

ANNUAL REPORT

2014-2015



Growing with Canada



POLYCULTURAL
IMMIGRANT & COMMUNITY SERVICES



YOUR PARTNER IN SUPPORTING A HEALTHY, VIBRANT AND INCLUSIVE COMMUNITY.

Polycultural Immigrant & Community Services offers a broad range of inclusive, community-led support programs for people of all ages and nationalities. We have been working for over 40 years to promote a healthy, vibrant GTA and Region of Peel by offering services tailored to seniors, youth, women, families and newcomers to Canada. Polycultural provides accessible programming at little to no cost, and takes pride in offering individualized support that allows each client an equal opportunity to reach their full potential.

CHAIRMAN & EXECUTIVE DIRECTOR MESSAGE

Polycultural's programs and services have experienced a great response from our community over our 40+ year history. No matter how well we have done, we are always looking for ways to improve for the future. Improvement means responding quickly to the needs of our clients by providing quality services for the betterment of our community. Our guiding principles make it clear that we expect our leaders and employees to do the right thing and think about the impact of their decisions and actions.



Our board of directors is made up of a diverse group of community and business leaders who volunteer their time to promote the health and well-being of our organization. The board leads by setting our strategic direction, focusing on big picture issues, providing clarity to management, actively monitoring the quality of services, operations and fundraising and rigorously evaluating accomplishments against our strategic plan.

Our employees are our treasure. They are an ethical, smart, hardworking team who share our vision, principles and standards. They are active members of professional organizations and work diligently towards the betterment of their local communities.

Outside forces may have made the past few years challenging, but our employees, funders, supporters and communities rose to meet each challenge we were faced with. We are proud to be part of an organization in which the staff rallied around our mission with so much creativity, passion and teamwork, and with our supporters asking "how can we help?"

We have taken a proactive approach over the past two years to fine-tune our policies, structure and services. This process has been both successful and rewarding. We owe so much to our founders, funders, partners, supporters and employees and we would like to take this time to thank all of them for their continued collaboration and support. We look forward to serving our communities and clients for the next 100 years!

Adam Altmed
Chairman

Marwan Ismail
Executive Director

STRATEGIC OBJECTIVES



Formalizing our strategic objectives has enabled Polycultural to transform our broader vision and mission into definitive and measurable business goals that foster transparency and accountability about our performance as an organization. All business goals have set Key Performance Indicators (KPIs) against which the business and ultimately the employees are measured during annual reviews.



GOVERNANCE

Building organizational Excellence

The organization's Letter of Patent has been reviewed and amended to cover all current and future activities

The organization's bylaws have been reviewed and amended

All organization's policies and procedures have been revised, adjusted and new policies have been introduced.

THE BOARD HAS MET SEVEN TIMES IN THE REPORTING FISCAL YEAR





FINANCE

Fund Development

\$7M

TOTAL BUDGET

Our strategic goal is to keep our total operating budget above seven million dollars.

REVENUE



10

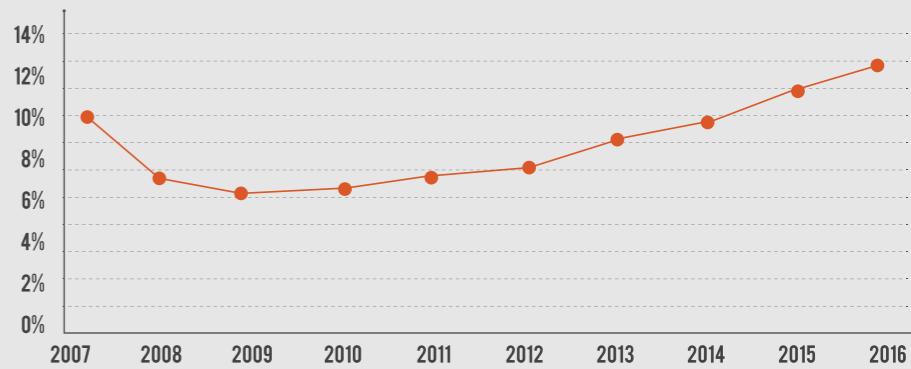
FUND DIVERSIFICATION

Diversification of our funding sources is one of the main approaches that Polycultural is pursuing in order to reach financial stability. The organization's goal is to increase the funds from channels other than Citizenship and Immigration Canada to represent 15% of total annual funding.

TOTAL NUMBER OF FUNDERS

Polycultural aims to increase our total number of partners and funders in order to provide a broader range of vital services that respond to community needs.

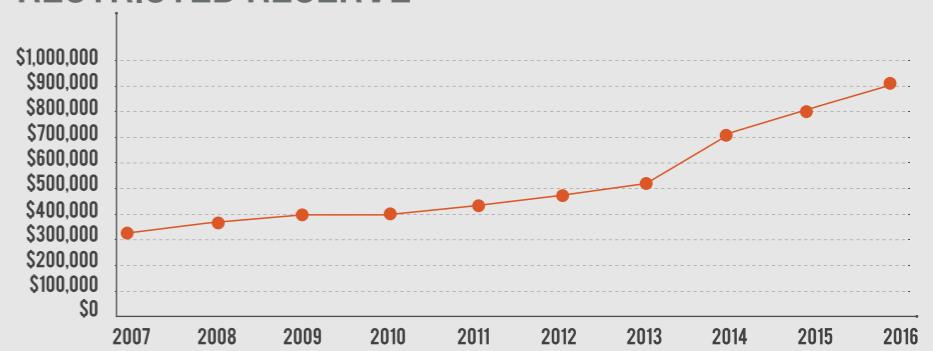
TOTAL REVENUE FROM FUNDERS OTHER THAN CIC



RESTRICTED RESERVE

In order to improve our financial position, we are working towards building a restricted reserve worth three months' operational budget (about \$1.8M). Polycultural's strategic goal is to ensure that we have \$750,000 in our restricted reserve by 2017. The chart below shows that the organization was able to achieve that target in 2015. Currently, the organization is looking to exceed our target by bringing the reserve up to \$1,000,000 by 2017.

RESTRICTED RESERVE



\$750,000
in our restricted reserve by 2017

\$1.8M
reserve worth three months
of operation

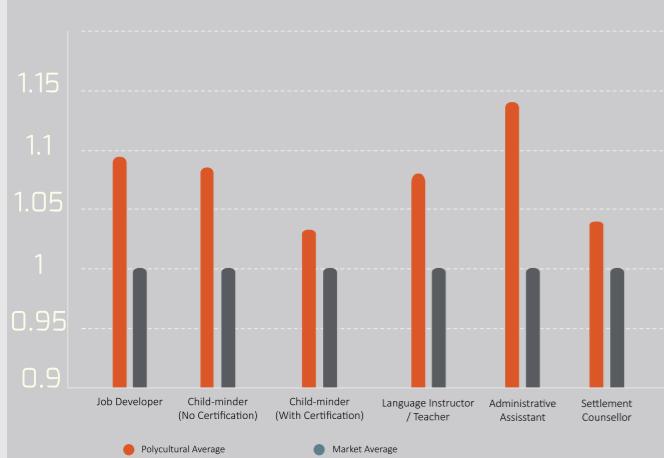
HUMAN RESOURCES



Polycultural's goal is to maintain a balance between efficiency and manpower. That Said, Polycultural is a big family with more than 100 employees and we hope that our family will continue to grow.

EMPLOYEES' HOURLY RATE VS OCASI MARKET BENCHMARK

Polycultural has a fair hourly rate when compared with OCASI benchmark for organizations of the same size as Polycultural.



AVERAGE TRAINING HOURS PER EMPLOYEE



EMPLOYEES' AVERAGE ANNUAL INCOME

(Excluding Senior Management)



The organization was able to increase the annual income per employee by 8% in three years. The goal was to bring our employees into the highest bracket of the market's bench mark, which we have achieved in all but one category that we hope to adjust in the near future.

MARKETING & COMMUNICATIONS



As recommended in our Strategic Plan, during the 2014-2015 year, Polycultural focused on expanding marketing and communications capabilities and improving visibility within the community. We have redesigned our client satisfaction surveys, more than doubled our social media presence and posting frequency, created new graphics and flyers for distribution, and updated our website's layout and content with more accessible and accurate information.



* % increase Since Sep.1 2014



A photograph of a diverse group of people smiling. In the foreground, a young boy with short brown hair is looking directly at the camera. Behind him, a man with dark hair and a woman with long dark hair are smiling warmly. To the right, a woman with long dark hair is smiling broadly. The background is slightly blurred, creating a soft focus effect.

PROGRAM DELIVERY
SERVING THE DIVERSE POPULATION OF GTA

01 / NEWCOMER SERVICES:

Welcome to Canada



- ## NEW IMMIGRANTS WERE ABLE TO:
- Obtain timely useful and accurate information
 - Make informed settlement decisions
 - Understand their rights and responsibilities
 - Navigate the human services system
 - Access community resources
- Under the Newcomer Settlement Program, we provide immigrants with information, guidance and support during their settlement process, and connect them to services and resources in the broader community. These services are open to all newcomers, including permanent residents, refugee claimants and new Canadians**

A photograph showing a group of people in a classroom or study area. Several individuals are seated around a table, looking down at and discussing documents they are holding. The scene is lit with warm, golden light.

02 / LANGUAGE LEARNING & SKILLS DEVELOPMENT (LLSD):

The limits of my language are the limits of my world

Ludwig Wittgenstein

LANGUAGE LEARNING & SKILLS DEVELOPMENT:



One of the most effective ways for newcomers to integrate into Canadian society is to learn one of our official languages. Our LLSD programming focuses on Language Instruction for Newcomers to Canada (LINC) classes and citizenship preparation courses, funded by Citizenship and Immigration Canada, for clients to immerse themselves in an English learning environment to discover Canadian history, values and systems.

ENGLISH LANGUAGE LEARNERS WERE ABLE TO:

Learn skills for everyday use



Upgrade skills needed for further training



Enhance skills for employment



Participate in social, cultural, and political life



"I joined Polycultural LINC program four months ago and it has been a wonderful experience for me. I wanted to improve my English and learn more about my new country, Canada. I gained confidence in my ability to speak English with other students, staff and people in my community. I have studied a lot in class about different topics and improved my listening, speaking, reading and writing. My teacher Milanka has patience and knowledge which makes me feel very comfortable in class. At the same time my child has been in a free daycare with warm and helpful childminders which allows me to focus on my learning. I enjoy coming to school to learn English and get important information about life in Canada. I also made many new friends and learnt about different cultures living together. I would recommend every newcomer to register for classes at Polycultural because they will find them very useful and enjoyable." Rita Toledo

A group of diverse young people smiling, including three women in headscarves and two boys, one wearing glasses.

03 / YOUTH & CHILDREN SERVICES:

Choose the future

YOUTH AND CHILDREN SERVICES:



Children and youth growing up in Canada have their own unique challenges and needs regardless of what their background is. Polycultural started to build our youth services component five years ago. Currently, youth services represent the second largest service category within our organization. Polycultural offers programming for at-risk youth, self-esteem and leadership courses, care for children while parents study, and summer camps to keep youth active all summer long.



“Well, the moment I joined the Youth Achievers program, I felt that I have come to the right place, doing all fun activities. I have been in Canada for almost five years now. As you probably know, Chinese culture is different than Canadian culture. English is my second language. Therefore, I went to the youth achievers to practice my communication in the society. As my days and weeks progressed, I started to realize what my future goal and aspirations are. Youth Achievers program helped me a lot.”

Jie Chen

01/



Jobs for Youth After School (JFYS) career-readiness program for at-risk youth funded by the Ontario Ministry of Children and Youth Services

02/



Beautiful Girls self-esteem and leadership program funded by RBC Foundation

03/



Summer Camps

04/



Youth Achievers Program (YAP) co-ed leadership program funded by United Way of Peel Region

05/



Care for Newcomer Children child care, activity and engagement program funded by Citizenship and Immigration Canada

YOUTH WERE ABLE TO:

Get their first job while studing at high school



Improve their academic achievements



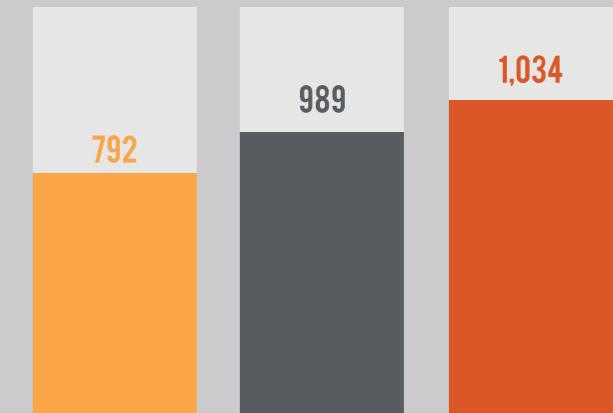
Enhance their leadership and social skills



Gain confidence in their skills and abilities



Have fun during the school year and summer break



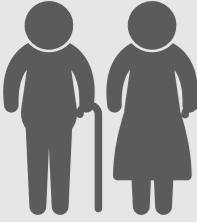
Youth and Children Services

A group of diverse seniors, including a Black man, a white woman, and a white man, are smiling and laughing together. They are dressed casually, with one man wearing a watch. The background is a warm, orange-tinted photograph.

04/ SERVICES FOR SENIORS:

Life has just begun

SERVICES FOR SENIORS:



As the fastest growing demographic in Ontario, seniors face challenges with isolation, wellness, activity level and more. Polycultural has recently expanded our programming to better serve the needs of our aging population by incorporating senior-specific activities into our course offerings.



Seniors Organized and Supportive (SOS) program to encourage ongoing health and community involvement funded by the Ontario Seniors' Secretariat



Multicultural Women's Wellness Program to offer mental health support and address isolation for senior women, funded by the Canadian Mental Health Association (CAMH)



SENIORS WERE ABLE TO:

Reduce isolation



Make friends and develop an active social life



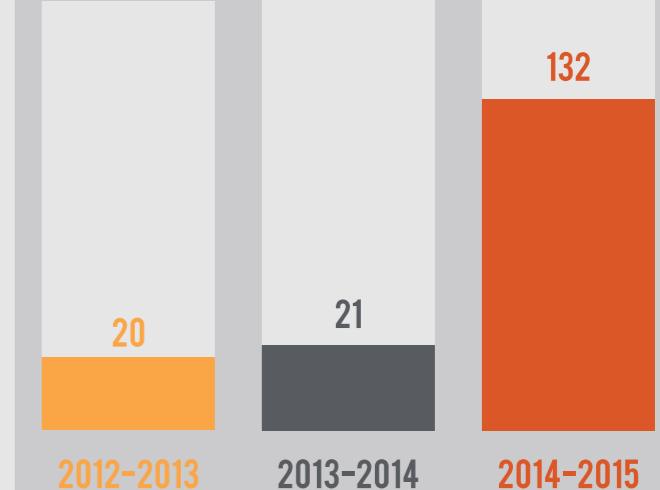
Learn new skills



Develop a system of support



Access community resources



Number of Individuals Assisted

05/ TRANSITION TO EMPLOYMENT:

Your career starts here

RESUME



TRANSITION TO EMPLOYMENT:

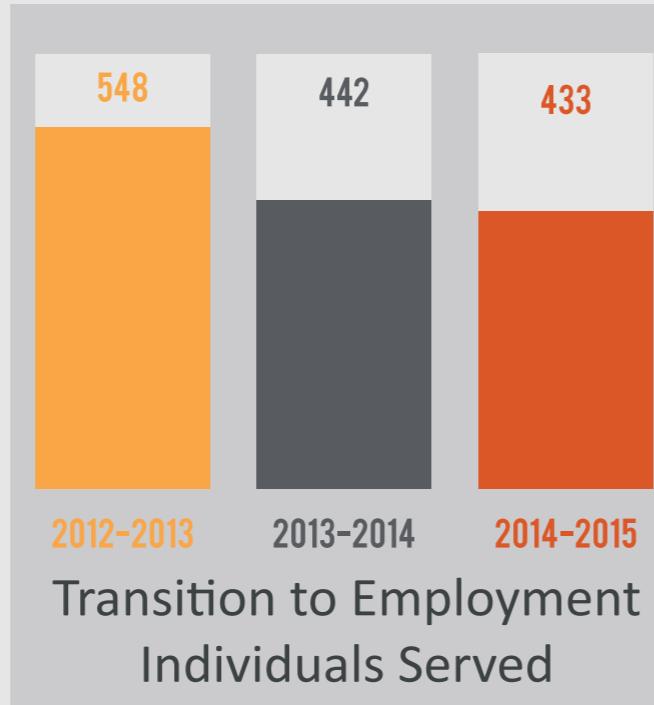


Finding gainful employment in a new environment can be stressful. Polycultural eases this transition by offering enhanced language courses, job search workshops, pre-employment personal development programming and internship opportunities.

01/



Enhanced Language Training (ELT) English courses from a business perspective funded by Citizenship and Immigration Canada



02/



Job Search Workshops (JSW) funded by Citizenship and Immigration Canada

03/



Pre-Employment Development Program (PED) personal development courses funded by the City of Toronto

CLIENTS HAVE:

A career plan with goals and a plan of action



Job Search knowledge and skills



An understanding of worker rights



Knowledge of workplace culture and employer expectations



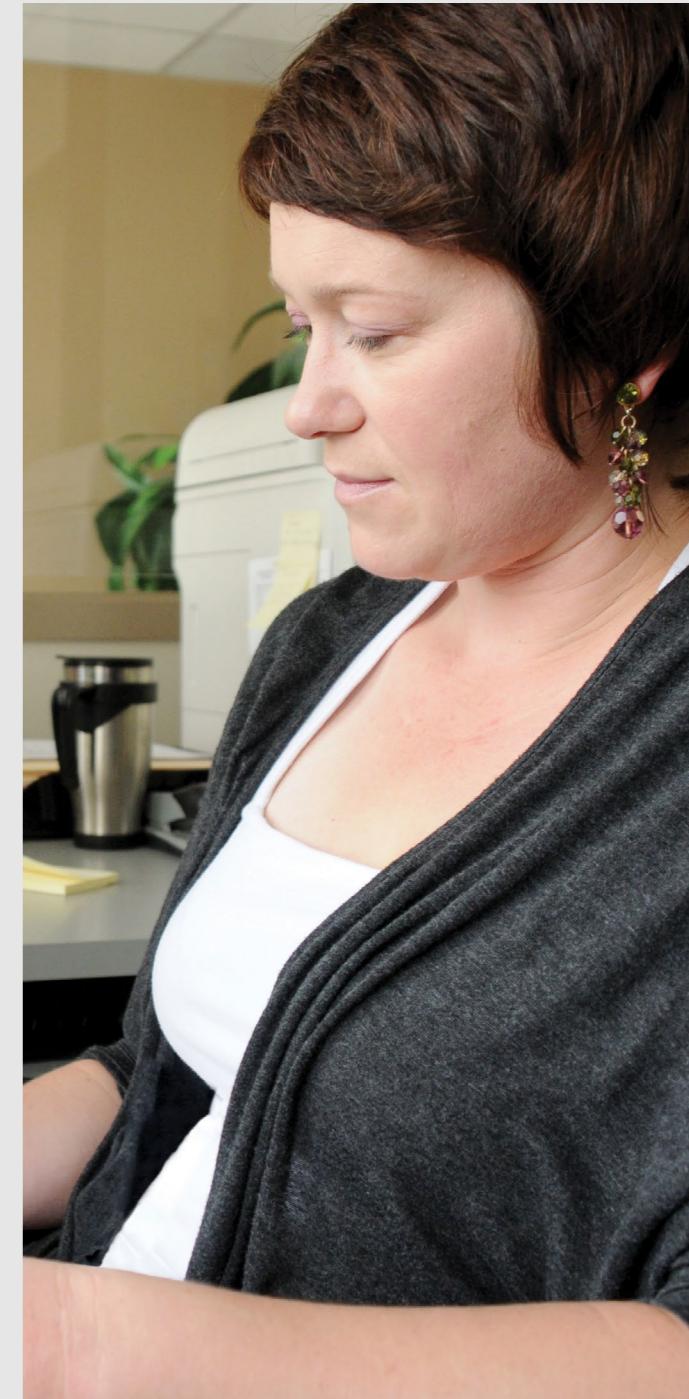
Work experience and professional networks



An understanding of professional qualification recognition



Meaningful or alternative employment





06 / HEALTH AND WELLNESS:

Healthy is happy

HEALTH AND WELLNESS:



Made possible by a broad range of community partnerships, Polycultural's health and wellness programming gives participants the opportunity to make friends, network and learn in addition to making healthy changes to improve their lives and the lives of their families.



Sheridan Neighbourhood Family Program (previously Sheridan Active Living) supporting the Sheridan-Clarkson high-needs-neighbourhoods of Mississauga, funded by United Way of Peel Region



Let's Move and Groove physical wellness program funded by the Ontario Ministry of Tourism, Culture and Sport

INDIVIDUALS WERE ABLE TO:

Develop healthy habits



Exercise more



Explore a healthier lifestyle



Learn how to take care of their health



A group of people are gathered in a circle, appearing distressed. A man on the left holds his head in his hands. In the center, a woman covers her face with her hands. To the right, another person holds a red folder or book open. The scene is set against a warm, orange-tinted background.

07 /

SPECIALIZED COUNSELLING:

Help when you need it

SPECIALIZED COUNSELLING:



Specialized counselling programs address personal and family problems such as family breakdown, domestic violence, parenting issues, disabilities, financial difficulties, homelessness and gambling addiction. In addition, our programming assists clients in accessing medical, social and legal assistance.

01/



Partner Assault Response Program (PAR) to address domestic violence in the Russian and Polish communities funded by the Ontario Ministry of the Attorney General

INDIVIDUALS WERE ABLE TO:

Examine and change beliefs to stop unhealthy and abusive behaviours



Stop family violence



Get connected to mainstream services and programs



Change addictive behaviours



Cope with stress effectively



02/



Family Support Program to support marginalized and vulnerable groups at risk for addiction, family and inter-generational issues, funded by the City of Toronto

03/



Problem Gambling Services funded by the Canadian Mental Health Association (CAMH)

POLYLICIOUS 2014

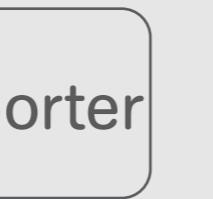
Our Annual Fundraising Event



LIST OF FUNDERS:



LIST OF SPONSORS:





FINANCIAL STATEMENT

STATEMENT OF FINANCIAL POSITION (MARCH 31, 2015)

	2015	2014
ASSETS		
Cash	409,066	998,246
Accounts receivables	42,215	51,854
Excise taxes receivables	145,863	122,657
Grant receivables	396,227	290,182
Prepaid expenses	74,942	69,705
	1,068,313	1,532,644
CAPITAL ASSETS		
	1,284,982	254,180
	2,353,295	1,776,824
LIABILITIES AND NET ASSETS		
Accounts payable and accrued liabilities	455,541	548,425
Government remittances payables	54,248	33,467
Deferred grants- program	138,335	96,543
Deferred grants- capital	38,386	11,367
Mortgage payables	26,667	94,374
Long term and deferred	814,436	308,367
	1,527,613	1,092,543
NET ASSETS		
	825,682	694,284
	2,353,295	1,786,824

A copy of financial statements audited by Jeffrey Milgram Professional Corporation is available from Polycultural Immigrant and Community Services

STATEMENT OF OPERATIONS (YEAR ENDED MARCH 31, 2015)

	2015	2014
REVENUES		
Government of Canada	6,912,656	6,679,553
Province of Ontario	324,358	250,064
City of Toronto	103,135	27,475
United Way	90,000	48,582
Ministry of Attorney General	52,959	53,282
Newcomer Settlement program	104,899	104,749
Other grants	28,722	21,927
Other revenues	12,385	4,469
Amortization of deferred grants	38,386	34,154
Donations and fundraising	31,205	78,575
Fee for services	122,604	125,966
	7,821,309	7,428,796
EXPENSES		
Amortization	70,470	34,154
Cleaning and maintenance	98,600	74,826
Computer and technology	30,287	25,114
Employees benefits	910,013	912,747
General and office	92,708	132,763
Insurance	23,250	21,900
Memberships	6,550	5,725
Ministry of Attorney General	54,275	53,282
Mortgage interest	4,069	8,602
Newcomer Settlement program	106,188	104,749
Professional fees	34,139	18,477
Rent and occupancy costs	1,084,312	943,398
Salaries	4,931,452	4,690,739
Sales tax	55,833	52,752
Subcontract	2,357	14,835
Supplies	101,475	94,463
Telephone	43,249	29,771
Transportation- Subsidies	15,328	13,195
Transportation- staff	25,353	22,235
	7,689,908	7,253,727
Excess of revenues over expenses	131,401	175,069

ADMIN OFFICE

17 Four Seasons Place, Suite 102
Toronto ON M9B 6E6

TORONTO SOUTH WEST

27 Roncesvalles Avenue, Suite 407
Toronto ON M6R 2K2

ETOBICOKE CENTRAL

3363 Bloor Street West
Etobicoke ON M8X 1G2

SCARBOROUGH SOUTH

3225 Eglinton Avenue East, Unit 111
Scarborough ON M1J 2H7

SCARBOROUGH NORTH

3660A Midland Avenue
Scarborough ON M1V 0B8

MISSISSAUGA SOUTH WEST

2225 Erin Mills Parkway
Mississauga ON L5K 1T9

www.polycultural.org

