





A JOINT MESSAGE FROM THE CHAIRMAN AND EXECUTIVE DIRECTOR



Marwan Ismail Executive Director

Nedal Ismail Chairman

We are very proud of Polyculutural's work, helping people achieve their dreams and supporting them through life's challenges, whether immigration, family or senior support, or community services. Last year was a productive year, we successfully implemented 30 projects and programs through the generous support of our funders allowing us, along with our 37 partner agencies, to serve over 12,000 clients.

A major undertaking for the last year was the development of our strategic plan for 2018-2023. We will focus on current and anticipated priorities for the communities we serve and plan for external factors that may impact future outcomes. Our new strategic plan will provide a framework to ensure responsible stewardship of the resources entrusted to the Board of Directors and senior leadership, while providing directions for future growth.

In 2018-2019 Polycultural served 12,436 individuals with the same amount of funding from the previous year. In addition to the continuation of our established settlement and employment programs, we have increased our senior program and services. We recognise that the seniors in the communities we serve are a rapidly growing segment of the population, and over the next decade seniors will represent 23% of Canada's population. Polycultural is aiming to develop sustainable program(s) that will continue to serve them in the future.

Mental health, substance and gambling addiction is another field that we continue to build capacity in. We believe mental health is one of the core foundations for a happy and healthy self, the key to healthy relationships, personal and emotional well-being and a significant factor towards a healthy society.

Our success is our community's success. With the ongoing support of our funders, partners, board of directors, employees and volunteers, Polycultural is ready for the challenges of building a healthy and productive society for 2019/2020 and beyond.

We would like to thank all our stakeholders for their continuous trust and support. Special thanks goes to our valuable employees for their commitment and excellent service, and we welcome their representation by the United Workers Canada Council.

Best regards,

Nedal and Marwan





PROMOTING HUMAN RESOURCES EXCELLENCE

Polycultural continues to attract and retain skilled, dedicated and highly-accountable staff and volunteers to strengthen our capacity to support the programs and services we deliver.

We recorgnize the people connected to Polycultural who have made an excellent contribution to further our vision. A special farewell message to our program manager Elizabeth Gajewski who retired after 27 years of service. She empowered both clients and staff with her wealth of experience and knowledge. Thank you for mentoring staff and giving your all to the community.

STAFF RECOGNITION

We are grateful for our dedicated employees who are integral to the success of Polycultural. We offer a special thank you and congratulations to those who are celebrating a milestone anniversary this year. We are thankful to them for their service and commitment to serving clients in

our communities.



VOLUNTEERISM

Without the enormous contribution of their time, effort and skills of our volunteers we will not be able to accomplish our targets for serving the communities. Total volunteers hours were 5897 hours.

"I volunteered with Polycultural since 2015 and also delivered workshops through other organizations to help newcomers understand health related issues such as healthy living, healthy eating, stress management, child health etc. I got a job in my related field. But, still would love to volunteer for Polycultural. I referred a lot of clients and will continue to do so. Volunteer work helped me get Canadian work experience and also gave me an opportunity to learn about newcomer needs".

COMMUNICATIONS

A great way to engage, communicate and provide up to date information about our services is through our online platforms. Our social media channels are growing steadily and we continue to work towards growing our online presence with our clients. Email and Facebook communications has been a great avenue for us to reach and support clients remotely. This year we created an Instagram account @Polycultural and we are excited for the new opportunities this platform will bring for us and our clients.



@Polycultural



@Polycultural Immigrant & Community Services



838

Followers



1782

Followers



NEW



1278

Followers



+106

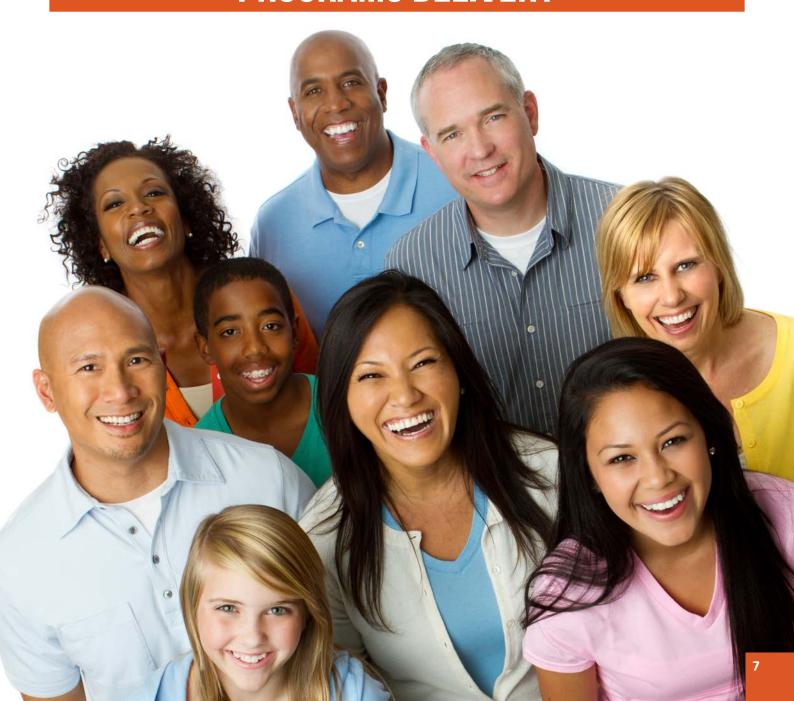
+89

+60



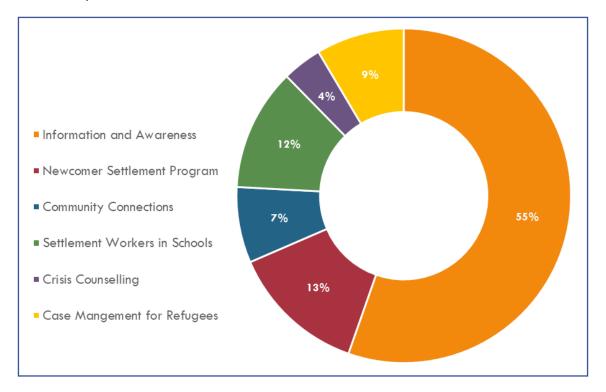
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PROGRAMS DELIVERY



NEWCOMER SERVICES

Our newcomer settlement program provides immigrants, refugees, and new Canadians with the information and guidance needed to make informed decisions pertaining to their life and settlement in Canada. Through our settlement programs our clients have gained knowledge about life in Canada that has enabled them to understand their new environment, acquire skills, receive settlement counselling and more. For this reporting period we served **12,436** newcomers.



96% OF CLIENTS SATISFIED WITH OUR SERVISES

97% OF CLIENTS REPORTED RECEIVING CLEAR AND ACCURATE INFORMATION

98% OF CLIENTS REPORTED THEIR NEEDS WERE MET

98% OF CLIENTS WOULD RECOMMEND POLYCULTURAL TO THEIR FRIENDS AND FAMILY

Generated through Polycultural 2018-2019 online survey results

SUCCESS STORY

"I approached the Crisis Counsellor Service at Polycultural Immigrant and Community Services, (referred) by my case worker at the Queensway Employment and Social Services. At that point, I had been unemployed for close to 6 months and having moved into a new neighborhood I had struggled to access affordable mental health services. My first session with the Crisis Counsellor was a revelation. After months of struggle, this session provided me with tools that helped me set myself on a path to recuperation and rebuilding, which I continue to this day. The Crisis Counsellor also helped me develop my own coping mechanisms, provided me with valuable resources, and offered me services via email and phone. She also referred me to the Settlement Counsellor who assisted me in my citizenship application. I started a new job in February 2019. I would not hesitate to attribute my new found mental and emotional balance to the foundations laid during my sessions with the Crisis Counsellor. I am currently better equipped to identify and acknowledge the hurdles I face, and manage them as they arise. I greatly appreciate her assistance and wish her well."



Since 2016 Peel-Halton Integrated Reception Centre has supported 1,253 Government Assisted Refugees with settlement in Canada. This reporting period we resettled 431 refugees. We connected them to medical support and services, provided accommodation and met their daily needs. We provide refugees with orientations, referrals, financial orientation, life skills training, interpretation and linkages to government programs. They were hosted at our Reception Centre for a short while before relocating to a more permanent accommodation. This program is funded by Immigration Refugees and Citizenship Canada.



431 Individuals served



99 families served 5.5%

Of families had a relative with a disability.



RAP top countries of origin

Syria Iraq Somalia Pakistar Eritrea

Through our Resettlement Assistance Program, we have supported refugees in the transition to starting a new life in Canada across Ontario.

SUCCESS STORY

Haifaa and Yasmine

On their long journey Haifaa and Firas have carried few items that has significant meaning, items with sentiments that cannot easily be replaced or found on a shelf at a supermarket. Haifa, a former bus supervisor in Egypt and a mother to four children packed with her a beautiful pink and yellow handmade crocheted baskets her mother made for her and her daughter Yasmine back in Syria. Haifa's mother gave her the pink one and gave the yellow one to her granddaughter. In this basket you can store whatever your heart desires.

"The baskets remind us of Syria, the smell of our country, something from our past, a memory of the beautiful days. They are a beautiful reminder of my mother, she's still in Syria. We couldn't leave it behind, we carried it with us to different countries. We have relatives in Syria, my husband's brother got injured in the war, he's still back there, so is my mother. We had to leave everything behind, we wish could have taken more, but we took the most important things. I'm glad we brought the baskets with us,



my daughter and I have something physically, psychologically that ties us to my mother. It's emotionally. We just want our making our resettlement Canada a family to be safe- that is all we wish bit easier, when my family sees the for". - Hiafaa baskets it reminds us of the beauty we have known, it allows us to appreciate our families back home and their sacrifices, it reminds us of the old Syria we knew. Now that we are in Canada our dreams are for our children. We want them to achieve the things we couldn't. We want to settle down and have some stability, we are exhausted,

and

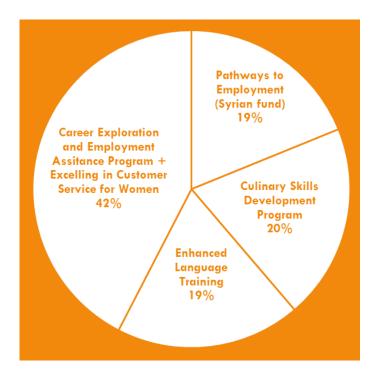
TRANSITION TO EMPLOYMENT

Our employment initiatives responds to our clients employment needs and provides them with the support needed to access the Canadian labour market in their fullest capacity. We aim to provide our clients, specifically newcomers, with the knowledge and skills necessary to obtain meaningful employment. This year we serviced 191 clients in our different employment programs.

Quotes from our Career Exploration program:

"It's a great program that assists people with planing their future and helps feel comfortable in their environment."

"I think the program is great for reaching many people with varying needs."



LANGUAGE LEARNING AND SKILLS DEVELOPMENT

Our language training courses support clients with their transition in Canada by equipping them with the necessary language skills for employment, education, everyday interactions and the ability to participate in social, cultural and political life. This year, we provided 1,481 individuals with full time and part time LINC classes. We also offer an online ESL course, which allows our clients to access the course material anywhere. The online courses address the growing need for ESL classes in Ontario. The courses employ best practices and online resources to motivate learners that are at the intermediate level of language acquisition. The project will increase learning opportunities for those who are unable to physically attend classes on a daily basis. We provided 67 individuals with online ESL classes this year.



99%

feel comfortable and welcomed in classes 93%

"I learn something new everyday"



99.5%

leel more confident using English language skills since taking LINC clases

Cenerated through Polycultural 2018-2019 survey results.



SWIS:

For the fiscal year 2018-2019 we've had successful partnership with Public and Dufferin-Catholic school boards under the Multicultural, Settlement and Education Partnership (MSEP) Program.

Furthermore, we hired 3 new Settlement Workers in Schools (SWIS) staff. New public and catholic schools were added to the list of schools we serve. Currently, we work with 29 schools (22 public and 7 catholic). The Program is designed to provide consistent services to newcomer families through local schools.

YOUTH AND CHILDREN SERVICES

Children and youth are the next generation that will shape and take the lead in political, socio-cultural and economic spheres in Canada. Our aim is to provide youth of all backgrounds with the support and opportunities necessary for the future. We have developed programs that engage youth with underlying themes of leadership, self-esteem, employment opportunities, education, social activities and strong interpersonal and teambuilding skills. We hope to help them overcome physical, mental, learning and emotional challenges, by enhancing their leadership skills, growth and development.



Youth Job Connection:

Employment preparation and paid placement for at risk youth 15-29 years.



Youth Job Connection Summer:

Pre-employment training and work opportunities for high school youth.



Youth B2B:

Providing youth with the soft skills and project management skills to succeed in business environments.



Beautiful Girls:

Developing confidence and leadership skills in girls between the ages of 9-19.



Summer Camp:

Developing confidence and leadership skills through meaningful and fun actives.



Junior Youth Achievers Program:

Developing skills and building esteem of middle aged youth through robotics, coding, life skills and homework clubs.



Care for Newcomer Children:

Child care for children of the parents participating in language training.



SUCCESS STORY

"Being part of Beautiful Girls has been very beneficial for me. When I started the BG program at Polycultural the summer before grade 9, I wasn't as confident or social and wasn't as comfortable talking to new people. Conveying my ideas and perspectives and taking initiative to do new things was difficult for me. But since then, I've had a lot of experiences, I met new people, and have learned to adapt to new environment with different people. I am not scared to do presentations as I was before. For example, presenting a project or assignment in class isn't a deal anymore, due to how much I have learned while interacting with people through volunteering." — Aimen

SERVICES FOR SENIORS

Currently we run four programs for isolated seniors:

- Multicultural Women's Wellness program.
- New Horizons for Seniors Program.
- The Sheridan Neighbourhood Program.
- Post Discharge Program in collaboration with William Osler Health System and St. Joseph Health Centre in the Toronto and Peel region.

Our programs have improved the quality of life for seniors in our communities and we continue to strive to improve their mental, physical and emotional wellbeing.

Program Outcomes







Reduce isolation

Learn new skills

Make friends and develop an active social life

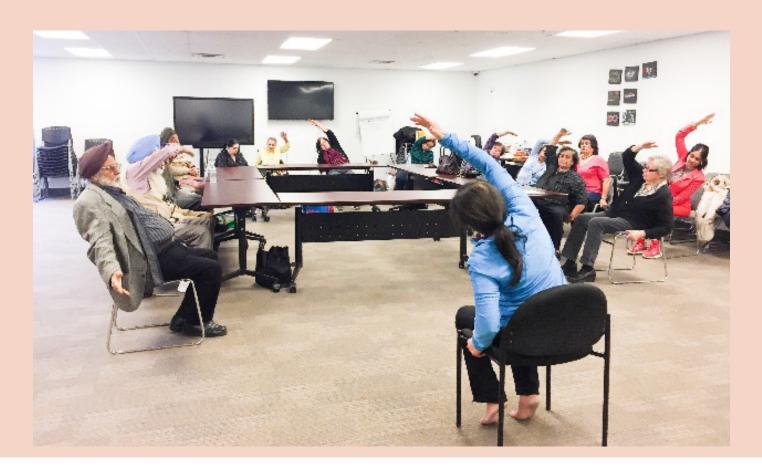




Develop a system of support

Access community resources





SUCCESS STORY

A wellness program where diverse groups of seniors participated in a variety of activities led by Seniors Leadership Groups to promote social participation and inclusion to support their health and well-being. Groups were mainly engaged in three types of activities: Eat Healthy, Be Healthy, Learn to Be Active and Explore the Community.

"On behalf of the seniors in our group, we want to inform you that we are grateful that you offer a number of registered programs through which we can enjoy life and reduce stress. Our meeting helps with daily routine and allows us to spend a little time outside mingling with others, exercising and enjoying games and puzzles which are a fantastic source of fun. Thanks for arranging field trips to Toronto Island to make seniors happy and open their minds by enjoying the beauty of nature and watching the wonders of the world".

SPECIALIZED COUNSELLING

We offer counselling programs to support individuals and families dealing with a wide range of issues from family break down, domestic abuse, financial challenges, housing, addiction and more.



BOARD OF DIRECTORS 2018-2019

NEDAL ISMAIL

Chairman

LINDSAY HILLIER

Vice Chairman

YOUSSEF YOUSSEF

Director

SUZANNE ISKANDER

Director

ADAM ALTMID

Secretary

BRANKA BRADIC

Director

SAMSON OLAWUYI

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SUZY CASMIRO

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ANTHONY MAZZA

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Director

FUNDERS



Immigration, Refugees and Citizenship Canada

Immigration, Réfugiés et Citoyenneté Canada

























PARTNERS & SUPPORTERS

We would like to thank our partners and supporters for their contributions to Polycultural and our programs. Their support allows us to continue to reach a larger population and provide them with the much needed services. Thank you all for your kind contributions for the 2018-2019 year, we look forward to continuous partnerships in the future. To the side is a list of a few of our dedicated partners from last year.

- Brampton Multicultural Community Centre
- Cobs Bread
- Dufferin-Peel Catholic School Board
- Kids Up Front
- Malton Neighbourhood Services
- Peel CAS
- Peel District School Board
- Peel Multicultural Council
- Peel Regional Police
- St. Joseph Health Centre Toronto
- Sobeys
- Toronto Public Library
- William Osler Health System



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MISSISSAUGA SOUTH WEST

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