
<b>Youth and Children Services</b>	<b>1,052 (7%)</b>
Beautiful Girls	127
Summer Camps	71
Sheridan Active Living	260
Child-minding	594
<b>Health and Wellness</b>	<b>561 (4%)</b>
Multicultural Women's Wellness Program	20
Inclusion of Marginalized Women	26
Family Wellness	515
<b>Specialized Counselling</b>	<b>902 (6%)</b>
Partner Assault Response Program	113
Family Support Program	761
Problem Gambling Services	28
<b>Total</b>	<b>14,333</b>



# Newcomer Services

In the past year we have continued the 40 year tradition of offering Settlement Services for newcomers with the aim to provide newcomers with the information and connection to resources needed to function in Canadian society. Newcomers were assisted in learning, and understanding Canadian laws, rights, responsibilities and to access community resources. They developed and enhanced their language and communication skills, obtained knowledge in finding employment and learnt how to conduct job searches.

## Orientation Services

- During the period from April 2012 to March 2013 7,270 individuals received orientation services in a variety of languages including Mandarin, Cantonese, Tamil, Farsi, Dari, Urdu, Romanian, Polish, Russian, Ukrainian, Arabic, Spanish in addition to English and French
- 610 settlement orientation sessions were attended by 7,758 participants and were delivered in collaboration with community partners at various locations
- Itinerant services locations: L'Amoreaux Community Centre, North York Community House, Kipling Collegiate Institute, Toronto Public Library branches, LINC Centre TCDSB, YWCA- LINC, University Settlement LINC Centre, Daily Bread Food Bank, Action for Neighbourhood Change, St. Joseph Women's Health Centre



## Newcomer Settlement Program

During the reporting year settlement services were provided to 1,473 individuals who were permanent residents, refugees and immigrants who obtained Canadian citizenship.

- Information and assistance to access legal aid, specific employment programs, training and education, food banks, emergency housing, subsidised housing, medical and social services, financial assistance and professional services.
- Employment goals setting, action planning, resume preparation, coaching for job interview, connecting to programs and resources offered in the community.

## Settlement Workers in Schools

### Multicultural, Settlement and Education Partnership

In Partnership with Boards of Education we deliver settlement services for newcomers at local schools in Mississauga. The main objective of the program is to assist newcomer families to integrate into their school and community by providing information, settlement services, and referral to community agencies from their local school.

- Services provided in 17 schools including elementary and secondary schools in the West Mississauga from both school boards, Peel District School Board and Dufferin Peel Catholic District School Board.
- 429 families were assisted through the program



# Newcomer Services

## Community Connections

Through group based mentoring services newcomers were supported and led by example as well as connected and involved in professional and social networking. Newcomer clubs were organised and delivered providing welcoming space for newcomers in Etobicoke and Scarborough locations as well as at itinerant locations in collaboration with local secondary, high schools, neighbourhood centres, community centres and libraries.

- Newcomers participated well in Discover Canada clubs, Financial Literacy clubs, Computer Club, International Medical Graduates group
- Total of 477 sessions were attended by 3,762 participants



# Language Learning



English language classes continued to be an essential choice for many newcomers, who learn English so as to accelerate their integration and adaptation into the Canadian environment. 26 full time and 3 part time classes were attended by immigrants with various level of English language knowledge

- 1,744 students benefited from the program
- 138 seats were allocated to accept children between 19 months and 5 years of parents attending the classes over the course of 12 months operation





# Transition to Employment

## Enhanced Language Training

Occupation specific language training is utilised by internationally trained professionals to enhance their knowledge of workplace terminology and culture. After successful completion of the Professional Language Training in-class component interested participants are placed in internships or mentorships.



## Job Search Workshops

For the second year Job Search Workshop supported newcomers in their pathway of finding employment. The program offered new Canadian residents an opportunity to learn about local labour market trends and the steps necessary to obtain professional employment in Canada.

- 330 immigrants benefited from the program

## Immigrant Employment Assistance Program

This Pre-Employment Development Program helped immigrants to identify their path towards employment and to develop concrete steps in reaching their goals including skills upgrading, education, trades certification, professional licensing, bridging programs and job placement services.

- 66 immigrants and refugees recipients of social assistance were prepared for entering the labour market.
- Program activities included developing individualised short-term and long-term employment goals, action planning and developing job search techniques, resume & cover letter writing and job interviews preparation.



# Services for Youth

## Beautiful Girls Program

Our hope was to ‘germinate the seed’ of development in young immigrant women. Our goal is to ensure that each girl who joins this program believe that there is beauty that transcends ethnic and cultural lines!

Girls were better prepared to face relationships issues around, bullying, identity questions, body image, uncertainty about the future, popularity and more.

- 127 girls participated in the program
- They spoke freely and discussed topics relevant to newcomer youth in a safe, fun and interactive environment, in culturally and ethnically meaningful ways.



## Summer Fun

Summer camps were held in Scarborough and Peel and engaged school age children in enjoyable and meaningful activities during the summer holidays of 2012. “Friendship”, a summer camp in Peel had been organized for children while parents attended the language training programs. The highlights of the camp were shared at the Parallel Child-minding Conference in Peel held in November 2013. Besides offering a variety of activities such as Yoga, Tai Chi, Bollywood Dancing, Field Trips, Floral Design, Talent Show, the camp created an opportunity for newcomer children to gain confidence and strengthen social skills needed for their successful transition within the school system.

## Active Living

Sheridan Neighbourhood Active Living project was promoting healthy living in the community. The project included Kung Fu classes and educational sessions on stress management, healthy eating, motivational success, and disease prevention, to support and promote building healthy families and a safe community. The project was run by community leaders/volunteers. Over 200 children were registered in the program and all participated in alternating 8-week sessions.

Physical activity has been an important role in the well-being of communities. It prevents several high risk diseases. It also counters and eliminates stress, anxiety and depression and improves self -image of individuals. With Sheridan Neighbourhood Active Living program our goal is to promote healthy family living and build a safe, close-knit community.



# Health and Wellness

## Growing Together

Family Wellness Program was set to address four top health priorities for Ontarians: physical activity, healthy eating, mental health and injury prevention. It came as a result of our organization participation in the Comprehensive Community Health Initiative by Region of Peel Public Health.

The project focused on program implementation among all family constituents: preschool and school-age children, youth and parents residing in Mississauga South West area. Over the year, it successfully served 515 participants through its nine monthly sessions. The set outcomes have been achieved thanks to successful cooperation of main project partners which included Active Chefs, Eco Source, Live Safe Li, Heart & Stroke Foundation and Stonegate Community Health Centre.

## Breast Cancer Screening: Inclusion of Marginalized Women

In partnership with The Ontario Women's Health Network we have been working together in a project to support equitable, accessible and effective health services for all women in Ontario. This project aimed to improve the rates of breast screening, also known as mammograms, among women between the ages of 50 and 69 who are under-screened. We engaged immigrant women who faced one or more of the following determinants: lower income, residing in underserviced areas and experiencing language barriers.

Six researches who reflected the divers communities in the Region of Peel were trained to conduct focus groups. We reached 26 women in three focus groups from the following communities: Pakistani, Afghani, Indian, Chinese, Iraqi, Arabic and Spanish cultural groups.

## Multicultural Women's Wellness Program

This program is delivered in partnership with Canadian Mental Health Association. The goal of the Multicultural Women Wellness Program is to promote the wellbeing of women who are socially isolated, experiencing cultural and linguistic barriers, and/or who may be at risk of mental health problems due to difficult life circumstances. It is a safe place where women can meet, make friends, network, learn, remain active and have fun.

- Russian speaking senior women attended weekly sessions
- For many this weekly gatherings are the only place they can meet others and avoid isolation

# Specialized Counseling Services

## Partner Assault Response Program

The PAR program emphasis is on keeping women and children safe by working with perpetrators of family violence. As well as addressing cultural beliefs participants are encouraged and challenged to take responsibility for their actions and to change their behavior.

- Three open groups were facilitated throughout the year with 16 group sessions circle facilitated in Polish, Russian and Serbian languages
- A total of 113 individuals were assisted

## Family Support Program

Program helps to identify and assist in solving personal and/or family problems such as family breakdown, family violence, parenting, addictions, separation, disabilities, financial difficulties, homelessness and others.

- 761 individuals from various ethnic groups were assisted

## Problem Gambling Services

Service included culturally and linguistically appropriate prevention and counselling for individuals with problem gambling and family members.

- 28 individuals benefited from counselling offered for Polish and Russian speaking communities
- Outreach and public education sessions





# Fundraising

## Polylicious 2012



On Saturday June 4, 2012, our second fundraising event was held at the Canada's National Ballet School.



## Local Fundraising events

- Christmas Bazar in Mississauga
- Winter Wonderland in Etobicoke
- Harambee Holidays Event in Scarborough
- Staff donations to Daily Bread Food Bank
- Summer Sunset BBQ in Mississauga





## Statement of Operating Activities Year Ended March 31, 2013

	2013	2012
<b>REVENUES</b>		
Government of Canada	\$ 6,332,251	\$ 6,791,313
Province of Ontario	269,394	263,262
City of Toronto	26,415	26,415
United Way	4,637	-
Other grants	5,031	-
Revenue from services	175,365	199,758
Donations and fundraising	68,690	47,364
Amortization of deferred grants	36,297	46,590
Other revenue	8,324	2,782
	\$ 6,926,404	\$ 7,377,484
<b>EXPENSES</b>		
Amortization	\$ 47,531	\$ 61,915
Cleaning and maintenance	79,068	80,301
Computer and technology	39,116	14,530
Employee benefits	911,648	989,663
General and office	106,826	79,885
Insurance	22,400	21,398
Memberships	4,935	4,575
Mortgage Interest	8,681	9,810
Professional fees	9,419	30,317
Property taxes	16,069	26,135
Rent and utilities	875,460	867,328
Salaries	4,542,879	4,840,127
Sales tax	48,418	47,972
Subcontracts	33,689	37,907
Supplies	72,597	73,577
Telephone	33,421	32,877
Transportation	46,246	96,822
	\$ 6,898,403	\$ 7,315,139
<b>EXCESS OF REVENUES OVER EXPENSES</b>	\$ 28,001	\$ 62,345

## Statement of Financial Position March 31, 2013

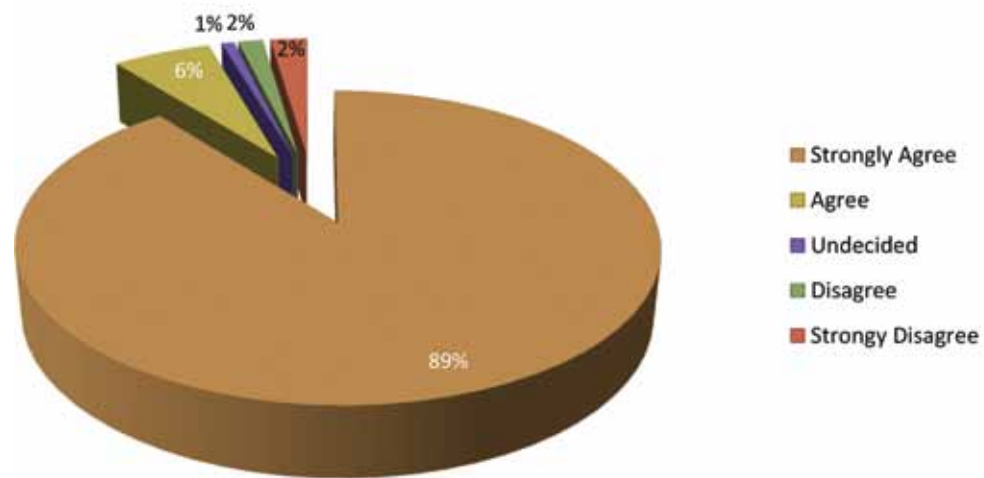
	2013	2012
<b>ASSETS</b>		
Cash	\$ 551,862	\$ 190,73
Accounts receivable	166,481	110,18
Grants receivable	500,185	946,95
Prepaid expenses	40,278	31,81
	1,258,806	1,279,68
<b>CAPITAL ASSETS</b>	241,506	261,06
	\$ 1,500,312	\$ 1,540,75
<b>LIABILITIES AND NET ASSETS</b>		
Accounts payable and accrued liabilities	\$ 508,417	\$ 550,74
Deferred grants	62,686	59,08
Deferred revenue	297,000	297,00
Mortgage payable	112,997	142,71
	981,100	1,049,53
<b>NET ASSETS</b>	519,212	491,21
	\$ 1,500,312	\$ 1,540,75

Copies of the Financial Statements audited by Philip Dyke  
Professional Corporation are available from Polycultural upon request.

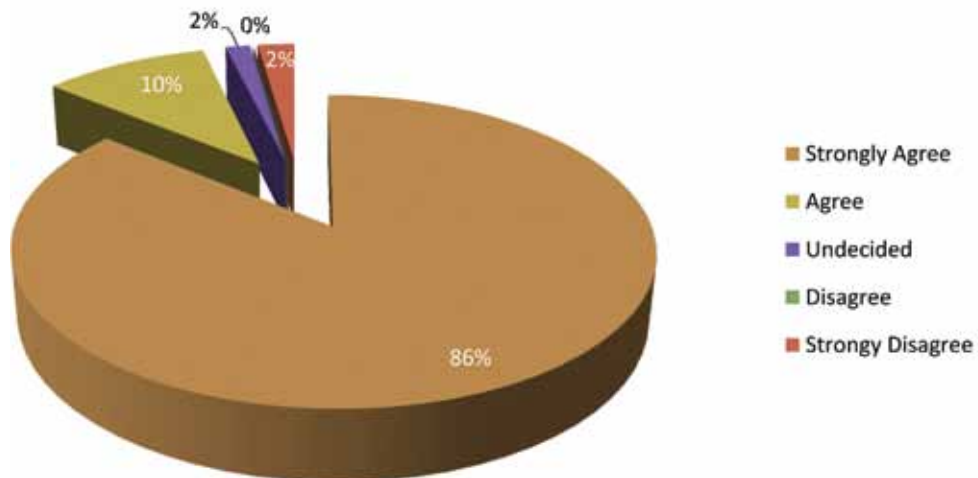


# Participants' Feedback

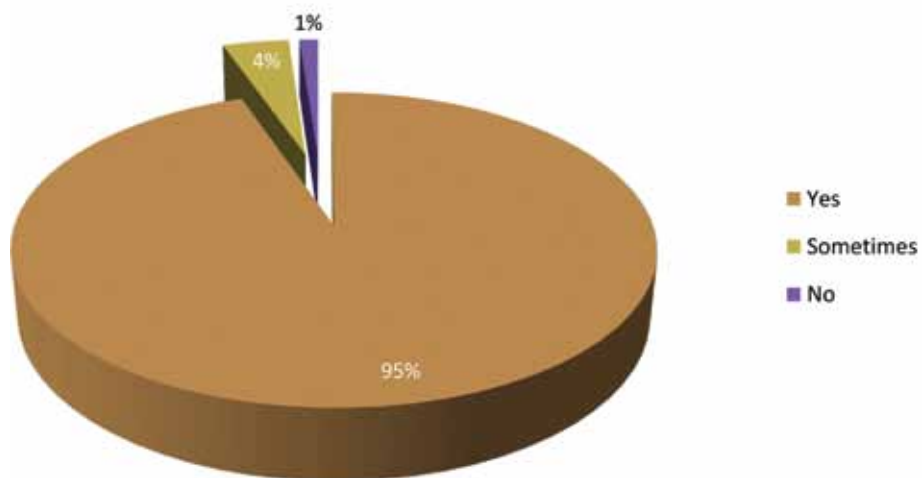
I was satisfied with the overall quality of service delivery



I received clear and accurate information

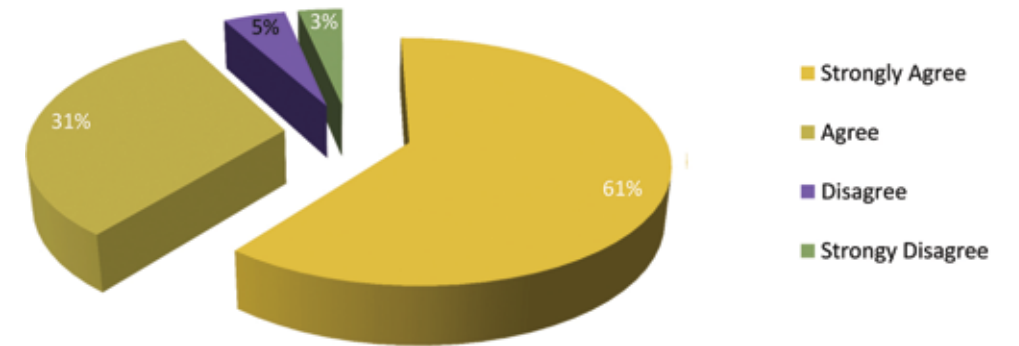


Do you like your class?

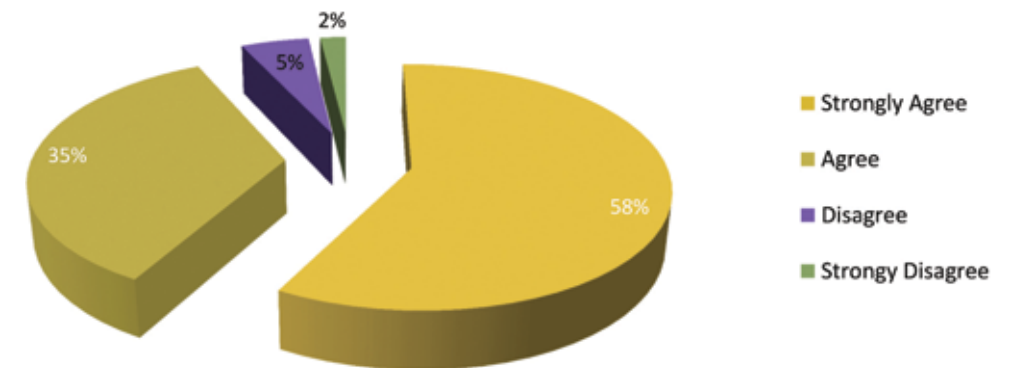


# Services Results

I am better able to make plans or set personal goals related to settlement



I am more knowledgeable about resources and services available for settlement





# Volunteers

More than 150 volunteers served for more than 7,000 hours during the year. The work that volunteers and placement students have done has been a substantial and significant part of the success of the organization. They are engaged in a variety of ways, assisting the community and enhancing our services.



# Funders

Government of Canada

Canada

Citizenship and Immigration Canada



Ministry of Attorney General  
Ministry of Citizenship and Immigration  
Ministry of Tourism, Culture and Sport



City of Toronto



Toronto Employment  
and Social Services



Social Services of the Region of Peel



United Way of Peel



Canadian Mental Health Association



Centre for Addiction and Mental Health



Ontario Women Health Network



SEDI



Royal Bank of Canada



# Supporters

Scotia Bank



Bentall Kennedy



Public Mobile



Mississauga Food Bank



Dream Maker Realty Inc.



TD Bank



Desjardins Financial Security



Bamiyan Kabob



## In-Kind and Other Supporters

Porter, VIA Rail Canada, Maple Lodge Farms, Mamiyan Kabob, Mitzie's Jerk, Bonimi Restaurant, Ethiopian House, Halal Tabaq Restaurant, Little Bavaria, Nafta Foods and Packaging Inc., Grace, Aroma Fine Indian Cuisine, CN Tower, Ontario Science Centre, Casa Loma, Art Gallery of Ontario, Rogers TV, NOW Magazine and Medieval Times.

## Service Delivery Sites

Etobicoke	3363 Bloor Street West	416-233-0055
	3107 Bloor Street West, Suite 201	416-640-7069
Toronto	15 Roncesvalles Avenue, Suite 202	416-533-9471
Scarborough	3174 Eglinton Avenue East	416-261-4901
	3660-A Midland Ave	416-439-1293
Mississauga	2225 Erin Mills Parkway	905-403-8860

## Administrative Office

17 Four Seasons Place, Suite 102 Toronto, Ontario, M9B 6E6	416-233-1655
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[www.polycultural.org](http://www.polycultural.org)

