



ANNUAL REPORT 2013 - 2014



POLYCULTURAL
IMMIGRANT & COMMUNITY SERVICES

GROWING WITH CANADA

OUR MISSION

Individuals and communities served by Polycultural
have an equal opportunity to be productive members
of Canadian society

OUR VISION

To be the organization of choice
for individuals and communities seeking support



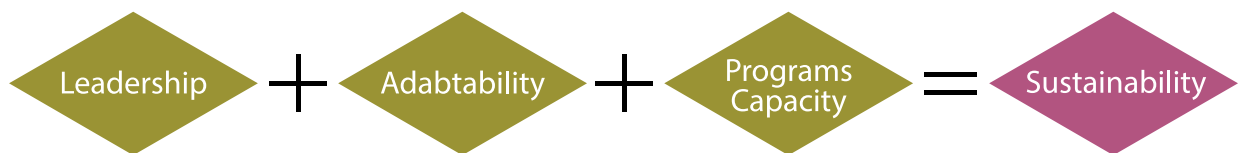
POLYCULTURAL
IMMIGRANT & COMMUNITY SERVICES

GROWING WITH CANADA

Message from the President and the Executive Director



Change is the only constant, both in organizations and in our communities. Non-profit organizations, like all institutions, wrestle continually with the question of how to keep going and to improve their lot. Especially during today's difficult economic times. In short, non-profits must constantly strive for sustainability. Polycultural has newly adopted the following formula for sustainability:



Sustainable organizations exhibit leadership that is visionary, strategic, inclusive, decisive, inspirational, motivational, and accountable. The organization should have an adaptable capacity by being able to monitor, assess, respond to, and create internal and external changes. Our management should be able to use resources effectively and efficiently and to employ all skills, experience, knowledge, tools, facilities and technology to implement all programmatic, organizational and community strategies.

Despite the important contributions they make, non-profit organizations have recently found themselves in a time of testing. This includes many challenges, such as the fiscal challenge, the competition challenge, social and demographic challenges, the effectiveness challenge, the technology challenge, the legitimacy challenge and the human resource challenge. Polycultural has decided to face and tackle all of these challenges in order to secure the continuation of the organization and plan for future growth. This past year Polycultural has experienced a variety of changes within the organization and within the community. These changes were based on a third party evaluation and a CCAT report has been developed. The report evaluated all fields and compared it with the sector's benchmarks. The report has

put forward some recommendations for improvement, which the Board of Directors and Executive team have adopted. Here we demonstrate some of our achievements of 2013/2014:

The Board of Directors – The organization started by evaluating the Board's performance and conducting needs assessments for future Board members. Based on the results, the Board has created a new Board member profile and four new Board members were recruited based on the new profile. The current Board includes a variety of professionals that the organization needs, such as financial experts with designations, HR professionals with designations, marketing and fundraising professionals with designations, law and regulation professionals with designations, and operational management specialists.

Executive Director – The organization has had new leadership in 2013/2014. The new Executive Director brings to the organization, 12 years of senior management experience in the areas of corporate social responsibility and sustainability, program/policy management, strategic business planning, communications, marketing and fundraising with involvement in the corporate, education and the not-for-profit sectors.

Mission Statement and Strategy Plan – By the end of the 2013 - 2014 fiscal year, Polycultural launched its new three years strategy plan with a new mission statement. As an organization, we strive to aid and assist members of our community and newcomers alike, to ensure that they have every opportunity that they need to succeed – whether that is in business, at home or in school. Polycultural's programs are designed to address a specific barrier that individuals or families face when integrating into our community. The programs will also allow for equal opportunity in whichever area they are likely to struggle, and to equip individuals with information that they need. The Board has reviewed Polycultural's current services, as well as future planned services and decided that the mission needed to be changed to reflect this, as the old one did not.

Brand Image and Reputation – Polycultural's reputation and brand has been carefully crafted and cultivated over 40 years in business. With this, comes great responsibility to protect the brand trust that has been developed. Last year, Polycultural changed their logo and this year Polycultural had renovated or reallocated and rebranded all of its locations. All of Polycultural's locations are currently accessible for people with special needs and mothers with strollers. Polycultural has developed a new customer service standard that guarantees our clients' satisfaction.

Compliance with Legislation – Polycultural is a locally autonomous not-for-profit charitable organization with a volunteer Board of Directors. We are required to comply with regulations set forth by Canada Revenue Agency, Ministry of Labour, the ethical code from Imagine Canada, as well as others. The Board of Directors and Executive team ensure that the organization is in compliance with all legislations and that the negative impact on stakeholders and the organizational image is minimal.

Organization Structure – The organizational structure had been changed by the end of 2013/2014 from a vertical structure to a horizontal (flat) structure. The main reasons of this change is to break the silo between programs and locations, reduce the administrative and managerial positions, and increase the involvement of the Programs Managers in the decision making process.

Information and Communication Technology – The organization has revamped its ICT infrastructure, as it is the main tool of our communication and also to improve the quality of services delivered. This infrastructure includes: a new email carrier with the latest technology, new networking at all locations, high security measures for our network, such as firewalls, anti-malware, and anti-viruses. Also included, is a new telephone system that connects all of Polycultural's locations together, as well as the addition of better remote support services.

Diversify and Increase Fund – Diversifying funds is a strategic goal for Polycultural, as we believe it is the only way for the organization to reach financial stability. Last year Polycultural was able to increase the number of contributed funders and the total funds. Three new funders/projects joined Polycultural in the reporting year and they increase our fund by 3%. Polycultural will continue in this path for the coming three years aiming to reach 15% of our funds from other sources rather than from the main funder.

Partnerships – Not for profit organizations still see themselves as a community that can come together to forge common positions and partner for a greater impact, even in challenging and turbulent times. We remain committed to doing this, and we are looking forward to increase our partnerships, to provide joint services to the benefits of the vulnerable communities for which we serve.

We are confident that by the end of 2014/2015, Polycultural will be ready for the next forty years and will be equipped with up-to-date and professional policies, procedures, facilities and resources needed for success and sustainability.

Polycultural's success is only possible as a result of true partnerships. It is essential to have the necessary resources to provide the essential services at Polycultural. We deeply thank our generous donors and funders for continuing to believe in and support our work that has such a profound impact on people's lives. The Board of Directors have worked tirelessly over this last year to ensure that Polycultural has gained a renewed stability. Their commitment and support is critical to Polycultural's success. None of Polycultural's important work could be achieved without the remarkable staff, peers and volunteers who, on a daily basis, demonstrate tremendous commitment, creativity and resilience. Most significantly, we acknowledge the courage of the community and the individuals who use our services as they remind us, on a daily basis, of the importance of always keeping the needs of our client's front and centre.

Adam Altmid
President

Marwan Ismail
Executive Director

Newcomer Services

Information and Awareness Program

The goal of this program is to assist newcomers' adjustment to Canadian culture and society, through development of social networks and connections within the community. Participants receive timely, useful and accurate information, required to make informed settlement decisions. Additionally, they are informed about Canadian laws, rights, responsibilities and how to access community resources. Polycultural Immigrant and Community Services provides assistance in 21 different languages. The Information and Awareness Program is funded by Citizenship and Immigration Canada.

"As a new immigrant, I've been receiving services from Polycultural for many years. The senior counsellor's guidance and advice is excellent. I'm very happy to know a place where I can get true help with any challenge. Without you guys, I would not even be able to go to a hospital or refill my prescription. Thank you so much!"

6,035

newcomers benefited from the Information and Awareness Program

4,944

newcomers received needs assessments and referral services



Community Connections Program

The objective of Welcoming Communities is to help newcomers establish social and professional networks, become engaged and feel welcomed in their communities. Program activities include, newcomer clubs such as Discover Canada clubs, financial clubs, and computer clubs, conversation groups and a connection to volunteering and their community. In addition, the program serves groups of internationally trained professionals such as international medical graduates. The program is funded by Citizenship and Immigration Canada.

496

group sessions were held

3,060

individuals participated in the Community Connections Program

Polycultural Immigrant and Community Services (Polycultural) provide language learning, skill development and settlement services to newcomer individuals and communities to help them productively contribute to society.

Newcomer Settlement Program (NSP)

Services delivered under the Newcomer Settlement Program facilitate the social and economic integration of newcomers. Settlement services address the complex needs of newcomers, especially refugee claimants and immigrants seeking Canadian citizenship. Our services are offered in 11 different languages. Newcomers receive accurate, up-to-date information and are connected to community resources and Government of Canada programs including language courses, employment supports offered under Employment Ontario, community healthcare clinics, legal clinics, legal aid, Ontario Works and local food banks. The ultimate goal of the program is to help newcomers become fully engaged in all aspects of Canadian life – social, economic, political and cultural. The program is funded by Ministry of Citizenship and Immigration.

1,100
individuals were assisted
through the NSP Program

Multicultural, Settlement and Education Partnership (MSEP) Program

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

Services were provided in 17 elementary and secondary schools from both the Peel District School Board and the Dufferin Peel Catholic District School Board. The program is funded by Citizenship and Immigration Canada.

714
individuals were assisted
through the MSEP Program

Language Learning and Skills Development

Language Instruction for Newcomers to Canada

Language training facilitates the smooth transition of newcomers into Canadian life through attainment of the language skills necessary for daily functioning and to support the settlement process. Students also receive a broad knowledge of Canadian culture and values, develop soft skills, and obtain language skills for employment and academic purposes. They also receive in class settlement related workshops on advanced life skills such as, critical thinking, problem-solving, decision-making, networking, and presentation skills. The program is funded by Citizenship and Immigration Canada.

- ✓ 29 full-time and 10 part-time classes were successfully administered
- ✓ Class levels ranged from Literacy level to level 7
- ✓ Program outcomes include: Newcomers improved their language skills and life-skills needed to carry oneself in Canada

"I like my class because it's not only about English learning. It is also learning about Canada. Now I'm more knowledgeable about opportunities and resources at my new home."

"Diversity of my classmates gave me experience to interact better with other culture and language differences."

"I can speak English!"

2,057
individuals participated
in language training

960
students
completed a level



The objective of this program is to provide English language instruction and skills development training to adult newcomers and to facilitate their social, cultural, economic and political inclusion into Canadian society.

Citizenship Preparation Classes

New classes are offered to prepare immigrants for Canadian citizenship. By attending citizenship classes participants learn about Canada, its heritage and history, its geography and regions, its government and systems. Improving English language skills to meet requirements for Citizenship application and enhancing knowledge of rights and responsibilities of Canadian citizen are the main goals achieved.



"My name is Irene and I have always had a long-term goal of becoming a teacher. The first step on my list was to improve my English. That's why as soon as we moved to Canada from Cameroon, central Africa, in 2012, I had my English skills assessed. I did my best and in ten months I progressed from Level 3 to Level 6/7. I was struggling with trying to settle down, learn English and be a good mother and wife at the same time.

During that time Polycultural brought a lot of changes to my life. Staff and teachers were friendly. They were always there to help. I felt more confident now and decided to apply for the B.Ed. program at York University. It was not easy, but thanks to my determination, encouragement of my teachers and my level of English skills, the doors of York University finally opened. I was admitted to the Bachelor of Education and Bachelor of Economics programs.

Today my classmates, my teachers and my family are proud of me. Polycultural has given me so much satisfaction and support that I decided to share my success story and my experience with other people."



Transition to Employment

Enhanced Language Training (ELT) Program

ELT is an eight week program of occupation specific language training and is utilized 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. The program is funded by Citizenship and Immigration Canada.



143

individuals completed
the ELT program

Job Search Workshops (JSW)

The Job Search Workshops provide a client-focused service aimed at improving labour market access outcomes. The service prepares newcomers to enter the labour market by identifying their strengths, barriers, transferrable skills, short and long term goals, obtaining career specific knowledge and information, and by developing the skills necessary for effective job search. After JSW completion, interested participants can be placed in internships or mentorships. The program is funded by Citizenship and Immigration Canada.

240

individuals completed
the Job Search Workshops

36

individuals were employed in their
professional field in less than three months
after completion



Transition to Employment programs have been developed to support individuals, including internationally-trained professionals and trades people, in finding their pathways to employment in Canada.

Pre-Employment Development (PED) Program

The Pre-Employment Development Program is directed towards Toronto residents. It assists recipients of Ontario Works benefits to identify their path towards employment and to develop concrete steps in reaching their goals. It also provides skills upgrading, education, trades certification, professional licensing, bridging programs and job placement services. The program is funded by the City of Toronto.



59
individuals
participated in
the PED Program

Internships

After completion of the ELT and JSW programs, participants are placed for internships, paid employment or connected to an employment mentor. Placement opportunities are identified based on developed employment goals and is part of the action plan for finding employment. This activity addresses the new job hunter's need for exposure to the Canadian work environment, to practice and enhance their soft skills, to expand their professional networks and to obtain employment related references.



115
participants connected
with mentors or placed
for internships

Youth and Children Services

Jobs for Youth After School (JFYAS)

Jobs for Youth After School provides racialized and immigrant youth who experience barriers in finding employment and developing social and interpersonal skills with paid part-time work placements. The program support includes pre-employment training, ongoing support during their placement and post-employment support as well. The program helps youth at risk to develop employment skills and professional networks, which enhances self-confidence and self-regulation. Youth are better prepared to find and retain employment when they are aware of their rights at work, when a greater knowledge about employer expectations is gained, when workplace health and safety awareness is enhanced, and when their organizational, time management and job search skills are also increased. The program is funded by Ministry of Children and Youth Services.

41

individuals received paid
placements through
Jobs For Youth After School

Beautiful Girls Program

Beautiful Girls Program is geared towards developing confidence and leadership skills in girls between the ages of 14 to 19.


Program Objectives

- ✓ To increase self-esteem and self-worth in girls and young women
- ✓ To reduce peer and domestic violence
- ✓ To improve communication between immigrant parents and their children

The program provides a safe and 'girls only' zone for girls and young women to meet on a weekly basis. The allure of the group is that girls are from diverse, cultural and ethnic backgrounds. Girls are encouraged to be themselves, to share their experiences, aspirations, history, traditions, folklore and customs and also, to learn from each other. The program is funded by the RBC Foundation.

108

individuals participated in the
Beautiful Girls Program



Youth and Children Services are available to assist newcomer youth in dealing with such sensitive matters as bullying, uncertainty about the future, building relationships with peers and overcoming barriers in finding employment.

Youth Achievers Program

Youth Achievers is a six week program that focuses on job-readiness and leadership for youth and young adults, aged 16 to 25. This program creates a fun and non-competitive environment where young people participate in workshops about job search fundamentals. Youth participants study related weekly topics and acquire social, business, leadership and financial management skills necessary to thrive in the workplace. Upon program completion, youth are job ready with enhanced leadership and teamwork abilities. The program is funded by United Way of Peel Region and Citizenship and Immigration Canada.

"Weeks prior to enrollment in the Youth Achievers' Program (YAP) I took my classes as a building block of Canada's future. My peers aspired it would lead them to great places. Apart from them I had no idea where these great places were or how to get to there!"

The YAP allowed me not only to discover a multitude of career pathways, but the most effective means to traverse them. With the selected material for each module of the sessions being so sophisticated yet youth friendly, it was easy to pick up and practice fundamental skills for a newcomer to the job market. I especially enjoyed when the facilitator brought in professionals to introduce or elaborate on very interesting concepts, systems and methods. However, the benefits of the YAP go beyond preparation for the office. I have gained an entirely new perspective of Canadian culture by interacting with other aspiring innovators. I spent many Tuesdays having motivating discussions, inspiring me to delve into research of my plans for the future.

My time with the YAP has been so advantageous that using the techniques I learned, I acquired two jobs just a week shy of the end of my last mentorship session. I have never been as grateful to give up a weekday as a Youth Achiever...it truly has been a lovely experience."

101

individuals
participated in the
Youth Achievers
Program



Health and Wellness

Multicultural Women's Wellness Program

This program is delivered in partnership with Canadian Mental Health Association with a goal to promote wellbeing among socially isolated women. Women at risk of mental health problems due to difficult life circumstances or those experiencing cultural and linguistic barriers are the beneficiaries of this program. The program offers a safe place where women can meet, make friends, network, learn, remain active and have fun. Program delivery outcomes include: reduced isolation, mental health education and wellness promotion.

21

individuals participated in
the Multicultural Women's
Wellness Program



Health and Wellness programs are offered through partnerships with various public organizations and delivered through group sessions and weekly gatherings. The programs target all family members from children to seniors. Participants get an opportunity to make friends, network, learn, and remain active and healthy.

Sheridan Neighbourhood Family Program

The program helps clients find employment or start their own businesses. It also creates a welcoming community space for residents. Sheridan-Clarkson, a neighbourhood designated as high need and priority, is the program's target. Programming is based on 3 age groupings.

Adult Component: The goal is poverty reduction through employment and/or self-employment. Clients learn about topics such as creating business plans, registering a small business, keeping taxation records, managing bank loans, practicing interviewing skills, resume writing and job search strategies.

Children Component: Visual Arts Mississauga provides art classes to children whose parent(s) attend the employment program. Children are also engaged in fitness sessions.

Youth Component: Global 180 is a partner that provides youth leadership sessions, a weekly after school drop-in program and other activities including movie nights and girls events.

The program is funded by United Way of Peel Region.



220
children participated
in the Sheridan
Neighborhood Family
Program

99
adult participated
in the Sheridan
Neighborhood
Family Program



Specialized Counselling

Partner Assault Response (PAR) Program

The Partner Assault Response Program is a Domestic Violence Court initiative that delivers a specialized community-based group education/counselling program to offenders who have been mandated by the court to attend the PAR program in response to a criminal charge involving domestic violence. The program provides individuals with an opportunity to examine their beliefs and attitudes towards domestic abuse, and to learn non-abusive ways of resolving conflict. PAR program aims to enhance victim's safety and hold offenders accountable for their behaviour. The program activities offer victims/partners safety planning, support and referrals to community resources, and information about the offender's progress throughout the duration of the program. Annually 16 group sessions are offered in both Polish and Russian languages. The program is funded by the Ministry of the Attorney General.

68

individuals participated in
the Partner Assault Response
Program sessions

56

victims/partners
were supported

Problem Gambling Counselling

This service includes culturally and linguistically appropriate prevention counselling for individuals with problem gambling and their family members. The objective is to help clients understand why they gamble and to stop, cut down or change their gambling behavior. Counselling is offered to Polish and Russian speaking communities. Funded by Centre for Addiction and Mental Health

29

individuals were assisted
through Problem
Gambling Counselling



Specialized Counselling programs address family problems such as family breakdown, domestic violence, parenting issues, disabilities, financial difficulties, homelessness, and gambling addiction. The programs also assist clients to access medical, social and legal services.

Family Support Program

This program's objective is improved access to mental health, addiction services, financial assistance, housing and family counselling services for local ethnic communities including Polish, Punjabi, Russian, Swahili, Ukrainian and Urdu speaking newcomers. Program activities include linguistics, culturally appropriate and supportive counselling that connects to community resources, interpretation and case management. Additionally we deliver support groups for Polish speaking seniors to address isolation, mental health prevention and community well-being. Clients are also assisted in dealing with challenges such as high cost of housing, family conflicts, parenting difficulties, addictions, and abuse of women and children.

The program is funded by the City of Toronto.

787
individuals were
assisted through
the Family Support
Program



Support Services

Care for Newcomer Children (CNC) Program

Long-term and short-term care for children is offered under the Care for Newcomer Children (CNC) Program to facilitate access to services for newcomers with children. Newcomers participating in language classes, JSW workshops, individual appointments or settlement and employment sessions use these services. The service is funded by Citizenship and Immigration Canada.



715

children were enrolled
in the Care for Newcomer
Children Program

Summer Camps for School Age Children

Summer camps are held to engage school age children in enjoyable and meaningful activities during the summer holidays. A Peel region summer camp called “Friendship” is organized for children while parents attended language training programs. Besides offering a variety of activities such as yoga, tai chi, Bollywood dancing, field trips, floral design, and talent shows. The camp creates an opportunity for newcomer children to gain confidence and strengthen social skills needed for their success in the Canadian education system. The summer camp is partly funded by Citizenship and Immigration Canada.



24

school age children
participated in the
summer camps

Support Services which help clients to access needed services are always provided in combination with other services and act as an “enabler” to the overall settlement objective.

Interpretation and Translation

Interpretation and translation is offered to facilitate access to government and community services for individuals with a language barrier. The service is offered as part of the settlement services or as a fee-based service.



1,738
interpretation
and translation
services provided

Commissioner of Oath Certification

The “Commissioners for Taking Affidavits Act” empowers appointed staff to take various types of declarations, administer oaths and certify documents. Polycultural Commissioners’ certification is officially recognized by most Canadian Institutions.

Commissioners of Oath assist with

- ✓ Certifying signatures on letters of invitation for visitor’s visa
- ✓ Sworn affidavits or declarations
- ✓ Certifying copies of documents



Fundraising

Polylicious 2013

June, 2013 witnessed our third edition of our annual fundraising event Polylicious. The event was held in CORUS Entertainment, Toronto and included a lot of ethnical performances and food. The event was able to raise \$15,777 to the benefit of the organization's programs.



Local Fundraising Events

Our volunteers, staff and clients organized some small fundraising events among the year. These events raised about \$10,000.

- ✓ Christmas Bazar in Mississauga location was held in December
- ✓ Winter Wonderland was held in Etobicoke in December
- ✓ Holiday Magic event was held in Scarborough in December
- ✓ Summer BBQ in Mississauga was held in August
- ✓ Community BBQ and Fun Fair was held in August at Scarborough North site

Volunteers and Funders

More than 120 volunteers served for more than 5,500 hours during the year. The work that volunteers and placement students have done contributed to the success of the organization. They are engaged in a variety of ways, assisting the community and enhancing our services.

Funders



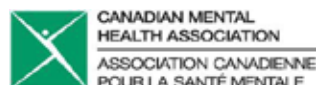
Government of Canada



United Way of Peel



Citizenship and Immigration Canada



Canadian Mental Health Association



Ministry of Attorney General
Ministry of Citizenship and Immigration
Ministry of Children and Youth Services



Centre for Addiction and Mental Health



Ontario Women Health Network



City of Toronto



SEDI



Toronto Employment and Social Services



RBC Foundation

Supporters and Partners

Supporters



Scotia Bank



Manulife Financial



Academy of Learning



Via Rail Canada



Bentall Kennedy



NAFTA Foods and Packaging Inc.



Caldwell Insurance Services

Partners

Partnerships with various organizations allowed us to expand and enrich the services we offer and implement the holistic approach to services. Our partners include Peel District School Board, Dufferin-Peel Catholic District School Board, Peel Newcomer Strategy Group, Tropicana Community Services Organization, William Osler Health System, Language Assessment Center Peel Halton Dufferin, The Centre for Skills Development and Training, Academy of Learning College, Bay/Bloor Campus and Kipling Collegiate Institute to name the few.

POLYCULTURAL IMMIGRANT AND COMMUNITY SERVICES

Statement of Financial Position (March 31, 2014)

	2014	2013
ASSETS		
Cash	\$ 998,246	\$ 551,862
Accounts receivable	174,511	166,481
Grants receivable	290,182	500,185
Prepaid expenses	69,705	40,278
	<u>1,532,644</u>	<u>1,258,806</u>
CAPITAL ASSETS	254,180	241,506
	<u>\$ 1,786,824</u>	<u>\$ 1,500,312</u>
LIABILITIES AND NET ASSETS		
Accounts payable and accrued liabilities	\$ 581,892	\$ 508,417
Deferred grants	119,277	62,686
Deferred renovation grant	297,000	297,000
Mortgage payable	94,374	112,997
	<u>1,092,543</u>	<u>981,100</u>
NET ASSETS	694,281	519,212
	<u>\$ 1,786,824</u>	<u>\$ 1,500,312</u>

Statement of Operations (Year Ended March 31, 2014)

	2014	2013
REVENUES		
Government of Canada	\$ 6,679,553	\$ 6,332,251
Province of Ontario	408,095	269,394
City of Toronto	27,475	26,415
United Way	48,582	4,637
Other grants	21,927	5,031
Revenue from services	125,966	175,365
Donations and fundraising	78,575	68,690
Amortization of deferred grants	34,154	36,297
Other revenue	4,469	8,324
	<u>\$ 7,428,796</u>	<u>\$ 6,926,404</u>
EXPENSES		
Amortization	\$ 34,154	\$ 47,531
Cleaning and maintenance	74,826	79,068
Computer and technology	25,114	39,116
Employee benefits	927,110	911,648
General and office	136,301	106,826
Insurance	22,360	22,400
Memberships	5,725	4,935
Mortgage Interest	8,602	8,681
Professional fees	18,852	9,419
Property taxes	17,633	16,069
Rent and utilities	938,569	875,460
Salaries	4,816,167	4,542,879
Sales tax	52,752	48,418
Subcontracts	14,835	33,689
Supplies	93,486	72,597
Telephone	31,811	33,421
Transportation	35,430	46,246
	<u>\$ 7,253,727</u>	<u>\$ 6,898,403</u>
EXCESS OF REVENUES OVER EXPENSES	\$ 175,069	\$ 28,001

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



POLYCULTURAL
IMMIGRANT & COMMUNITY SERVICES

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