

ANNUAL REPORT

2015-2016



Growing with Canada



POLYCULTURAL
IMMIGRANT & COMMUNITY SERVICES



CHAIRMAN & EXECUTIVE DIRECTOR MESSAGE

Polycultural is known by many as a collaborative based organization. Our integrated service structure and networked operational models promote synergies that enable us to: be more efficient, provide better service and have a greater impact on the community. We believe that an Integrated Service Delivery Model will guide us in achieving greater outcomes for our communities; while managing increased caseloads with reduced resources. This model will be reflected in our 2017-2020 strategy plan.

This year's report highlights the efforts and resources used in achieving Polycultural's strategic directions, that is:

- to expand support and develop specialized community services while continuing to provide all services for newcomers and refugees
- demonstrate leadership and excellence in inclusion and equity
- to foster a healthy, diverse and strong workplace
- to increase the community profile and the community's understanding of Polycultural
- through our philanthropic culture, improve and diversify funding.

Our dynamic, flexible and responsive approach to community needs, has resulted in continuous improvement in our services and increased satisfaction from the communities we serve. To our valued clients, we pledge our commitment in helping your communities to become healthy, socially and economically sustainable ones. With sincere gratitude, we would like to express our thanks to our funders, partners, and sponsors who have made all of this possible. Your generosity, collaboration, and understanding of our community needs is much appreciated. To our dedicated staff and volunteers, we would not be where we are today without your devotion and commitment to the work assigned.

Our team has made great strides in working towards a common goal. While there is still a tremendous amount of work to be done, we are confident that the groundwork has been laid to ensure success.

YOUR PARTNER IN SUPPORTING A HEALTHY, VIBRANT AND INCLUSIVE COMMUNITY

At Polycultural, we pride ourselves in offering a wide range of programs to promote healthy and vibrant communities in the GTA and Peel Region. With over 40 years of experience managing community-led support programs, we are committed to providing accessible programs that allow each client an equal opportunity to reach their full potential. Our services are tailored to seniors, youth, women, families, and newcomers of all nationalities to Canada.

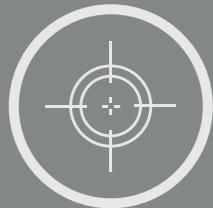


Adam Altmid
Chairman



Marwan Ismail
Executive Director

HOW WE PERFORMED TO STRATEGY



Our strategic objectives have enabled us to crystallise our purpose into definitive business goals which are measurable and provide transparency. We have identified a series of performance measures that were used during our evaluation period. Each Key Performance Indicator (KPI), was used in evaluating our performance against the strategic plan. We continue to work towards an environment that is flexible and adaptable to the needs of our clients.

GOVERNANCE



Building organizational Excellence

- Our new goals were approved by Canada Revenue Agency in December 2015. These goals allowed us to cover the following services:
 - Newcomers and refugees - counselling and education
 - Employment training
 - Youth services
 - Mental health
 - Life skills training
 - Services for seniors
- A draft of the 2017-2020 strategic plan was developed by key stakeholders
- There were three additions to the board in September 2015; one of the three was a returning member.
- One board member resigned in November 2015



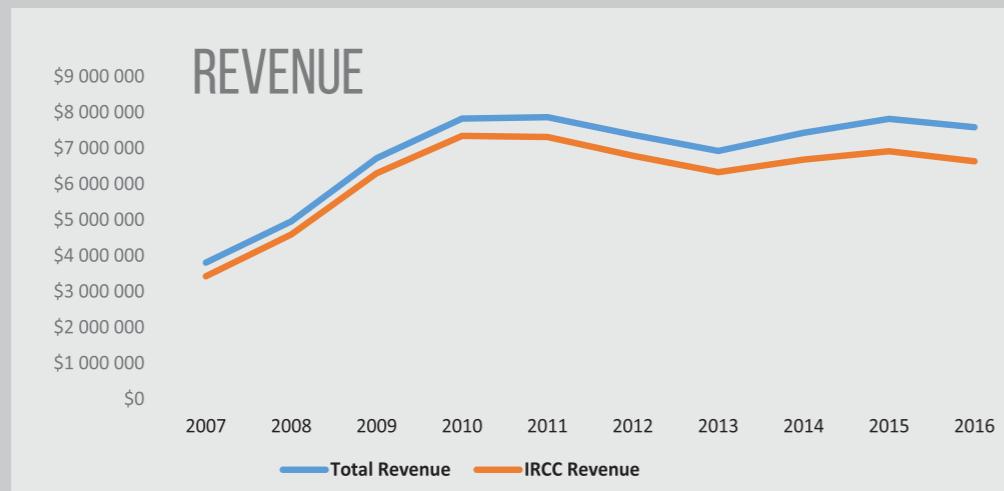


FINANCE

Fund Development

TOTAL BUDGET

The financial review shows a comprehensive analysis of our performance and the position of the organization as it relates to the strategic plan. One of our goals is to keep our operating budget above seven million dollars. Last year's total budget was \$7,586,202.

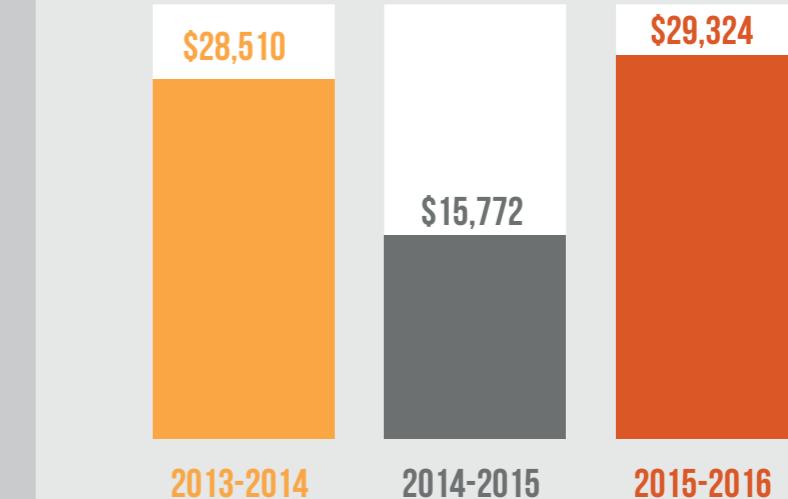


17

TOTAL NUMBER OF FUNDERS

Polycultural is funded by all levels of government, foundations and private sector institutions. During the 2015/2016 period, we worked with 17 funding institutes, securing funds for 21 programs and services.

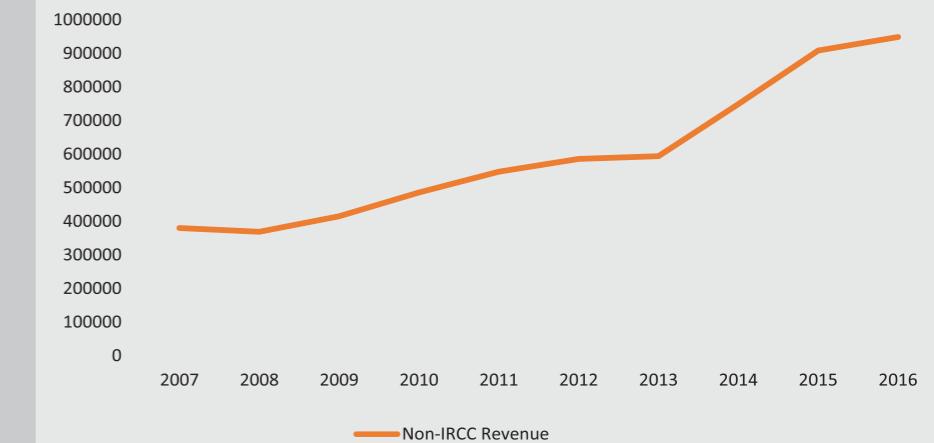
NET INCOME OF THE SIGNATURE FUNDRAISING EVENT (POLYLICIOUS)



FUND DIVERSIFICATION

Polycultural's aim is to ensure consistency in funding for all our programs and services. This drive for consistency, requires sourcing additional funding to ensure financial stability. Through diversification of revenue sources, we were able to strengthen our support and expand our product offerings to our clients.

TOTAL REVENUE FROM FUNDERS OTHER THAN IRCC



HUMAN RESOURCES

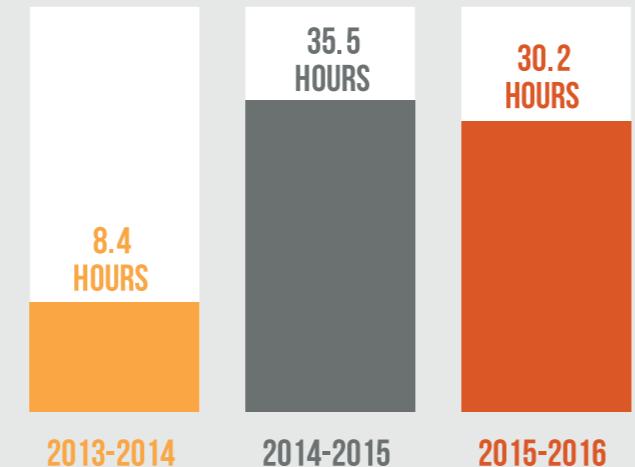
Promote Human Resources Excellence



The Human Resources department's goal is to promote human resource excellence by maintaining a staff complement of highly qualified individuals and to find ways to increase employee motivation. The department underwent strategic changes to some policies in January 2015. These policies were implemented and staff trained accordingly. We also have a commitment to effective volunteer management and have worked assiduously to ensure ongoing recruitment and retention of committed volunteers. Our workforce (excluding senior management) totaled 118 personnel with 104 employed as full time staff. Our training and certification targets were surpassed as with the previous year, as we continue to invest in the professional development of our staff.



AVERAGE TRAINING HOURS PER EMPLOYEE



COMMUNICATIONS

Informing Clients and Client Satisfaction



The Communications Unit continues to explore ways to effectively use social media tools to connect and create relationships with the community we serve. Our followers increased by 55.6% on twitter, where 81% of our followers were from Canada.

As it relates to promotional activities, we had all of our events and activities published in the local Snap newspapers, 2 featured stories in The Toronto Star and over 30,000 flyers and brochures distributed.

Our website is the leading platform for content delivery. We had a 97% rating for new users daily to this platform. As we continue to grow, we endeavor to learn more about our audience and create optimized and compelling content to meet their needs.



+ 445%
Monthly profile visits



+ 38%
Likes



+ 36%
Followers



+ 55%
Followers



+ 63%
In Circles (New Social Media Platform)

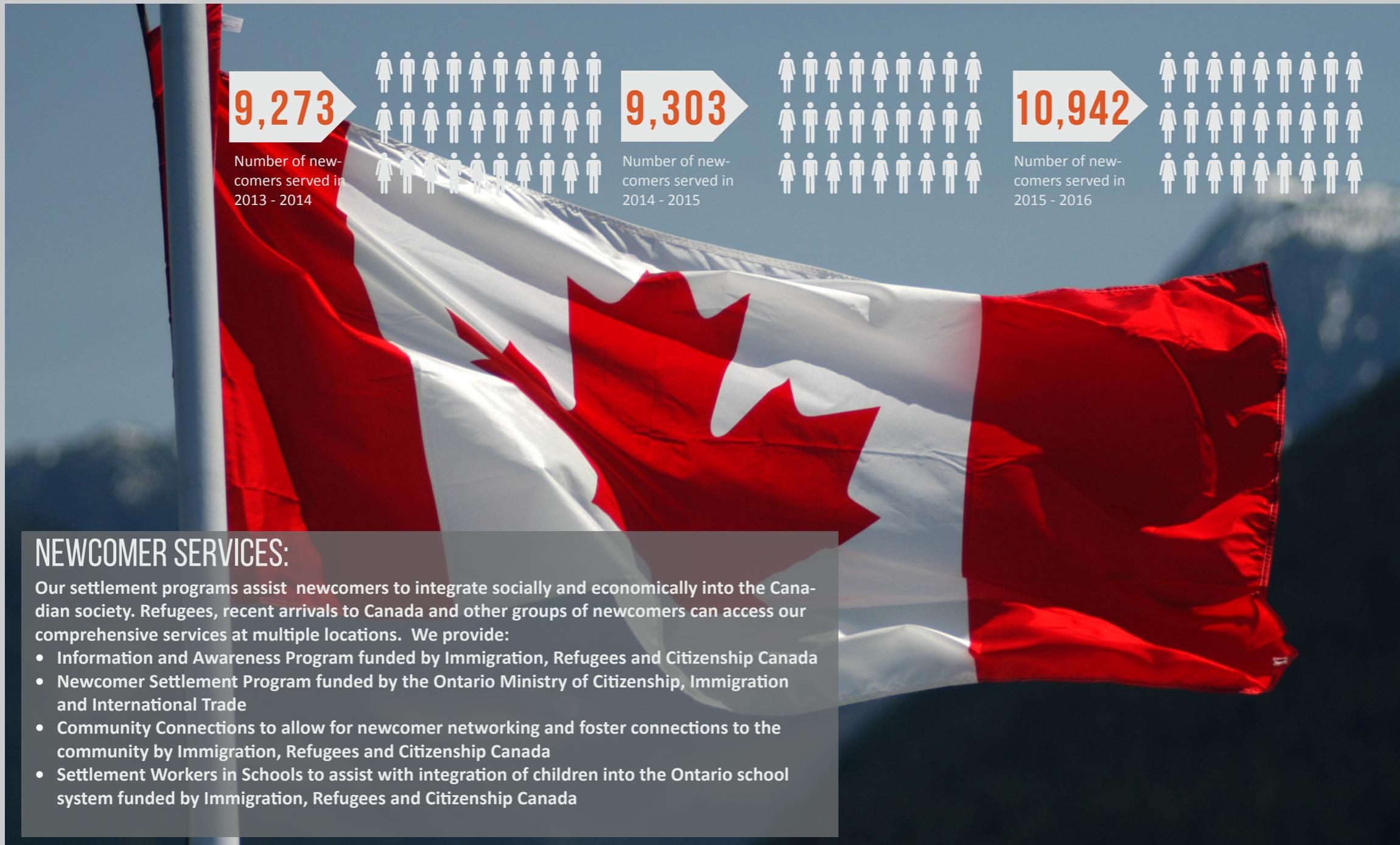


A photograph showing a diverse group of people, mostly women, smiling and looking towards the camera. They are dressed in various styles of clothing, including a woman in the foreground holding a purple gift bag with a bow.

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
- ## INDIVIDUALS SERVED - NEWCOMER SERVICES
- 65% of our programs saw a significant increase in participation. We served 10,942 individuals at our 5 locations.



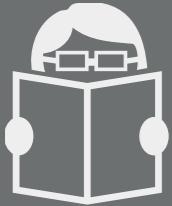
02 /

LANGUAGE LEARNING & SKILLS DEVELOPMENT (LLSD):

The limits of my language are the limits of my world

Ludwig Wittgenstein

LANGUAGE LEARNING & SKILLS DEVELOPMENT (LLSD):



Our experience has confirmed that one of the most effective ways for newcomers to integrate into Canadian society is to learn one of our official languages. The Language Instruction for Newcomers to Canada (LINC) program supports language training in English to adult newcomers. Our program provides classes in English at 4 locations within the GTA.

ENGLISH LANGUAGE LEARNERS WERE ABLE TO:

Learn skills for everyday use



Upgrade skills needed for further training



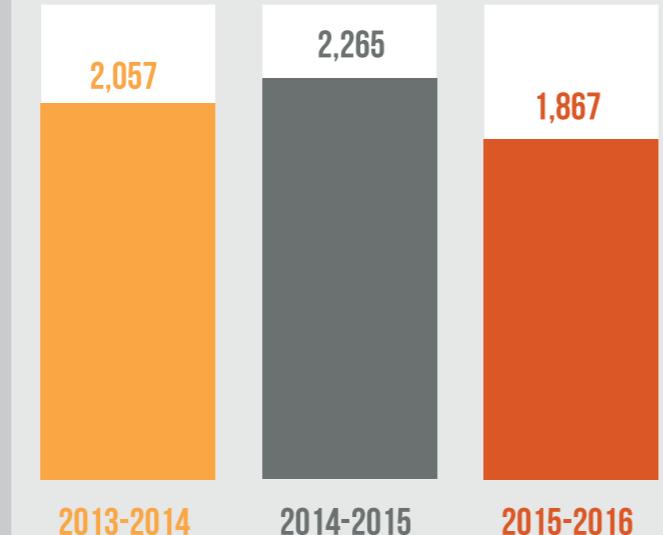
Enhance skills for employment



Participate in social, cultural, and political life



NUMBER OF INDIVIDUALS ASSISTED



Taking the driving test

"I am happy that I finally passed. Now I can drive my own car. My teacher and classmates were very encouraging before I took the test, and when I told them I passed, they all congratulated me. I feel that learning English really helped me. When the drive test examiner told me in English, that I passed and explained to me some mistakes. I understood fully, I felt that my time in LINC really helped me....."

Zhu Sing

Learning English helped my small business

"I was living in darkness; you brought light into my life and changed my whole life. I am so happy....."

Noor



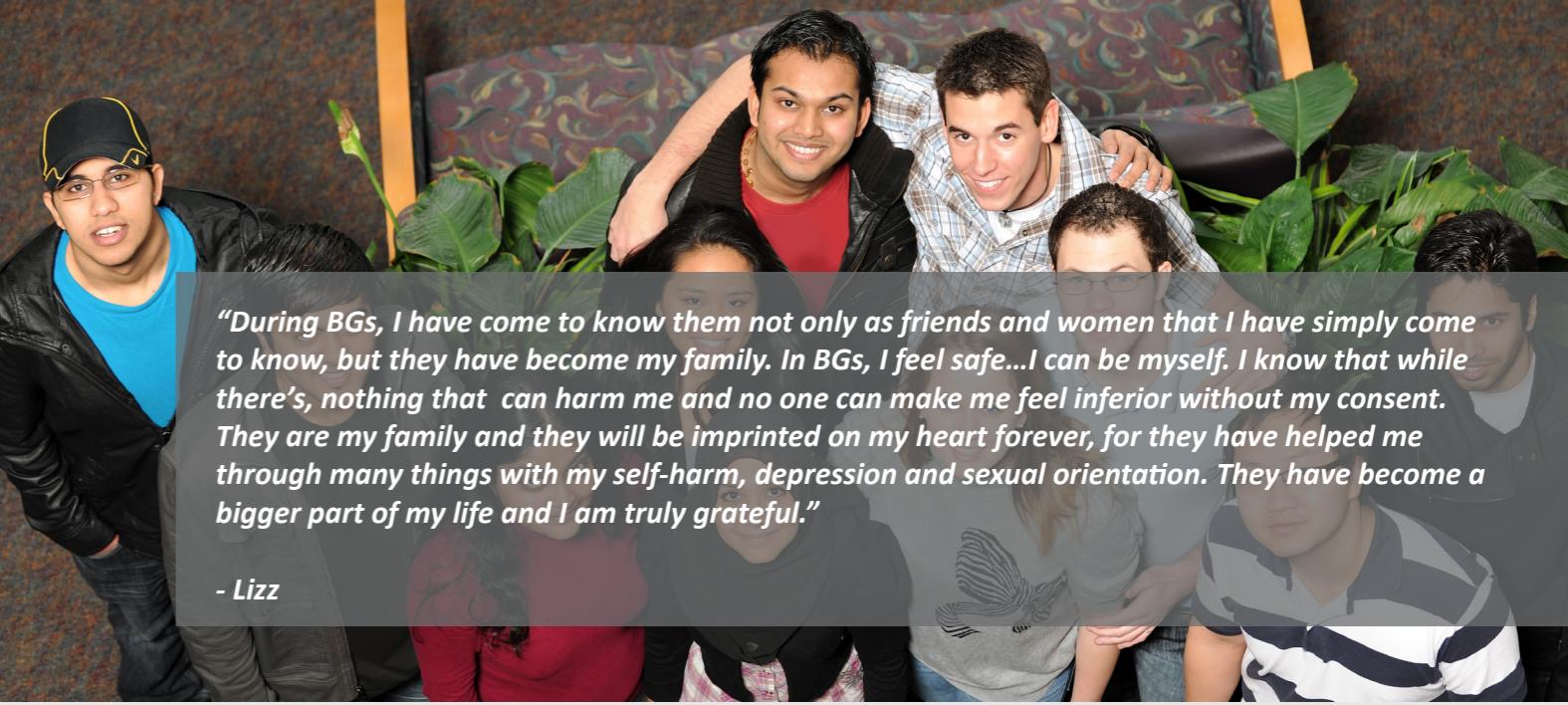
03 / YOUTH & CHILDREN SERVICES:

Choose the future

YOUTH AND CHILDREN SERVICES:



The youth and children services were designed to give young people a voice, by empowering them through nurturing and support. The programs provided are geared at reducing juvenile delinquency for at-risk youth, implementing mentoring programs to help youth reach their goals and create skilled workers for the competitive global market.



"During BGs, I have come to know them not only as friends and women that I have simply come to know, but they have become my family. In BGs, I feel safe...I can be myself. I know that while there's, nothing that can harm me and no one can make me feel inferior without my consent. They are my family and they will be imprinted on my heart forever, for they have helped me through many things with my self-harm, depression and sexual orientation. They have become a bigger part of my life and I am truly grateful."

- Lizz

- 01/ **Jobs for Youth After School (JFYAS)** - employee preparation and readiness program for at-risk youth funded by the Ontario Ministry of Children and Youth Services
- 02/ **Youth Job Connection** - subsidised employment for youth with barriers funded by Ministry of Training, Colleges and Universities
- 03/ **Beautiful Girls** - self-esteem and leadership program funded by RBC Foundation
- 04/ **Summer Camps** - having fun and developing social skills through meaningful activities.
- 05/ **Youth Achievers Program (YAP)** - co-ed leadership program funded by United Way of Peel Region
- 06/ **Care for Newcomer Children** - child care, activity and engagement program funded by Immigration, Refugees and Citizenship Canada.

YOUTH WERE ABLE TO:

Get their first job



Improve their academic achievements



Enhance their leadership and social skills



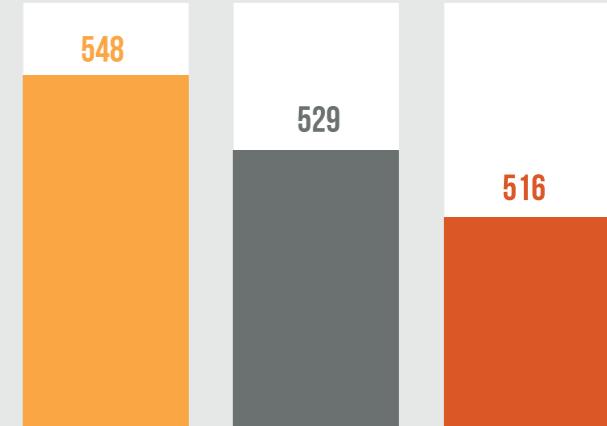
Gain confidence in their skills and abilities



Have fun during the school year and summer break



INDIVIDUALS SERVED - YOUTH AND CHILDREN SERVICES





04/ SERVICES FOR SENIORS:

Life has just begun

SERVICES FOR SENIORS:

This program is focused on community health and the wellbeing of senior citizens. The challenges they face are numerous and we have incorporated senior-specific activities to better serve their needs. These services include:



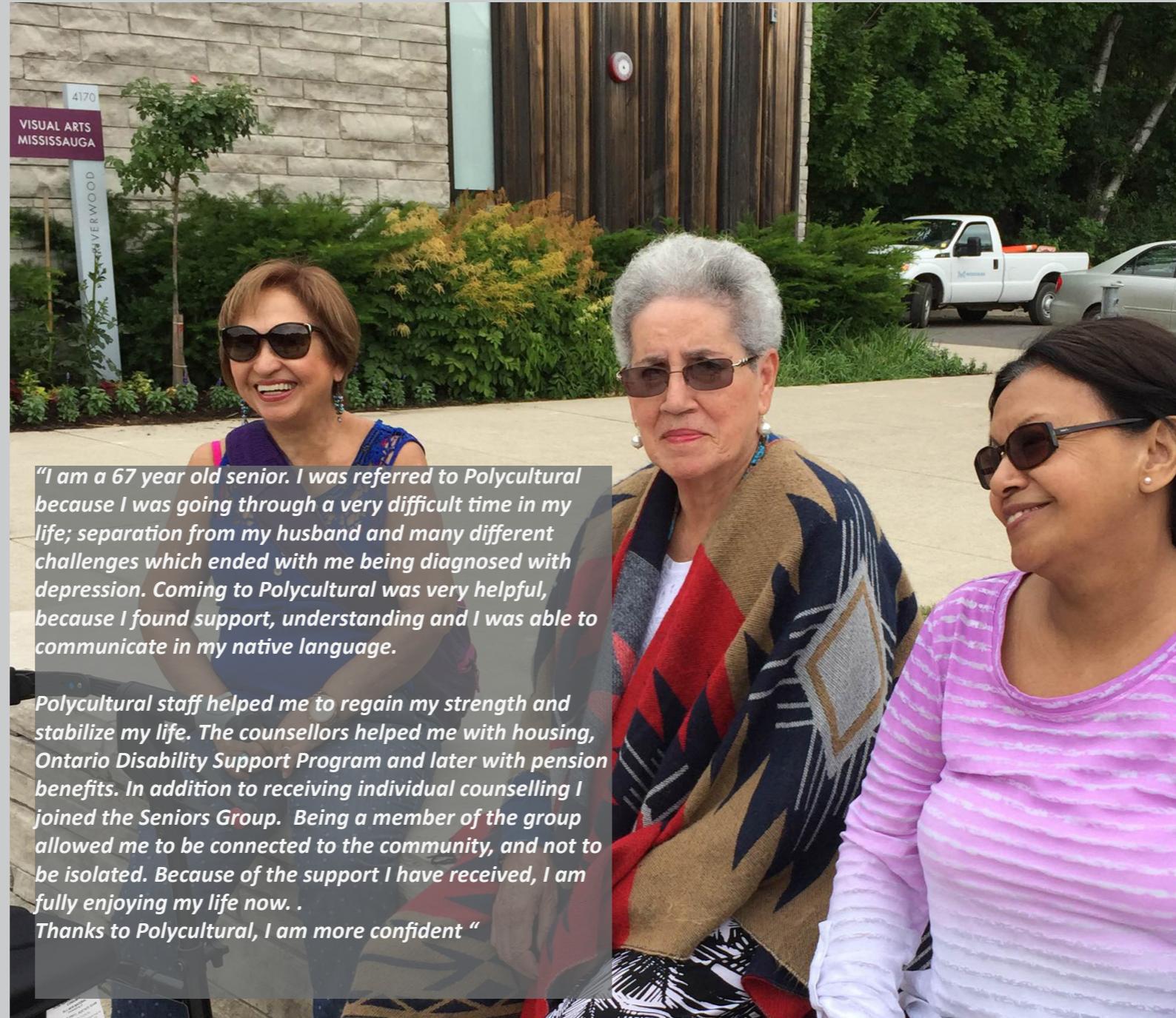
New Horizon for Seniors' Program, funded by Service Canada



Exploring the Community funded by the Ontario Seniors' Secretariat



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



SENIORS WERE ABLE TO:

Reduce isolation



Make friends and develop an active social life



Learn new skills



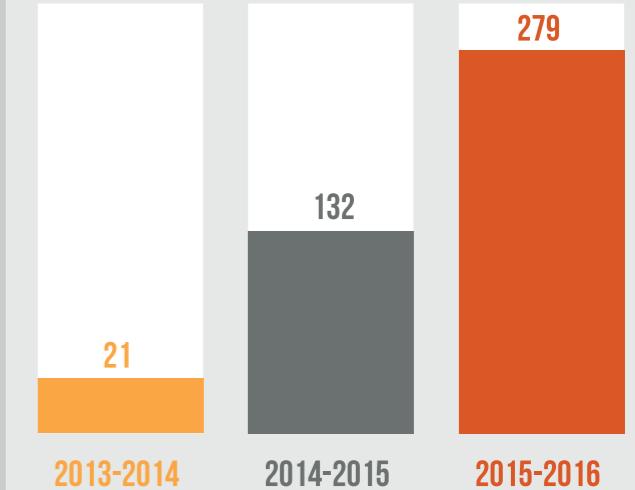
Develop a system of support



Access community resources



INDIVIDUALS SERVED





had — though it's not well-supported by evidence. Still, there are some important differences between these areas. The left brain contains most of Wernicke's area, and is also associated with mathematical calculation and fact retrieval, Holland said. The right brain plays a role in visual and auditory processing, spatial skills and artistic ability — more intuitive or creative things, Holland said — though it's not well-supported by evidence. The left brain controls all the muscles on the right-hand side of the body, and the right brain controls the left side. One hemisphere may be slightly dominant, as with left- or right-handedness.

"Qualities are generalizations that are not well-supported by evidence between these areas. The left brain contains most of Wernicke's area, and is also associated with mathematical calculation and fact retrieval. The right brain plays a role in visual and auditory processing, spatial skills and artistic ability — more intuitive or creative things, Holland said — though it's not well-supported by evidence.

We left and right, connected by a bundle of nerve fibers called the corpus callosum. The left brain controls the right side of the body, and the right brain controls the left side. One hemisphere may be slightly dominant, as with left- or right-handedness.

The popular notion about "left brain" and "right brain" qualities are generalizations that are not well-supported by evidence. Still, there are some important differences between these areas. The left brain contains most of Wernicke's area, and is also associated with mathematical calculation and fact retrieval, Holland said. The right brain plays a role in visual and auditory processing, spatial skills and artistic ability — more intuitive or creative things, Holland said — though it's not well-supported by evidence.

June 23rd
meeting
Workshop
Development
met sponsor

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TRANSITION TO EMPLOYMENT:



There are numerous challenges one would face while trying to obtain employment in Canada. Polycultural's goal is to ease 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 Immigration, Refugees and Citizenship Canada

02/



Job Search Workshops (JSW) funded by Immigration, Refugees and Citizenship Canada. The program was discontinued in May 2015 by funder due to budget cuts.

03/



Employment Essentials and Sector Focus Career Development Program personal development courses funded by the City of Toronto

INDIVIDUALS HAVE:

A career plan with goals and a plan of action

Job Search knowledge and skills

An understanding of worker's rights

Knowledge of workplace culture and employer expectations

Work experience and professional networks

An understanding of professional qualification recognition

Meaningful or alternative employment

" I learned a lot of information about interview skills, how to make a resume and cover letter."

Marian (Office Administrator)

'It was a great experience to learn about the skills, especially the small details and also lots of information about Canada's market including the business market.'

Susmita (I.T. professional)

'Really a must attend for any newcomer or someone not getting through an interview.'

Sourav (I.T. professional)

'I learned a lot from this program. I am very satisfied so I have to recommend other people to join this program for improvement.'

Rabia (ECE Instructor)

'I am very much satisfied with the program. The instructor is amazing. I have developed many skills like how to prepare a cover letter, CV and most importantly communication skills. I would recommend this type of course should continue in future.'

Humera (Medical doctor)



RESUME



06/ HEALTH AND WELLNESS:

Healthy is happy

HEALTH AND WELLNESS:



The health and wellness process is constantly changing and we have made it our mandate to keep abreast of these changes. Our programs are designed to meet the lifestyle changes of our clients. One such program is the:



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



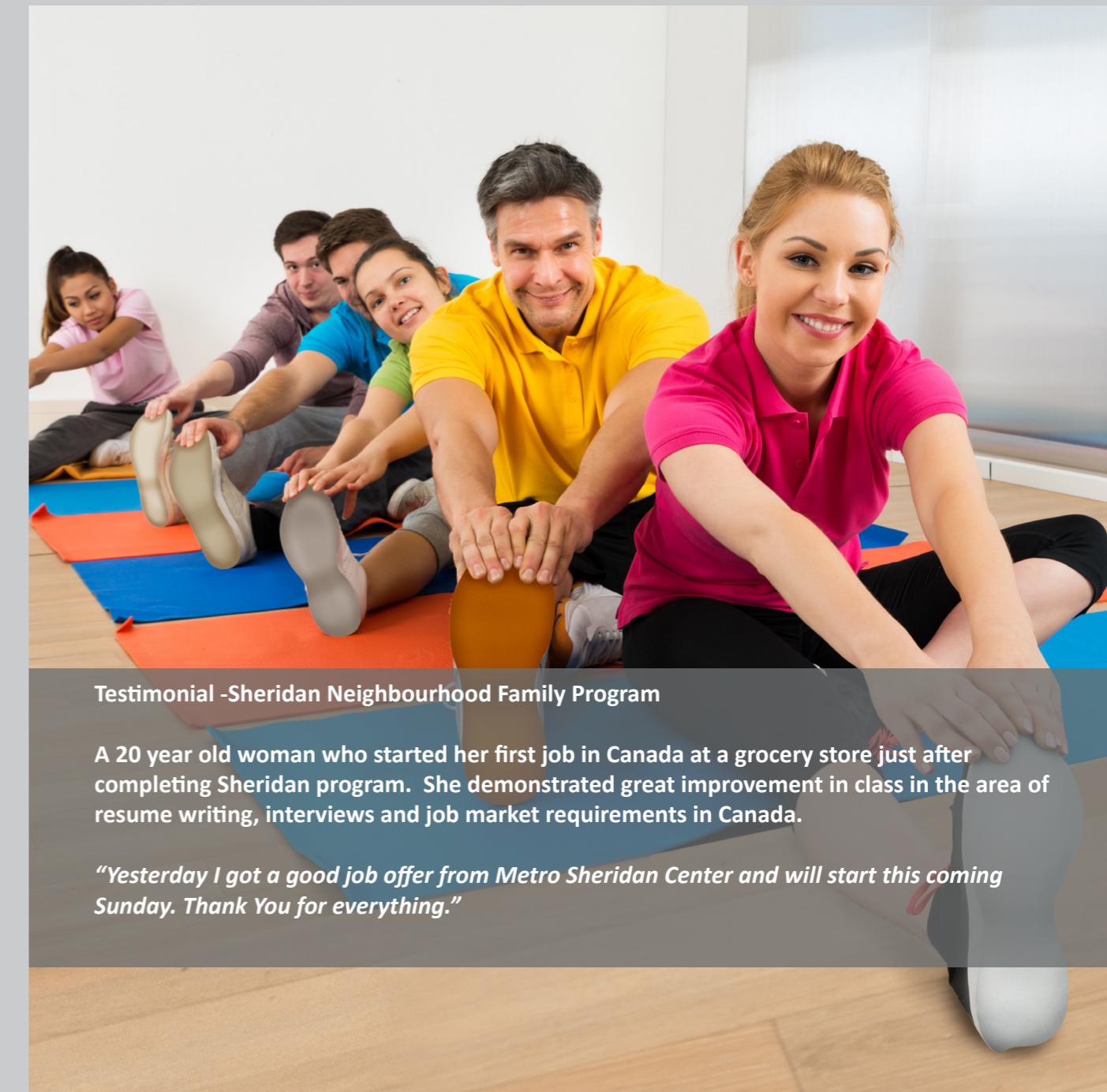
Exercise more



Explore a healthier lifestyle



Learn how to take care of their health



Testimonial -Sheridan Neighbourhood Family Program

A 20 year old woman who started her first job in Canada at a grocery store just after completing Sheridan program. She demonstrated great improvement in class in the area of resume writing, interviews and job market requirements in Canada.

"Yesterday I got a good job offer from Metro Sheridan Center and will start this coming Sunday. Thank You for everything."

A group of diverse people are gathered in a circle, engaged in a group therapy session. In the center, a young woman is crying, holding her face with her hands. Two other women are reaching out to her, one from each side, offering comfort and support. The setting appears to be a modern, well-lit room with large windows in the background.

07/ SPECIALIZED COUNSELLING:

Help when you need it

SPECIALIZED COUNSELLING:



Our counselling programs are geared at 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.

01/



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

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 (CMAH)

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



POLYLICIOUS 2015

Our Annual Fundraising Event

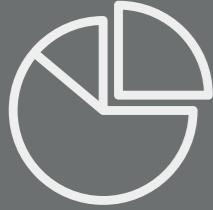


LIST OF FUNDERS:



LIST OF SPONSORS:





FINANCIAL STATEMENT

STATEMENT OF FINANCIAL POSITION (MARCH 31, 2016)

	2016	2015
ASSETS		
Cash and cash equivalents	443,716	409,066
Accounts receivables	104,088	42,215
Excise taxes receivables	127,129	145,863
Grant receivables	386,158	396,227
Prepays and sundry	80,430	74,942
	1,141,521	1,068,313
CAPITAL		
	1,507,874	1,284,982
	2,649,395	2,353,295
LIABILITIES		
Accounts payable and accrued liabilities	276,646	455,541
Government remittances payables	92,540	54,248
Deferred grants - program	187,718	138,335
Deferred grants - capital real property	49,427	38,386
Mortgage principal - current portion	44,667	26,667
	650,998	713,177
LONG-TERM		
Mortgage payable	313,000	366,666
Deferred grant - capital equipment	25,000	2,270
Deferred grant capital real property	647,849	445,500
	985,849	814,436
NET ASSETS		
Operating	584,617	420,189
Invested in capital assets	427,931	405,493
	1,012,548	825,682
	2,649,395	2,353,295

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, 2016)

	2016	2015
REVENUES		
Government of Canada	6,661,909	6,912,656
Province of Ontario	401,498	482,216
City of Toronto	106,213	103,135
Foundations	90,500	90,000
Other grants	41,887	28,722
Donations and fundraising	30,892	31,205
Fee for service	169,341	122,604
Amortization of deferred grants	65,333	38,386
Other revenues	18,629	12,385
	7,586,202	7,821,309
EXPENSES		
Amortization	97,503	70,470
Cleaning and maintenance	107,947	98,600
Computer and technology	41,741	30,287
Employees benefits	870,686	928,547
General and office	118,077	92,708
Insurance	30,848	23,250
Memberships	8,540	6,550
Mortgage interest	15,775	4,069
Professional fees	33,146	34,589-
Program subsidies	25,864	34,139
Rent and occupancy costs	925,580	1,098,017
Salaries	4,858,515	5,051,828
Sales tax	60,147	55,833
Subcontract	-	2,357
Supplies	130,674	103,511
Telephone	32,499	44,057
Transportation- subsidies	18,087	15,328
Transportation- staff	23,707	25,353
	7,399,336	7,689,908
EXCESS OF REVENUES OVER EXPENSES	186,866	131,401

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

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

