

ANNUAL REPORT 2016-2017



Growing with Canada



POLYCULTURAL
IMMIGRANT & COMMUNITY SERVICES

YOUR PARTNER IN SUPPORTING A HEALTHY, VIBRANT AND INCLUSIVE COMMUNITY

Polycultural, a registered charitable organization, prides itself in providing client centred and community-led programs and services for youth, seniors, families and newcomers of all nationalities to Canada. We are pleased that our programs and services are supported by a dynamic multilingual team, who are always ready to empower our clients. Our programs and services can be accessed at any of our 5 locations within the GTA. Our community-led approach is vital to our operations as we assess our programs and services to ensure that we meet the needs of the communities we serve.



CHAIRMAN & EXECUTIVE DIRECTOR'S MESSAGE

Polycultural has had a very exciting year and, with the support of our funders, partner organizations, staff and the community, we are proud to have achieved so much.

In May 2016, with the generous support of Immigration, Refugees and Citizenship Canada, Polycultural opened the first Reception Centre for government assisted refugees in Peel Region, and along with 20 partner organizations assisted 630 refugees (the majority of them children) to start new lives in Canada. This integrated service delivery model brings together Polycultural, funders and community partners to generate a greater impact with fewer resources. Not only does this integrated approach allow for faster mobilization with greater impact, it gives newcomers a larger support network and wider community contact, which allows for quicker integration and a better chance to be successful.

As a direct response to a community need, Polycultural launched the After the Discharge program for marginalized and isolated seniors. Through the generous support of the Ontario Trillium Foundation, we provided outreach for seniors following their discharge from the Etobicoke General Hospital – ensuring that they receive additional support when they are at their most vulnerable. Our parents and grandparents provided nurturance and support when we were growing up and we will be there for them when they need us.

Our dedicated and passionate staff are the backbone of our organization and have been the foundation of our work for the past 40 years. They are the face of Polycultural to our clients and our ambassadors to their communities, and their tireless work over the past year has been an inspiration.

We are honoured to work with a diverse board of directors. These accomplished professionals are successful business and community leaders who generously volunteer their time and efforts to provide the strategic direction and oversight, which ensures the health and long-term continuity of Polycultural.

Finally, we would like to express our heartfelt appreciation to our funders and partner organizations. We thank you for your continued support and the confidence you have placed in us to serve our community. With your assistance we will continue our important work in building a vibrant and healthy Canada.



Nedal Ismail
Chairman



Marwan Ismail
Executive Director

HOW WE PERFORMED TO STRATEGY

This fiscal year we came equipped with our strategic roadmap and continued drive to enrich our programs and services. The groundwork was set to ensure continued success and our focus was on developing new initiatives to meet our operational demands. As always, we continue to work towards an environment that is flexible and adaptable to the needs of our clients. We remain committed to working collaboratively with our funders and partners as we continue on our journey to improve the social environment for our clients.

GOVERNANCE

Building organizational Excellence

As we embark on the 2016-17 fiscal year we have re-examined our organization's objectives and have identified the following themes:

1. To provide immigrants and refugees training, counselling and other support services to integrate into Canadian society.
2. To deliver training, counselling and support services to youth and children through leadership and mentoring
3. To give support to families or individuals involved in violence and substance abuse
4. To provide life skills training to support individuals or groups in conflict or crisis
5. To create and promote community based programs to support marginalized seniors and immigrants
6. To provide employment counselling and training to improve the employability skills of individuals.

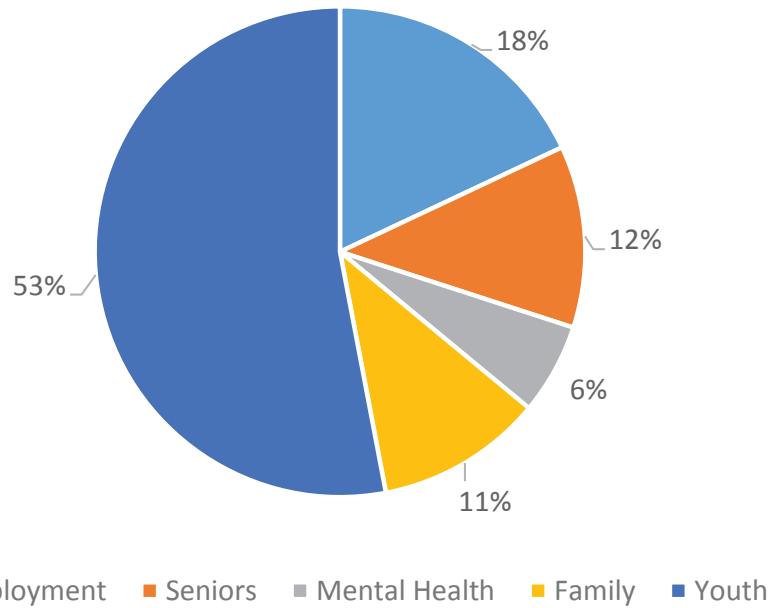
These themes have guided our work as we continue to improve our services, develop new programs and initiatives and implement tools to improve our processes.



POLYCULTURAL
IMMIGRANT & COMMUNITY SERVICES

2016/17 Budget Allocation by Services (excluding settlement services)

Amount allocated \$1,220,716



FINANCE

Fund Development

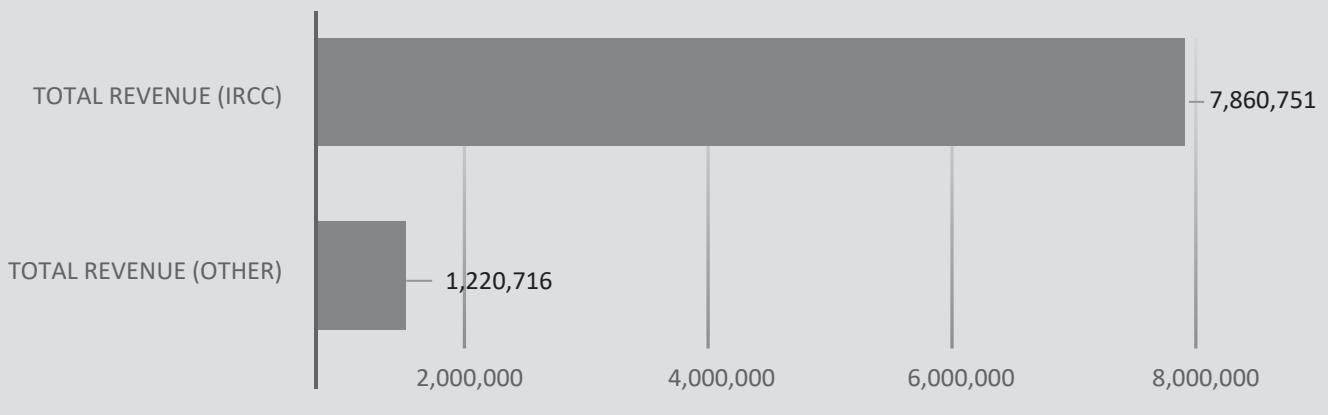
The analysis represents the operations of Polycultural for the financial year 2016 -2017. Our aim was to improve our financial standing to place us in a strong position to respond to changes in the communities we serve.

TOTAL BUDGET

Through increased funding we were able to grow our total budget to \$9,081,467



REVENUE

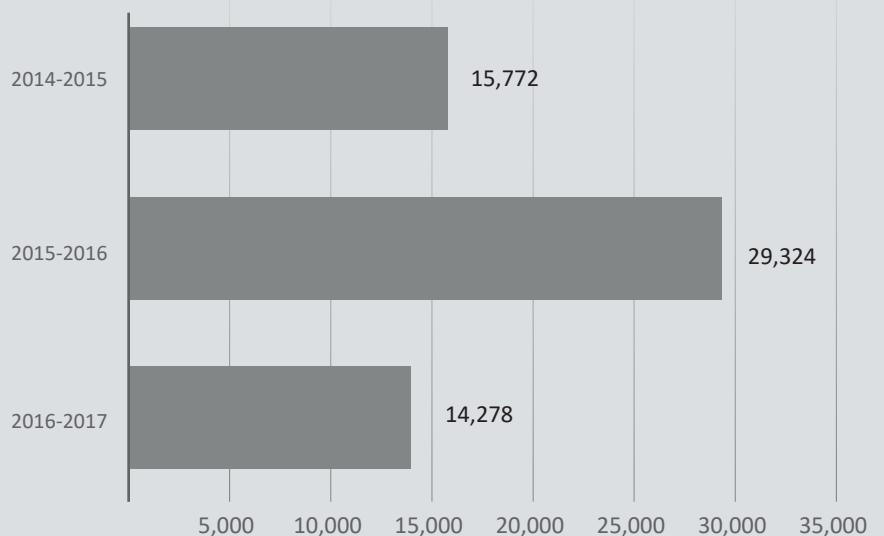


17

TOTAL NUMBER OF FUNDERS

We gained strong financial support through our funders and sponsors. Polycultural is funded by all levels of government, foundations and private sector institutions. During this period, we worked with 17 funding institutions, securing funds for 27 programs and services.

NET INCOME OF THE SIGNATURE FUNDRAISING EVENT (POLYPLICIOUS)



ERP SYSTEM

At the beginning of the financial year we implemented the finance leg of the ERP system Microsoft Dynamics Navision (NAV) to enhance the department's processes and provide transparency.

The system uses multiple dimensions to manage how income and expense for each funding agent are allocated. In addition, we were able to create more concise managerial and financial reports, prepare budgets and forecast future operational expenses for services and programs.

FINANCIAL STATEMENT

STATEMENT OF FINANCIAL POSITION (MARCH 31, 2017)

	2017	2016
CURRENT ASSETS		
Cash and cash equivalents	4,512	443,716
Accounts receivables	75,265	104,088
Excise taxes receivables	383,449	127,129
Grant receivables	1,375,232	386,158
Prepays and sundry	84,635	80,430
	1,923,093	1,141,521
CAPITAL ASSETS		
	1,379,995	1,507,874
	3,303,088	2,649,395
CURRENT LIABILITIES		
Bank indebtedness	441,873	
Accounts payable and accrued liabilities	362,257	276,646
Government remittances payables	210,085	92,540
Deferred grants - program	162,686	187,718
Deferred grants - capital real property	57,760	49,427
Mortgage principal - current portion	44,667	44,667
	1,279,328	650,998
LONG-TERM LIABILITIES		
Mortgage payable	268,333	313,000
Deferred grant - capital equipment	8,334	25,000
Deferred grant capital real property	597,921	647,849
	874,588	985,849
	2,153,916	1,636,847
NET ASSETS		
Operating	746,192	584,617
Invested in capital assets	402,980	427,931
	1,149,172	1,012,548
	3,303,088	2,649,395

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, 2017)

	2017	2016
REVENUES		
Amortization of deferred grants	58,261	65,333
Donations and fundraising	14,278	30,892
Fee for services	159,106	168,490
Grants – Government		
Federal	8,668,748	6,677,976
Provincial	653,745	386,282
Municipal	88,341	106,213
Grants – Non-Government		
Foundation - United Way	90,500	90,500
Other grants	7,490	41,887
Other revenue	42,735	18,629
	9,863,204	7,586,202
EXPENSES		
Advertising and promotion	19,160	
Amortization	95,756	97,503
Cleaning and maintenance	141,159	107,947
Computer and technology	120,666	41,741
Employee benefits	985,874	866,081
Fundraising expenses	23,430	-
General and office	125,875	117,777
Insurance	31,728	30,848
Memberships	5,699	8,540
Minor capital expenditures	13,937	-
Mortgage interest	14,345	15,775
Professional fees	53,253	33,146
Programs and subsidies	1,399,312	25,864
Rent and occupancy costs	959,923	925,580
Salaries	5,374,356	4,863,420
Sales tax	3,571	60,147
Supplies	190,424	130,674
Telephone	87,736	32,499
Transportation- Subsidies	49,204	18,087
Transportation- Staff	31,172	23,707
	9,726,580	7,399,336
EXCESS OF REVENUES OVER EXPENSES	136,164	186,866

HUMAN RESOURCES

Promote Human Resources Excellence

We continue to work hard at implementing an ERP System that will enable our Finance and HR departments to be more efficient and improve service delivery to staff. This project seeks to streamline Polycultural's unique HR requirements. We've continued our collaboration with an ERP solutions firm and our own internal project team to ensure that core functionalities are met. Roll out of the system is expected at the start of the next financial year. Our task over the next few years is to continuously improve our processes for ease of use by staff.

Our highly skilled staff of 124 individuals and numerous volunteers provided professional support to over 16,000 clients this financial year. Our new Refugee Assistance Program (RAP) created an increase in the recruitment and hiring process with most new recruits assigned to the Syrian newcomers.



TRAINING AND DEVELOPMENT

To ensure the highest quality of service to our clients, we've continued to invest in training and development of the team. The team went through a series of training exercises that empowered them with specific approaches in dealing with specific cases as they arise. We committed over 26 hours of training to each employee.



EMPLOYEE ASSISTANCE PROGRAM

We conducted an EAP awareness campaign as part of our commitment to the ongoing wellness of our employees. Members of the team were encouraged to use the services provided to deal with mental health issues at the workplace and at home.

VOLUNTEER COORDINATION

Volunteer coordination has been centralized and merged into human resources management. This change has strengthened our processes in providing more support for programs, keeping volunteers engaged and monitoring their progress with each task assigned. The volunteers are drawn from students on job placement or skilled professionals with varied experiences. They are important to us as they assist in the sustainability of the organization.

COMMUNICATIONS

Informing Clients

The Communications Unit over the last year has supported the organization's strategic themes by promoting our services and programs to the respective groups we serve. We have collaborated on numerous campaigns with partnering firms to serve newcomers, youth, seniors and families. These campaigns have been integrated into our web and social media platforms. We have seen an increase in followers in each of the social media platforms utilized.





+48%
Followers



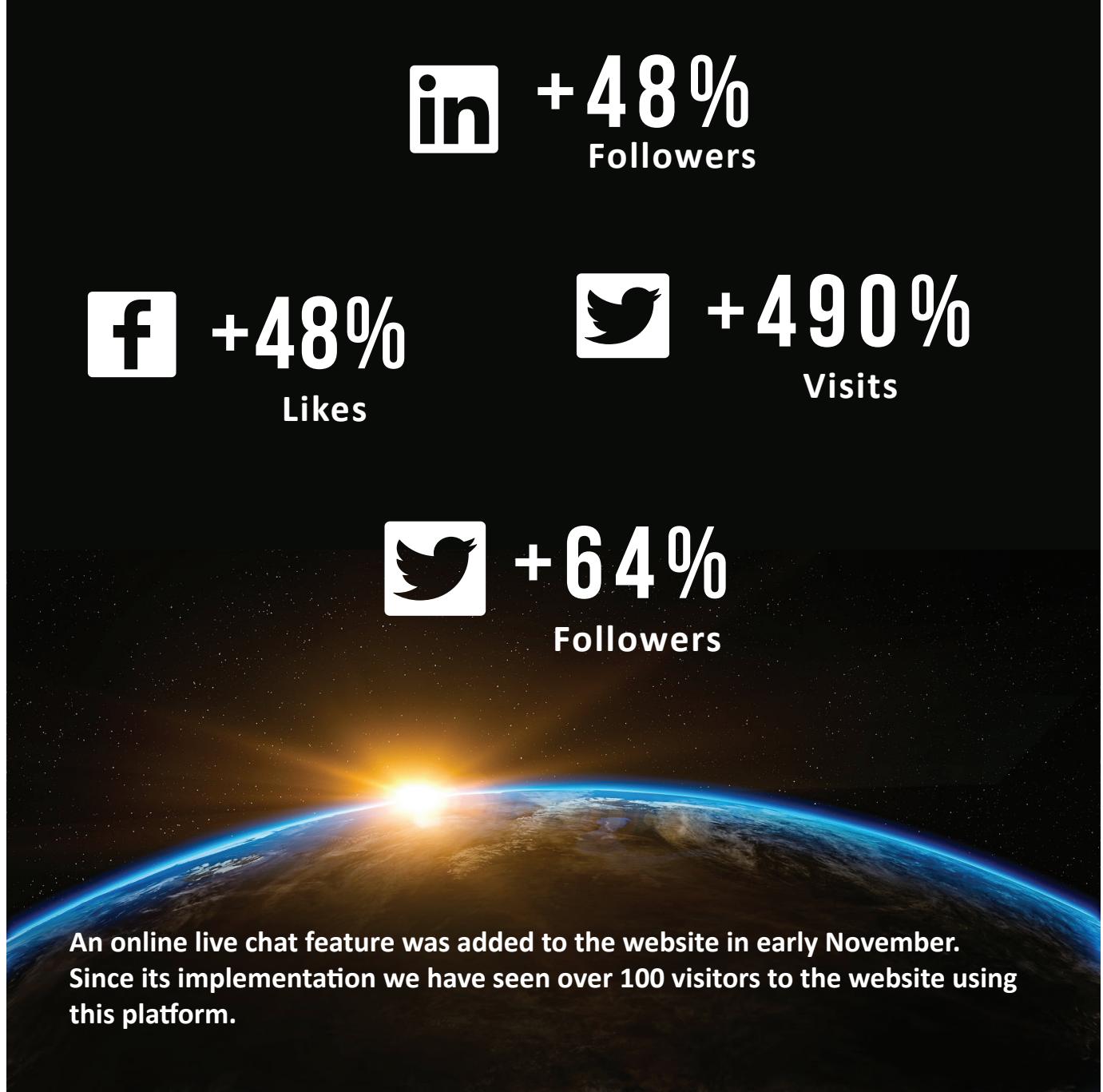
+48%
Likes



+490%
Visits



+64%
Followers



An online live chat feature was added to the website in early November. Since its implementation we have seen over 100 visitors to the website using this platform.

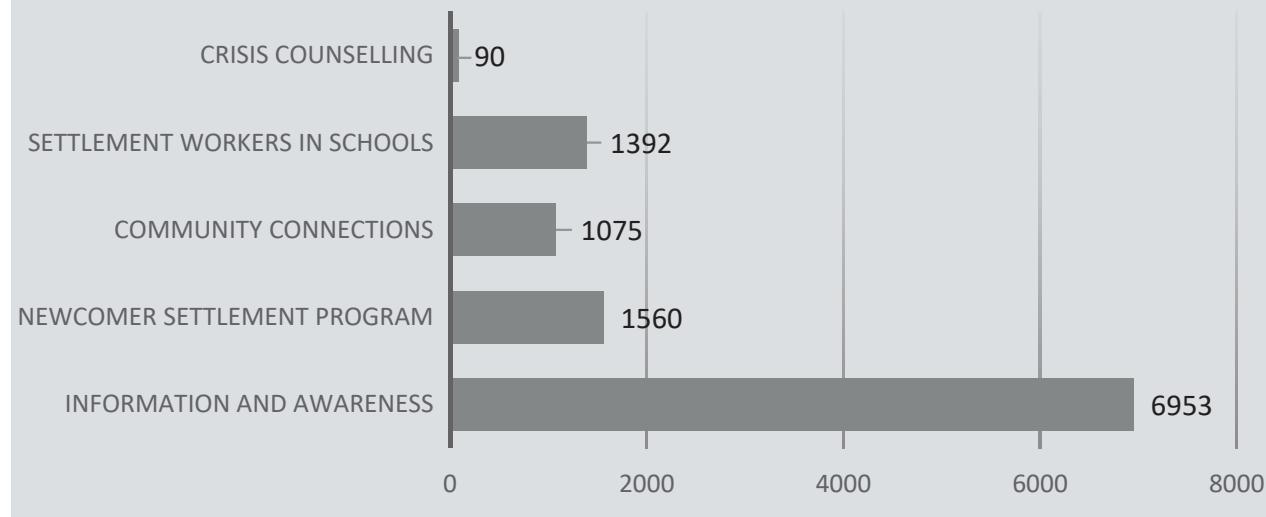
NEWCOMER SERVICES

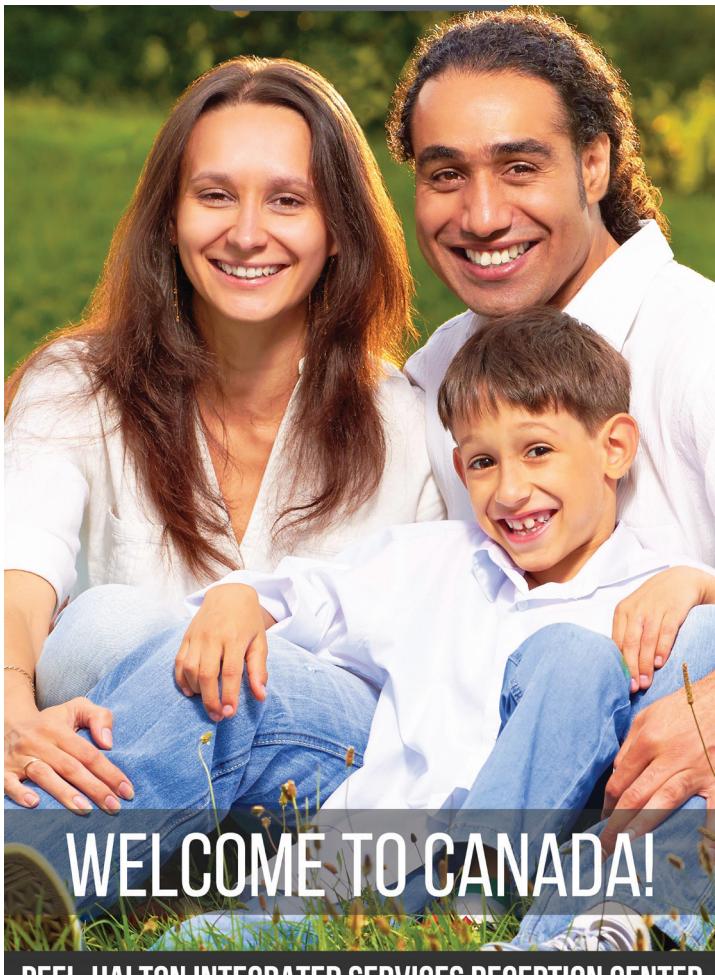
Welcome to Canada

The 2016-17 fiscal year was a busy year for newcomer services. We served 12,042 newcomers with 11% of them being Syrian Refugees. The team at the Refugee Assistance Program (RAP) was given the mandate to assist Government Assisted Refugees in their resettlement process. The team operated at The Peel-Halton Integrated Reception Centre (The Reception Centre), the hub created to facilitate the resettlement needs of refugees, including those from Syria. The Reception Centre, is funded by IRCC and is the first centre dedicated to refugees in the Region of Peel. It provides settlement services including temporary housing, orientations and workshops that will assist them in integrating into Canadian society.

Refugees, immigrants to Canada and other groups of newcomers can access our comprehensive services at our locations throughout the GTA.

CLIENTS SERVED IN NEWCOMER PROGRAMS





WELCOME TO CANADA!

PEEL-HALTON INTEGRATED SERVICES RECEPTION CENTER

"Just want to express my gratitude to Polycultural for the help and support they gave to me and my family regarding settlement in Canada. I've been working with a settlement counsellor for more than a year and I'm very pleased with the professionalism and kindness she showed to my family. I will definitely recommend Polycultural to all my community."

Pichugin

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

REFUGEE SERVICES - NUMBER OF PERSONS SERVED

RAP 542

Case Management - IRCC 232

Case Management - MCI 198

OUR BOARD IN ACTION

Welcoming session for the first families to arrive at the Peel-Halton Integrated Reception Centre

Syrian Welcoming Session and Eid Celebration
September 11, 2016





LANGUAGE LEARNING & SKILLS DEVELOPMENT (LLSD)

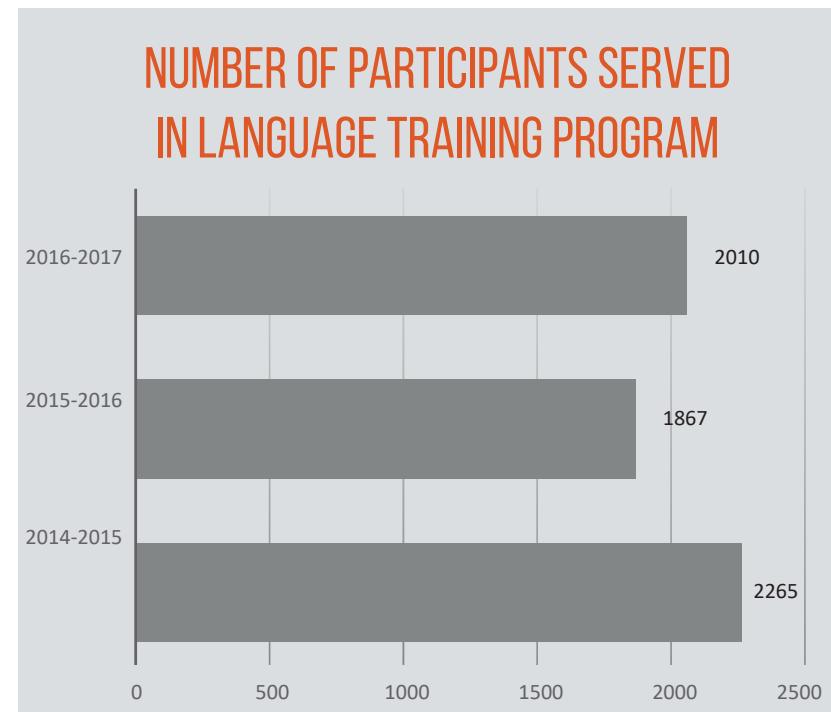
The limits of my language are the limits of my world

Our LINC program offers newcomers the opportunity to learn English in order to be better prepared to successfully integrate into the workforce and their new communities. We offer language training at 4 of our locations in the GTA. The introduction of our Online-ESL program was a strategic move to expand the language training program. The program offers participants an opportunity to learn on their own schedule: listening, speaking, reading and writing skills of the English language.



"I am from Albania and I found myself in an environment that I don't understand 100%. The Polycultural center offered courses tailored for me. I am enrolled in the LINC program. It is a pleasure to be here and to have very interesting and informative conversations in the class. I really appreciated the English classes and the way the personnel communicate to us. Overall from my personal and professional point of view I recommend this course, it is really worthy".

Suzana



"My name is Hussein, a Syrian Refugee. I came to Canada with my family about one year ago. Ten days after my arrival, I went to Polycultural to attend LINC school. I wanted to start learning English. Right away I started at level 1, now I'm at level 4. The school has great staff, especially the teachers and I'm learning and improving my English quickly. Because of that, I have been offered a job in a company as a Welder. This is what I used to do back home and I'm happy to be able to do the same in Canada."

Hussein

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



YOUTH AND CHILDREN SERVICES

Choose the future

Our goal is to cultivate young leaders to influence the communities in which they live; to bring about social change and help in removing barriers that affect their growth and development. We aim to equip them with tools needed to create social change on issues such as self-esteem, gender based violence and substance abuse.

Our youth employment initiatives address the gap in youth employment and offer a range of services and opportunities for young people to learn about the workforce and gain meaningful employment.



Youth Job Connection - employment preparation and paid placement for at risk youth 15-29 years who are not employed. Funded by Ministry of Advanced Education and Skills Development



Youth Job Connection Summer - pre-employment training and work opportunities for high school youth. Funded by Ministry of Advanced Education and Skills Development



Beautiful Girls - program geared at developing confidence and leadership skills in girls between the ages from 9 to 19. Funded by RBC Foundation



Summer Camps - having fun and developing social skills through meaningful activities. Funded by Service Canada and private donors.



Youth Achievers Program (YAP) - job-readiness and leadership program for youth ages 16 to 25. Funded by United Way of Peel Region



Care for Newcomer Children - care for children for parents participating in language training . Funded by Immigration, Refugees and Citizenship Canada.

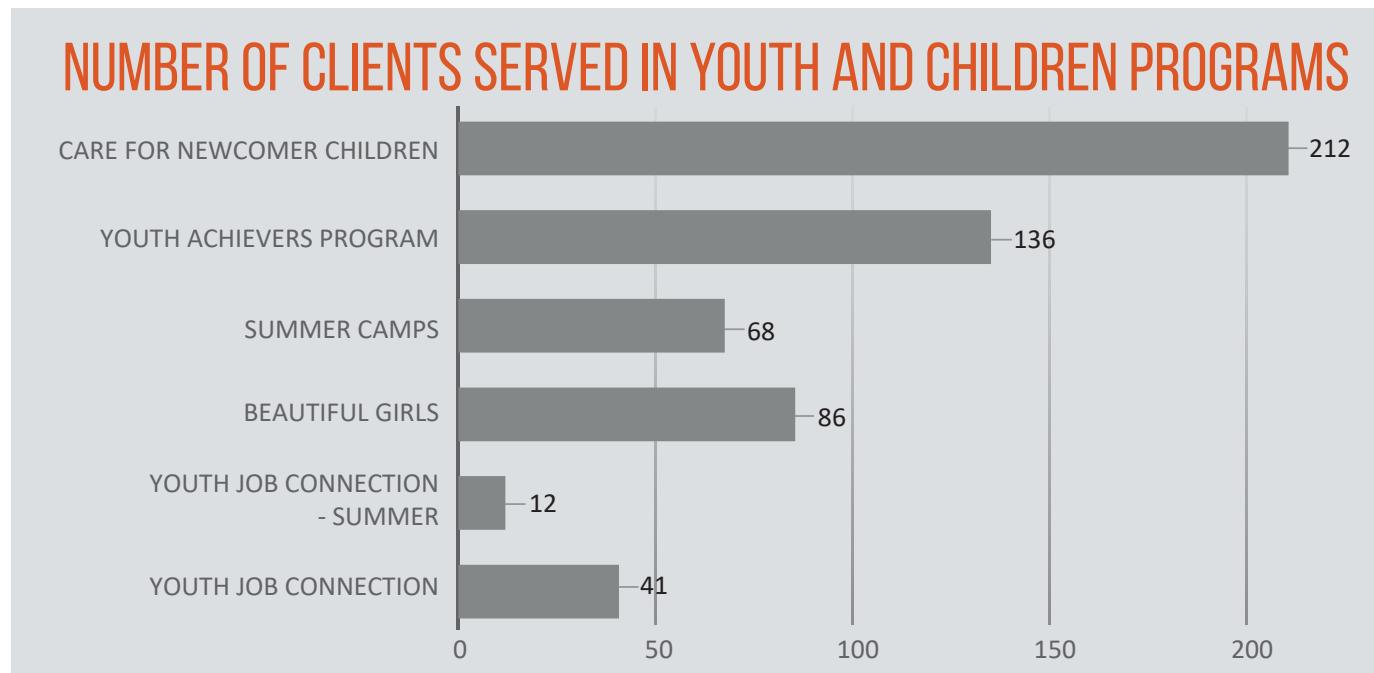
Hiba is a Youth Achiver

Hiba was new to Canada and felt she needed to do more socializing to feel more integrated. Hiba joined the Youth Achievers Summer Program and enjoyed it so much, she returned for the Fall session after school. Feeling a need to interact more with others, she searched for a place where she could not only learn new skills but socialize with various individuals in her age group. Hiba found this in Youth Achievers. The program not only provided her with a safe space to speak with others, but connected her with various youth from different schools across the city.

Youth Achievers not only helped with her social life, but the way she approached academics as well. Her experiences in the program gave her a boost of confidence, causing her to speak up and participate more in class. This has increased and brightened her school spirit.

“From Youth Achievers I made new friends from all over...different schools. Also, I am more confident. I started speaking more and participating more in class.”

Hiba



SERVICES FOR SENIORS

Active Seniors

We are committed to providing social, recreational and healthy lifestyle programs to empower seniors. Our goal is to assist them in improving their quality of life by providing a variety of programs to decrease the instances of isolation and marginalization.



New Horizons for Seniors Program, funded by Service Canada



Seniors I.T. Drop in Centre funded by the Ontario Seniors' Secretariat



Multicultural Women's Wellness Program to offer mental health prevention and address isolation for senior women, in partnership with the Canadian Mental Health Association (CMHA)

SENIORS WERE ABLE TO:

Reduce isolation



Make friends and develop an active social life



Learn new skills



Develop a system of support



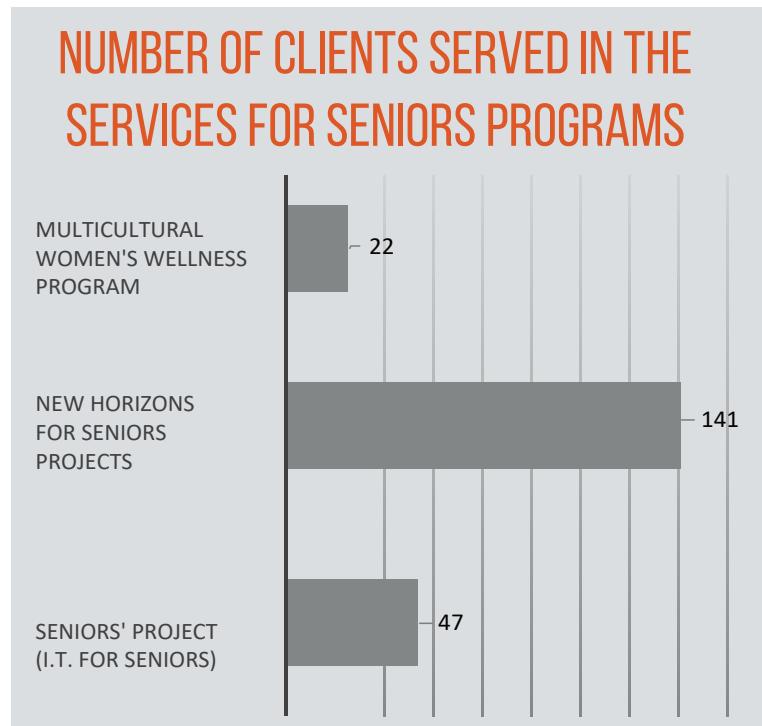
Access community resources





"The day I joined the seniors group was one of the best things I did for myself. It is a good feeling to know that seniors are not forgotten. We should be respected and treated like everyone else. This is a very diverse group of people and I look forward to every Wednesday and Thursday to this stress free environment. I wish there were many more groups like this in other communities. We have many classes, I like the computer classes as I no longer have to depend on my kids for directions to take the bus. I am able to Google the bus schedule."

Wilma

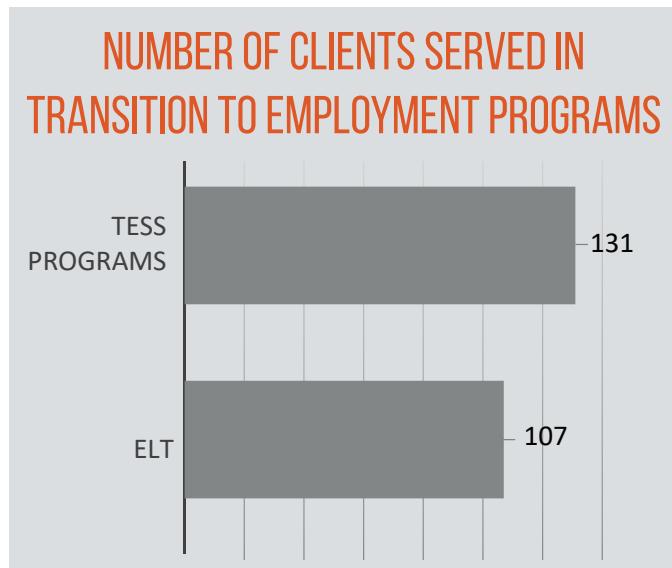


TRANSITION TO EMPLOYMENT

Your career starts here

Transition to employment initiatives were created to respond changes in the labour market. The program goal is to equip participants especially newcomers with the knowledge and skills needed to obtain meaningful employment. The programs available are:

- Toronto Employment and Social Services (TESS) Programs: Excelling in Customer Service, Career Exploration and Employment Assistance
- Enhanced Language Training (ELT)



ELT courses are designed for internationally trained professionals and provides language training for workplace communication . Funded by IRCC.



Employment Essentials and Sector Focused Career Development Programs - employment preparation courses contracted through TESS



"I have got a job in the Cash Management operations. I appeared for the interview within days got an offer to join the company. I started my work today. My major responsibility is to process the cash and cheques deposited in the ATMs across Ontario for a major bank in Canada and do a reconciliation of the instruments at the end of the day. I am really grateful to Polycultural and especially to the instructor for her guidance, suggestions and timely feedback related to job search and my professional development. I think the ELT program has really helped me in becoming more confident in attending the interviews and facing the interviewers. The mock interview sessions that we practiced in the class were

very beneficial. I have learned so much from you regarding the Canadian job markets and the work culture here."

Peter

"I am so lucky and happy that I joined the Polycultural ELT course. It helped me understand the Canadian culture, improve my communication and interpersonal skills and gain techniques needed to find a job. Without your help I wouldn't be employed that quickly. Many thanks for all the hard work and time you invested to help me out."

Hilda

HEALTH AND WELLNESS

Healthy is happy

The Health and Wellness programs focus on the health and well-being of individuals. The participants of the program will be able to: develop healthy habits, exercise more, explore healthier lifestyles and learn how to take care of their health. We have 3 programs dedicated to providing these services: After the Discharge Project, Sheridan Neighbourhood Family Program – children component and Sheridan Neighbourhood Family Program – adult component.

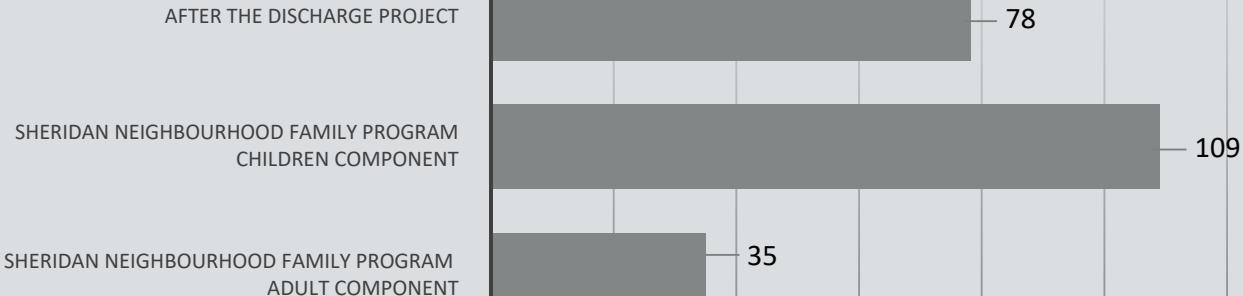


After the Discharge Project supports marginalized and isolated patients discharged from Etobicoke General Hospital. Funded by Ontario Trillium Foundation.

"I first started with this group at the adult center here in Mississauga because I lived by myself. My life started to change, because of this group. I started exercising and learned how to do beautiful painting. I got to know many new people from other cultures, we do not communicate with words but we laugh and have fun together on the field trips to bountiful parks such us the Crawford Lake and the Pioneer Park. I am very happy learning to eat healthier and sharing every week with people from the Spanish speaking countries. I can see that this year the program is even better and that my life has been changed in a very positive way. I want to say thank you for supporting us and for offering these activities that make our lives happier."

Graceiela

NUMBER OF CLIENTS SERVED IN HEALTH AND WELLNESS PROGRAMS



Sheridan Neighbourhood Family Program, supporting the Sheridan-Clarkson high needs neighbourhood of Mississauga, funded by United Way of Peel Region

INDIVIDUALS WERE ABLE TO:

Develop healthy habits

Exercise more

Explore a healthier lifestyle

Learn how to take care of their health



SPECIALIZED COUNSELLING

Help when you need it



Our counselling programs are geared towards helping individuals and families deal with problems such as: family breakdown, domestic violence, parenting issues, disabilities, financial difficulties, homelessness and gambling addiction. In addition to that, we assist clients in accessing medical, social and legal assistance.



Partner Assault Response Program addresses domestic violence for individuals from Western and Eastern European backgrounds. Funded by the Ontario Ministry of the Attorney General

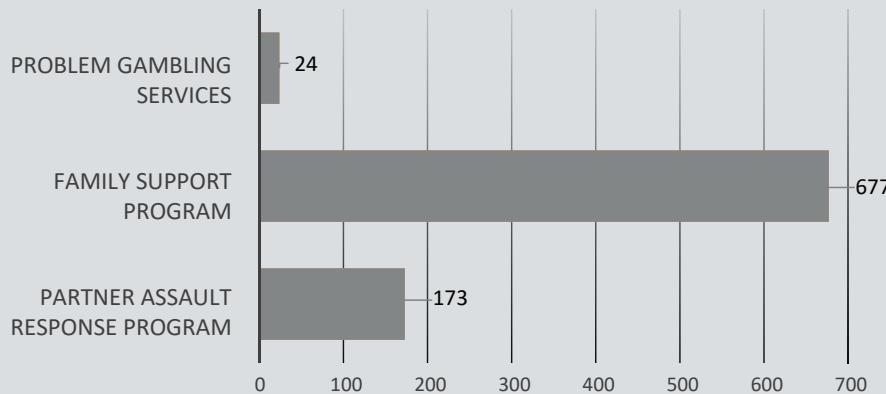


Family Support Program to support marginalized and vulnerable groups at risk for addiction, family and intergenerational issues. Funded by the City of Toronto



Problem Gambling Services funded by Centre for Addiction and Mental Health (CAMH)

CLIENTS SERVED - SPECIALIZED COUNSELLING



POLYLICIOUS 2016

Our annual fundraising event held on May 20, 2016. An evening of flavours, dance and fun from the Middle East



LIST OF FUNDERS:



LIST OF SPONSORS:





THANK YOU

ADMIN OFFICE

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

TORONTO SOUTH WEST

27 Roncesvalles Avenue, Suite 407
Toronto ON M6R 3B2

ETOBICOKE CENTRAL

3363 Bloor Street West
Etobicoke ON M8X 1G2

TOLL FREE 1-844-493-5839

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

