

LINC Support Services

To facilitate accessibility of services to learners, we operate a childminding program for children aged 18 months to 6 years for parents during class hours. Students in need are also given transportation assistance upon approval of their application. To elevate the quality of teaching, computer laboratories are set up at the Sheppard and Midland sites to make teaching more interactive and in tune with the times.

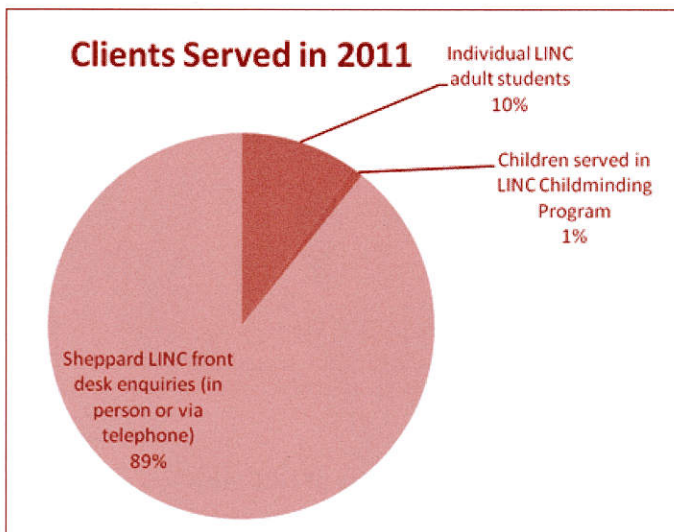
Integrated Settlement Support

With settlement workers available at all our LINC sites, students are encouraged to see our counsellors and to take part in all of our settlement and integration programming geared towards newcomers. As well, community organizations / institutions are invited to provide presentations in LINC classrooms to familiarize students with the resources available. Field trips to points of interest in the City of Toronto have always been welcomed as an effective learning tool. With the aim of providing well rounded support to our LINC students, settlement workers are scheduled to meet with all new LINC students for a needs assessment.

Other English Learning Activities

In a long-standing community partnership with the Toronto Catholic District School Board, our unit takes an active part in referring clients to ESL / Citizenship programs to meet their specific needs. In view of the rising demand for citizenship preparation, we partner with our agency's Library Settlement Program and Toronto Public Library in running a series of citizenship classes at Bridlewood Library.

" Without the mentorship program, without help from the settlement worker and the mentors, it is impossible for me to be familiar with Canada and to find my first job so quickly."



ANNUAL REPORT 2011

LINC-Toronto Program Highlights

LINC Student Activities

Health Talks: With the help of community partners such as The Scarborough Centre for Healthy Communities (SCHC), our students gained insights into how to eat healthily and shop for healthy food; OHIP coverage and how to access health & community Services; stress management; how to handle medical problems; Ontario drug benefits for seniors and free dental services, etc. The annual flu clinic offered by SCHC was again well attended by our students and their families.

Immigrant Salon Series: This workshop series operated by our Settlement and Integration staff provided information on the education system for both adults and children; an understanding of financial issues and how to plan for the future, including RRSP and credit building.

Field Trips: As always, field trips figured prominently in the popularity list of our students. A variety of trips were organized in 2011 to augment the curriculum and to introduce new immigrants to the culture and heritage that makes Canada unique: Spadina House; City Tours to Downtown Toronto; Metro Toronto Zoo; Richmond Green Park & Forsyth Family Farm; Royal Ontario Museum; Bata Shoe Museum, as well as neighbourhood supermarkets, libraries and pharmacies to provide practical experiences in conversation skills.



"... your warm caring and willingness to help make me feeling warm and comfortable. I desperately need the support from you."

LINC Student Profile & Surveys

Highlights of our student demographic data captured in the June 2011 survey are outlined below:

Area of Residence:	Scarborough - 91.2 %	
Sex:	Ratio between female and male 7:3	
Age:	25-44 - 45.1%; 45-64 - 38%	
Home Country:	China - 81.7%	
Education Level:	High School - 38%	College - 27.7%
	University - 21.8%	
Mother Language:	Mandarin - 63.2%	Cantonese - 23.8%
Employment Status:	Looking for work - 27.2%	
	Employed/Self-employed - 22.8%;	
	Homemaker - 21.7%	

The student surveys conducted in 2011 revealed a high satisfaction rate with the contents and quality of our LINC program.

- ◆ Satisfied with course contents (agree / strongly agree): 94.2%
- ◆ Satisfied with teaching methods (agree / strongly agree): 95.5%
- ◆ Has gained better understanding about Canada: 98.5%
- ◆ The class helps you start a new life in Canada: 98.5%
- ◆ Feel more comfortable using English in daily life: 98.5%
- ◆ Would recommend our LINC classes to other people: 97.7%

Additional comments on CICS services as a whole were likewise positive as illustrated below:

more community services: 99.2%

- ◆ Support the idea of increased government funding for CICS services: 96.4%
- ◆ The students also expressed a keen interest in learning more about the range of CICS programs and services besides language training.

Childminding Services

At our three LINC program sites in Scarborough, childminding services are offered to the children of LINC students aged between 18 months and 6 years. Our team of experienced childminding staff offer structured programming and a cozy learning environment to help children develop their social, cognitive and language skills. By using a variety of games and educational activities, children have a chance to build up their confidence and learn how to communicate with others. The young participants in our LINC childminding program also have the opportunity to get to know children from different ethnic backgrounds and get to know one another.



"... so that I can help other newcomers like me!"

Skills Development Projects

In 2011, with the help of volunteer facilitators, we were able to offer a number of skills development sessions to broaden our students' understanding about living in Canada. Offered outside of LINC training hours, these sessions covered a variety of areas including language and computer skills upgrading, employment, understanding the environment and promotion of general well-being.

- ◆ Learning English through guitar playing
- ◆ Pronunciation and Effective Communication with a focus on accent reduction and common errors in pronunciation
- ◆ Basic Drawing
- ◆ Sessions on the Environment and Health offered in conjunction with "Live Green Toronto"
- ◆ Basic employment information for lower level LINC students
- ◆ Basic computer operation (sending/receiving emails; information search on the Internet)
- ◆ Accessing information and services on the Internet and social media
- ◆ Practical Excel skills

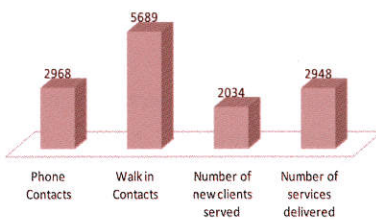


ANNUAL
REPORT
2011

MARKHAM SOUTH WELCOME CENTRE

HIGHLIGHTS

MSWC 2011



- ◆ Full time Language Classes at MSWC began in January of 2011
- ◆ Open House event in February drew over 300 people
- ◆ In March we hosted a South Asian Community Consultation, bringing together key community leaders from the South Asian Communities to discuss ways the Welcome Centre can serve their needs. The committee continued to meet thereafter.
- ◆ In April we celebrated the Tamil New Year with a community event with 200 people attend from various South Asian communities
- ◆ In May we hosted an outdoor Festival celebrating Asian Heritage Month and drew over 400 people and 35 agencies from the community
- ◆ In June we co-hosted an event with IBM Canada celebrating their 100th anniversary. Their HR department staff donated their time to meet with jobseekers interested in the IT field to share advice and consultation at the welcome centre.
- ◆ In June we began offering on site language assessment for York Region clients
- ◆ In December MSWC hosted a large Job Fair with T&T Supermarkets, as well as an Christmas celebration attended by over 200 clients.
- ◆ In January 2012, in collaboration with the York Region District School Board, we began offering ESL classes in the evening.

You really helped me to help myself

CLIENT TESTIMONY

Newcomer senior English conversation group



IBM HR event



Orchid show press conference

"As a housewife, this program reconnects me with the outside world and takes me to a new horizon."

A Women's Group participant

"Through group activities, everybody has someone to talk with and provided mutual support to one another; it exemplifies the beauty of harmony among people. Indeed, these activities have helped us broaden our social network and given us the opportunity to get active; ... This is particularly important to newcomers to integrate into Canadian society."

*~Siu-Mei Chung from
Seniors Program*

ANNUAL REPORT 2011

"I came to Canada three months ago, I participated in IYC's summer camps. The programs were conducted by awesome volunteers and teachers. In the leadership camp, we had a lot of fun activities and I made a lot of friends. Of all the programs, I like the event planning part the most and the event we planned had come true. We planned the "Green Event" by ourselves and we prepared everything for it. Of course it was really successful and it educated everyone on how to protect the environment. After this summer, I feel more comfortable talking to others in English and I'm ready to go to school. I hope that I could be a volunteer too, so that I can help other newcomers like me!"

~Helen from Youth Program

"I have gained an understanding of woman abuse by attending this training program. From the time when a girl is born till she gets old or even till she dies, she is going through a lot of abuse. Women who should have been placed high in a society are being pushed to a second class due to several reasons. This training has helped me understand clearly the importance of identifying these types of situations that affect women and to be awakening. Through the training I was also able to understand in detail how a woman should protect herself from different types of abuse."

From a Tamil-speaking participant

Picture Album



Moms and grannies nutrition class

Year end party at MSWC



Road to success seminar



Youth at IYC

TRIBUTE

Funders

Central East Local Health Integration Network	Ministry of Children and Social Services
Citizenship & Immigration Canada	Ontario Trillium Foundation
City of Toronto	Ontario Women's Directorate
Human Resources and Skills Development Canada	United Way Toronto
Ministry of Citizenship & Immigration	United Way of York Region

Major Sponsors

Major Sponsors	Royal Bank of Canada
BMO Financial Group	TD Bank Financial Group

Donations of \$1,000 to \$9,999

Investors Group	Moy Wong-Tam	Sing Tao Foundation
-----------------	--------------	---------------------

Donations of \$100 to \$999

Anonymous	Cops and Community Charity
-----------	----------------------------

Media Sponsors

51.ca	Finance Weekly
A1 Chinese Radio	Fortune Weekly Fairchild Television
Canadian Chinese Media Network	Life416.com
CCN Media Inc	MingPao Toronto
Easyca.ca	New News
Fairchild Radio	New Star Times
Fame Weekly Newspaper	New Tang Dynasty TV

Media Sponsors

North America Weekly Times	Today Commercial News
North Star Inc.	torcn.com
Omni 2 News	Toronto Service Host Network
Realty Weekly	Toronto TV
Sing Tao	World Journal /Norstar Times
Talentvision	WOW TV
The Global Chinese Press GCP News	York BBS

Sponsors

Best Deal Graphics & Printing Chin Lion Films China Union Pay Co. Ltd

Supporters

BTL Sports Ltd	St. John's Ambulance
Canadian Buddhist Confederation	The Hubei Association of Canada
Canadian Liver Foundation	Tien Tao Sheng Xiu Temple
Global Education Group Inc	Toronto Artistic Orchid Society
Guang Zhou University Alumni	Toronto Chinese Orchestra
Love Through Education International	Toronto Go School
O/A Grade Learning	

Collaborating Organizations

Accenture	CGA
ACCES Employment	CGAO
Agincourt Community Services Association	CHATS Community Home Assistance to Seniors
Alzheimer Society of York Region	Chester Le Community Corner
Arab Community Centre of Toronto	Chinese Canadian National Council Toronto Chapter
Association of Chinese Students & Scholars at York University	City of Toronto
AYCE Employment Services	COSTI
Bank of China (Canada)	CultureLink Settlement Services
Canada Revenue Agency	Denison Mosque
Canadian Forces Recruitment Centre Toronto	Don Mills Employment Resource Centre
CareFirst Senior and Community Services	Elizabeth Fry of Toronto
Catholic Community Services of York Region	Enterprise Toronto
Catholic Crosscultural Services	Evergreen
Cecil Community Centre	Fairview Interagency Network

Collaborating Organizations

Food Share
 Griffin Centre
 Harriet Tubman Community Organization
 Hong Fook Mental Health Association
 Human Endeavour
 IBM
 Industrial Accident Prevention Association
 Injured Workers' Consultants
 Investors Group
 Iranian Women's Organization of Ontario
 Job Skills
 Just Energy
 JVS Toronto
 Korean Canadian Educator's Network
 Korean Inter-agency Network
 Lingyu International Psychology Centre
 Living Green Toronto
 Market Village
 Markham Small Business Centre
 Metro Toronto Chinese and Southeast Asian Legal Clinic
 Milliken Chinese Community Church
 Muslim Welfare Centre
 New Canadian Community Centre
 Newcomer Women's Association
 Northwest Scarborough Local Immigration Partnership
 North York Community House
 OCASI
 Oriole Community Centre
 Parya Trillium Foundation
 Queen West Community Health Centre
 Canadian Red Cross
 Royal Bank of Canada
 Royal Canadian Mounted Police
 Scarborough Association for Volunteer Administration
 Scarborough Centre for Healthy Communities
 The Scarborough Hospital
 Toronto Police
 Toronto Star
 Scarborough Housing Help
 Senior Social Club
 Senior Tamils Centre
 Settlement Assistance & Family Support Services (SAFSS)
 Social Enterprise Canada
 Social Services Network
 St. Paul's L'Amoreaux Church
 St. Stephen's Community House
 Staff Plus
 Steeles L'Amoreaux Neighbourhood Action Partnership (NAP)
 Sun Life Financial
 T&T Supermarket Inc.
 TD Canada Trust
 The Alternative for Her Community Centre
 Thorncliffe Neighbourhood Office
 Toronto Catholic District School Board
 Toronto Chinese Community Services Association
 Toronto District School Board
 Toronto Employment and Social Services
 Toronto Public Health
 Toronto Public Library
 Tropicana Community Services
 University of Toronto Chinese Students & Scholars Association
 VPI Inc. Ontario Employment Services
 Warden Woods Community Centre
 West Scarborough Community Legal Services
 West Scarborough Neighbourhood Community Centre
 Woodgreen Community Services
 Working Women Community Centre
 YMCA
 York Region District School Board
 York University

ANNUAL
REPORT
2011

CICS Settlement Information Hotline
24 Hours Service (416)292-2832

Website
<http://www.cicscanada.com>

Email
info@cicscanada.com

Head Office

Immigrant Resource Centre

2330 Midland Avenue
Toronto, Ontario M1S 5G5
Tel: (416)292-7510
Fax: (416)292-9120

Toronto Integrated Service Centre

3850 Finch Ave. East
Suite 403, Toronto, Ontario M1T 3T6
Tel: (416)293-4565
Fax: (416)293-5692

LINC Centre

4002 Sheppard Ave. East, Suite 501
Toronto, Ontario M1S 4R5
Tel: (416)299-8118
Fax: (416)299-7898

Woodside Square LINC Centre

1571 Sandhurst Circle, Unit 202
Toronto, Ontario M1V 1V2
Tel: (416)292-6558
Fax: (416)335-7293

Immigrant Youth Centre

5284 Highway 7 East, Unit 2
Markham, Ontario L3P 1B9
Tel: (905)294-8868
Fax: (905)294-8802

Markham South Welcome Centre

7220 Kennedy Road
Markham, Ontario L3R 7P2
Tel: (905)479-7926
Fax: (905)479-2603

