



CultureLink

Your new Canadian life starts here.

ANNUAL REPORT

2016/17





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CultureLink · Annual Report 2016/17

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Publishing Date: October 2017



MESSAGE FROM THE CHAIR & THE EXECUTIVE DIRECTOR

“IF YOU WANT TO GO FAST, GO ALONE; IF YOU WANT TO GO FAR, GO TOGETHER” – AFRICAN PROVERB.

CultureLink Settlement and Community Services is honoured to have served such a diverse and talented community of newcomers and participants this past year. Many have arrived in Canada from far and wide to build a life of hope, joy and fulfilment. It is in the spirit of empathy that we reflect on this year's challenges and achievements. For, as we learn to understand the experiences of others, our own lives are enhanced and a more caring society can be cultivated for all. In light of this, CultureLink brings together stakeholders with the common purpose of making a difference. Together we can improve the lives of our clients and the broader community far into the future.

CultureLink's broad range of programs continues to expand in new and innovative ways. We are proud to report that through staff dedication, our efforts to reach vulnerable populations including the Syrian Refugees have met with great success. With an increased staff base we have been able to support the delivery of an increasing number of activities that respond directly to the needs and capacities of our clients. This past year CultureLink staff have supported over 2,500 Syrian Refugees in their settlement processes. To help facilitate activities for Syrian newcomers, Immigration, Refugees Citizenship Canada (IRCC) provided additional support to both the Community Connections and Mentorship Program (CCMP) as well as the Settlement Workers in Schools Program (SWIS). Activities included a bustling, volunteer-run Distribution Centre running three times a week, a Syrian Men's Mentorship Circle and Syrian Women's Conversation Circle, settlement support for Syrian families in key schools in SWIS and of course, CultureLink's pride and joy, the endearing Syrian Children's Nai Choir. This past year the Nai Choir had numerous prestigious and acclaimed concerts including Luminato, the Aga Khan Museum and the high point, an incredibly memorable performance at Parliament Hill for the Prime Minister and Members of Parliament.

The development of the Nai Choir exemplifies CultureLink's realization of being at the forefront of innovation in settlement. This exciting success has only been made possible due to the shared belief among staff, board members and stakeholders that nurturing new ideas is essential to further enhancing opportunities for a richer and more civically engaged settlement experience. Green Settlement, Massive Open Online Courses (MOOCs) and Arts in Integration were identified last year as hallmark areas of emergent programming at CultureLink and all of these areas have continued to flourish this past year.

A brand new activity in Green Settlement (GS), was Sustainable Communities (SC), a program that seeks to promote green and inclusive community development among participants and in our communities. Our award-winning cycling program, for example, includes Bike to School which reached over 11,000 youth this year and our ever-popular Bike Host which matches newcomers with cyclists. Along with these two-wheeled activities, SC also facilitated a research project about newcomers' experiences of nature and the urban forest as well as exploring new outdoor recreation initiatives. To complement GS, the SWIS program engaged youth in exciting summer canoe portaging and 2-week summer camp experience for tweens through partnerships with Project Canoe and Amici Charities respectively. Meanwhile, the July Summer Settlement Program also featured outdoor orientations that focused on adventurous activities within and beyond Toronto.

The MOOC courses have continued to grow and our most popular, "How to Effectively Mentor Vulnerable Youth" became a key training component for our Student Attainment Education Program (SEAP) which launched this year. This MOOC was developed as a means to engage effective, empathetic and empowering mentors for SEAP, and has deepened our partnership in Toronto's Youth Equity Strategy with the City of Toronto. This lay the foundation for CultureLink to be front and centre in the City and Province in providing impactful and innovative training opportunities for workers in the youth services sector.

While funding for our seniors programming came to an end this past year, the Spanish and Polish seniors' groups decided to self-organize with gusto and continued the valuable activities that break the isolation of seniors while involving them in the creation of a welcoming and celebratory collaborative space.

Children's after school programming in the Mabelle Community and at Runnymede Collegiate also expanded and older youth eagerly took part in these opportunities. Finally, the Library Settlement Partnership continued to offer a remarkable array of community activities including Chinese New Year, Cycling Workshops, health sessions and CultureLink's lasting creation from our early days - the English Conversation Circle.

In closing, we express gratitude to our funders without whom it would not be possible to carry out activities that so impactfully enhance the lived experiences of our participants. To our volunteers, we bow to demonstrate our true appreciation for the many hours you dedicate and the great presence and guidance you provide. By just 'being there' and

going on the journey with CultureLink and our participants, you make it a shared journey that covers great distances in many lives. A great big thanks to the staff team who always pro-actively respond to the opportunity to assist the community. Finally, to the Board of Directors, it is with great respect that we close this report by thanking you for your commitment, expertise and guidance in the leadership of our thriving agency.

Answering the call to serve and volunteer in order to improve the lives of others is an act of empathy with profound and lasting impact for everyone involved. Together, we will go farther.



Jessica Dargo Caplan
Board Chair

A handwritten signature in black ink, appearing to read "Jessica Dargo Caplan".



Ibrahim Absiye
Executive Director

A handwritten signature in black ink, appearing to read "Ibrahim Absiye".



YEAR IN REVIEW

2016 - 2017

For each and every individual that walks through our doors, CultureLink aims to provide the utmost support and advice to help newcomers build a home in Toronto. With over 28 years of experience, CultureLink has become one of the leading settlement service providers in the city, learning and growing with each year that passes.

Since its creation, CultureLink has designed numerous innovative programs which have helped to facilitate the full integration of newcomers into the local community. Our work ranges from practical, technical support through to language education, advocacy for settlement rights, and employment support. Equally imperative is our more nuanced provision of emotional support and counselling for families.

CultureLink collaborates with local schools, libraries and arts foundations to create familiar spaces in which children can make new friends and build confidence. Together we will continue to build strong networks within our communities, recognizing the true value of newcomers to our city.

The following pages will give you a brief insight into our programs and activities in the last year.

THIS PAST YEAR 22,126 CLIENTS WERE SERVED WITH SETTLEMENT AND COMMUNITY SERVICES



COMMUNITY CONNECTIONS MENTORSHIP PROGRAM (CCMP) CONTINUES TO THRIVE

Throughout the year, the CCMP team continued to work with participants through its well-established programs including Career Mentoring, Citizenship Education Circles, English Conversation Circles, Bike Host, NEAT Walks, Wintegration and Stand Up for Success. However, if we had to name one defining moment for us during the past year, it would have to be the arrival of the Syrian refugees.

Though many refugees arrived earlier, this year we worked with IRCC, the United Way and Toronto International Airport to provide programming specifically targeted at their needs. As a result of these efforts, several programs emerged such as the Nai Choir, consisting of Syrian children aged 6-13 performing in such respected arenas as the House of Commons, Luminato Festival and the Koerner Hall; the Syrian Men's English Conversation Circle which began as simple English practice classes for refugees who had no English and later focused on job-related terminology, the Women's English Conversation Circle, which looked at Canadian values and customs; and the Suriyat project, which provided Syrian women and children with important social opportunities. During the year, we were also lucky to receive many goods and services which we could pass on to our Syrian participants such as free computers, quilts, dinners, furniture, clothing and wheelchairs.

We also expanded our connections with the art community in Toronto. We celebrated our sixth year working with Luminato, our second year with Soulpepper and CDW, and our first year in partnership with Koffler Centre, HotDocs and the Dabke project. Furthermore, we look forward to partnerships with more arts organizations such as the Aga Khan Museum, TIFF and Arts in the Park in the new year. We also continue to pilot new programs such as the specialized Hit Restart for Engineers program offered this year.

“*Hamza Suleiman came to Canada as a Syrian refugee last year. When he arrived, he was afraid that he would be unable to find employment in IT because of his difficulties with English and his foreign credentials and experience. Feeling the pressure, he came to CultureLink for assistance and support. In just a few weeks, he joined Culturelink's Hit Restart for Engineers program. His skills and experience in telecommunications, banking and*

software development gave him a wide range of options but he also needed more targeted support. He was matched with a mentor with an employment counselling background who helped him with his resume and gave him tips on how to speak about his skills and achievements with confidence. He was a diligent student and took advantage of the speed mentoring events that took place throughout the year. In April, Hamza started his new job as a Systems Analyst at Freedom Mobile. His experience as a mentee was so positive he decided to pay it forward and will volunteer as a mentor to share his experience and support other newcomers. ”

NAI SYRIAN CHILDREN'S CHOIR

A SPACE FOR HEALING ∞ LEARNING ∞ REJOICING



Noticing a large number of Syrian refugee children coming to settle in Toronto, a team of CultureLink staff and volunteers decided to create a small choir as a means of healing the war trauma and alleviating these children's migration stress. As of March 31, 2017, the Nai Syrian Children's Choir has provided free music education to 81 refugee children and 42 weeks of ESL tutoring services to their parents.

Since April 2016, Nai children aged 6 to 13 have gathered at CultureLink every week to celebrate their Syrian heritage and learn about their new home. 11 volunteer musicians have been involved in keeping the weekly rehearsals staffed. A wonderful partnership with Regent Park School of Music was established in September 2016 to supply the choir with 3 professional choral music educators ever since.

While children are learning to sing in Arabic, English and French, their parents are invited to participate in the English learning program supported by 16 ESL volunteer tutors. In the first year, these volunteers donated a total of 552 hours to help the parents improve their English language skills and understanding of their new environment.

Although Nai has only been running for one year, the choir has been on two musical tours and has organized a fantastic March-break musical theatre camp for its choristers. It is constantly presented in the media as a symbol of Canada's warm welcome to newcomers and our refugees' remarkable resilience. The choir has performed in 13 public events by the end of its first year, singing songs about peace and multiculturalism for over 4,500 live audience members, and delighting and inspiring more through public radio and TV broadcasting. In December 2016, the children even travelled to Ottawa to perform for the nation's leaders including Prime Minister Trudeau at the House of Commons.

Nai's very existence depends on community support and corporate donations. Nai is very grateful to its founding partner Toronto Pearson Airport (GTAA), and to its corporate sponsors TD Bank and Royal Bank of Canada as well as many private donors.

LIBRARY SETTLEMENT PARTNERSHIPS (LSP) DEMONSTRATE THE POWERFUL IMPACT OF COLLABORATION

This year the LSP team has continued to partner with Immigration, Refugees and Citizenship Canada (IRCC) and the Toronto Public Library to provide newcomers with high quality one-on-one settlement counseling, Let's Talk 1 and 2 – Conversation English Circles, and Citizenship Education Circles. From April 2016 to March 31, 2017, settlement services have been provided at the Eatonville library, Lillian H. Smith library, and Mimico library to more than 1,510 clients from a wide variety of cultural backgrounds.

The LSP team has also been busy creating workshops to help empower our clients in their employment skills. The Mimico Library, for example,

had partnered with Job Start Toronto to offer tailor made employment skills workshops such as 'How to start a Business in Toronto'.

Our biggest collaboration, however, was the Welcome Orientation Sessions for Syrian Refugees. The LSP team helped to facilitate and run these valuable sessions for six months providing the Syrian Refugees with essential settlement information and helping to direct them to community donation centres. Thanks to our fantastic supporters we are very fortunate to have been able to help newcomers in obtaining free laptops, furniture and clothing. In the upcoming year, we are looking forward to the birth of two brand new projects: 'Growing Together', a four-session workshop that will also be airing on OMNI; and 'Women in Financial Control', a 10 session workshop on empowering newcomer women on how to make the best decisions with their money. Most importantly we are excited to continue working with existing collaborators and building an even stronger network of partners.

NEWCOMER SETTLEMENT PROGRAM (NSP) **NAVIGATING THE IMMIGRATION SYSTEM TO BUILD A NEW LIFE IN CANADA**

The Newcomer Settlement Program (NSP) offers two essential services: Employment Support Services and Settlement Services regardless of clients' immigration status. From April 2016 to March 2017, the NSP team has provided more than 2,476 services, reaching up to 1,710 clients. As one of the few settlement agencies specializing in services for the Roma community, we have seen a great increase in Roma refugees accessing our services and we continue to maintain a strong relationship within the Roma community. This year, we are very proud of our fundamental role in helping both the Hungarian and Slovak communities to obtain the highest rate in successful refugee claims.

As we continue to advocate and help our clients, one particular success story stands out. After months of relentless hard work and worrying uncertainty, one young man's hopes were finally granted. Less than just twenty-four hours before his third scheduled deportation, the IRCC had called to inform that his Humanitarian & Compassionate application has been approved, and that he could begin to build a real life in Canada. Both The Canadian Romani Alliance and the Roma Community Centre operating from CultureLink are extremely thrilled by the outcome, having worked hard advocating for this young man. We are also incredibly grateful to the Immigration Minister, the Honourable Ahmed Hussen, for keeping this young man safe and allowing him to keep his family together.

In the upcoming year, we look forward to more heartwarming success stories. Together with our partners we will continue to provide key services, helping newcomers to navigate past immigration or settlement barriers and start a new life in Canada.

SETTLEMENT WORKERS IN SCHOOLS PROGRAM (SWIS) **CREATING OUR FUTURE LEADERS IN INTEGRATION**

The past year has been very exciting for SWIS program. Through our partnerships with school boards, SWIS team have been placed in 35 schools on a weekly basis to provide ease of access to newcomer families still learning to navigate their new communities. A total of 3,273 new clients were served this year and 4,421 clients received repeat service in our schools. With several new schools added to our complement of regular service schools, SWIS now provides services to upwards of 90 itinerant schools on an as needed basis. Additionally, Group activities in schools have catered to the greatest needs and interests of newcomer youth and parents. A total of 405 sessions took place this year on topics that included: School Welcome, Community Orientation, Education System, Cultural Presentation and Parenting.

Newcomer Orientation Week (NOW) activities also continued to be hugely popular among the youth. 28 Peer Leaders received leadership



training before welcoming 160 newcomers to their new Canadian school in the week before school begins. With four NOW Programs delivered, our focus on leadership training will continue to be central to supporting youth as a powerful integration tool. In this way, newcomers share their talents and skills for the betterment of the wider community. These skills are practiced in NOW Club activities that take place year-round where youth have mentored newer youth and created a welcoming atmosphere that is rich with vitality in their schools.

Thriving partnerships bring resources that provide unique and valuable opportunities to immigrants. The bi-annual Soulepper-CultureLink New Canadian Welcome events are very well attended and appreciated as are our many group outings to the Royal Ontario Museum. Equally, with the support of Project Canoe and Amici Charities, our outdoor experiences in summer camps and canoe portage tripping engage newcomer youth in immersive experiences with nature, exposing youth to the beauty of Ontario while learning about outdoor lifestyles.

“ One day I came home after work and found Leo very disappointed lying on the couch. I knew the summer job search was not successful that day either. I suggested to Leo that we sit and brainstorm together the resources that he had available for his job search. He listed contact names and organizations to reach out to. CultureLink came to my mind as it was very helpful for me in my own job search last year. I attended some speed mentoring to expand my network. The following day we had a plan, Leo went to Culture Link and something amazing happened.

He returned the next evening to tell me that after he had registered in the database so he could be updated on available posts, a lady from CultureLink asked him on his way out if he knew about the Newcomer Youth Theatre Program, and at that moment Leo realized he had found the job he was looking for. Now Leo has almost finished his summer job with many skills developed and he is feeling thankful for such a rewarding learning opportunity.”

Leonardo Roque & Lorena Rodriguez

SOMETHING FOR EVERYONE IN THIS YEAR'S SUMMER SETTLEMENT PROGRAM

In July, we held a variety of exciting orientation sessions for newcomers of all ages. Family orientations were held at our Catholic Reception Centre location and we had a special focus on providing one-on-one and group orientation sessions for Philippine and Tibetan adults and seniors. Our most popular projects involved working with youth on leadership and team-building through activities such as theatre for leadership, cycling and inspiring outdoor nature walks. We were also very proud of our volunteering fair which aimed to assist youth in finding volunteer opportunities with community-based agencies.

EMBOLDENING YOUNG STORYTELLERS THROUGH NEWCOMER YOUTH SUMMER THEATRE

A CultureLink tradition for many years, this seven-week theatre immersion for youth provides many wonderful and valuable learning opportunities. Led by local playwright Michael Miller with excellent support from Paula Wing, last year, the youth developed powerful new skills to help them tell their own stories. They learnt how to work together as part of a theatre ensemble to create and perform a unique final piece, exploring and sharing their experiences of being a newcomer. The role of this program is twofold, not only empowering youth to express themselves, but as a creative tool for educating the community on the experience of newcomers in Canada.

INTERNATIONAL STUDENT CONNECT, TRANSFORMING COLLEGE INTO A WORLD OF OPPORTUNITY.

Now in year two of our partnership with COSTI and Humber College, the International Student Connect Program provides much needed support to international students studying at Humber College. Group sessions covering a range of settlement topics assist students in integrating into their student life with access and information. One-on-one sessions are also available for more in-depth support to ensure students can make the most of every opportunity.

YOUTH AND SENIORS SERVICES FOSTERING SAFE, CREATIVE AND SUPPORTIVE ENVIRONMENTS

“ I've been with the Sankofa Youth Drop-In program for 2 years now. When I first started I was sort of shy. In the last two years in this program I feel like I have grown as a person and enjoy the responsibility that the facilitator sometimes gives me. I have become kind of a peer mentor for the new participants.

What I really enjoy about the program is that I experience many things I haven't done before such as rock climbing, sailing, art workshops etc. The program has helped me become more social and active in the community. **”**

David Jin, 16 years



Meaningful volunteer opportunities, one-on-one and group mentoring and innovative employment initiatives play a large role in the socio-economic success of newcomer and other vulnerable youth. Our programs continue to focus on education, health and wellness, recreation, arts, and employment as a way to bridge the opportunity gaps many of our face. A commitment to programs that are inclusive, safe, creative and youth focused has been the driving force behind the success and rapid growth of our youth department. This year we were able to add 2 new programs that focused on employment with our Youth Online Employment Strategy (YOES) and mentorship with the Student

Education Attainment Program (SEAP).

In 2016, the Sankofa Programs, Mabelle Afterschool program, the Youth Online Employment Strategy (YOES), Youth Recreation Club and Student Education Attainment Program(SEAP), have collectively impacted 719 unique newcomer and racialized youth, and 11,900 youth returned to programs on multiple occasions. The programs delivered 486 workshops, 36 group outings, 12 special events and 2 training opportunities.

The youth department has also been partnering with the Toronto Youth Equity Strategy(TYES) on developing engaging, far-reaching and meaningful learning opportunities for both vulnerable youth and those working with them. To that end we developed two MOOCs (Massive Open Online Course) titled NextGen Resume: Creative Self-Marketing and Engaging & Empowering: How to Effectively Mentor Vulnerable Youth. Between these two courses we reached over 1,850 global learners.



Our continued investment and focus on building the internal and external capacity of newcomer seniors has made 2016 another very successful year. Through our facilitation and leadership training opportunities, we trained 50 seniors, who in turn facilitated 140 outdoor activities, workshops, cultural events, and group outings to a lively group of 110 newcomer senior, and 5720 repeat clients.

One of the main reasons CultureLink's youth and seniors services continue to thrive is because of our committed volunteers and strong partnerships. This year we had 100 volunteers contribute upwards of 3,000 hours through organizing community games, mentoring youth, working with the children's afterschool program, facilitating arts based workshops, and organizing educational workshops for seniors.

S U S T A I N A B L E C O M M U N I T I E S

PROMOTING GREEN AND INCLUSIVE COMMUNITY DEVELOPMENT

In 2016-2017, a new department came into being at CultureLink – “Sustainable Communities”. This department seeks opportunities to promote green and inclusive community development among CultureLink clients and in our neighbourhoods overall. Alongside our award-winning cycling programs, described below, we also facilitated a research project about newcomers' experience of nature and the urban forest, and explored new outdoor recreation initiatives.



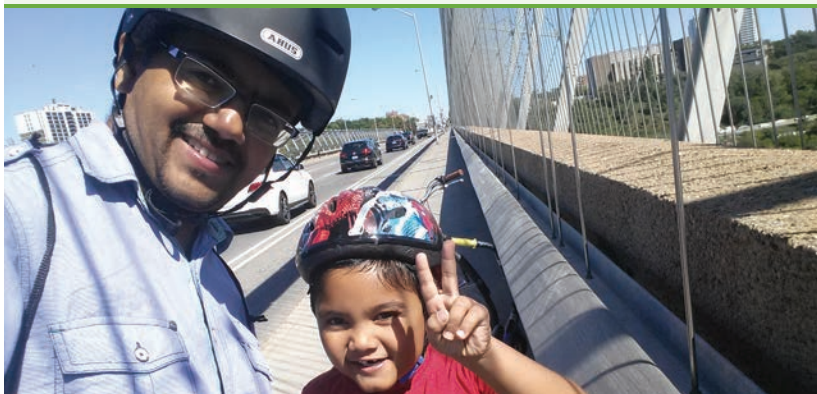
BIKE TO SCHOOL PROJECT

2016-2017 saw a significant expansion of the Bike to School Project, which aims to foster cycling among children and youth. Our staff team grew with one new full-time program worker focused on high school engagement and a team of 12 seasonal Cycling Educators. We hosted two placement students from the Department of Kinesiology and Physical Education and the University of Toronto, and for the first time, six co-op placement secondary school students.

We installed new fleets of bikes at West Hill Collegiate Institute in Scarborough, Marc Garneau Collegiate Institute in North York and Kipling Collegiate Institute in Etobicoke, and hosted a successful Bike to School Leadership Camp with renowned speaker Gil Penalosa.

“During this program, I got an opportunity to be introduced to many different places in the city with our assigned mentor. Another aspect of the program is to get your family moving around and having FFF (fun filled family) time. I got to play a role of a bike trainer to my son Rohan and like me, Rohan has become a confident rider and we are getting more familiar with safe riding skills and rules. I have learned that biking is a great way to observe Toronto, roaming under a blue sky, observing things around your diverse culture, and finally preserving a healthy spirit, fitness, and friendly Torontonians feeling.”

Bishan, Program Participant





BIKE HOST

Bike Host matches up newcomers who are open to cycling with volunteer mentors who help them to discover Toronto by bike. CultureLink provides bicycles, accessories, and training to participants. The 2016 program was offered mainly to residents in the east end of Toronto, and featured an inspiring research and documentation project led by Ryerson University graduate student Yvonne Verlinden. Photographs and stories collected as part of this project were displayed at the City Hall Rotunda in January 2017, and other sites.

In 2016, Bike Host and CultureLink overall were recognized with the “Wheels of Change” advocacy award from Share the Road Cycling Coalition, the provincial cycling organization.

The Bike to School Project is led by CultureLink in collaboration with Cycle Toronto and the Toronto Cycling Think and Do Tank. Cycling education programs are delivered in partnership with the Toronto District School Board. Bike to School Week is coordinated by CultureLink and implemented by a committee of the Active and Sustainable School Transportation Regional Hub, convened by Metrolinx.

Bike Host is hosted jointly by CultureLink’s Community Connections Mentorship Program and Sustainable Communities department. In 2016, the program was offered in collaboration with the South Riverdale Community Health Centre and the Scarborough Cycles bike hubs at AccessPoint on Danforth and Birchmount Bluffs Neighbourhood Centre. Scarborough Cycles is a project led by the Toronto Centre for Active Transportation, a project of the Clean Air Partnership, with partners Cycle Toronto, the Toronto Cycling Think and Do Tank, and CultureLink.



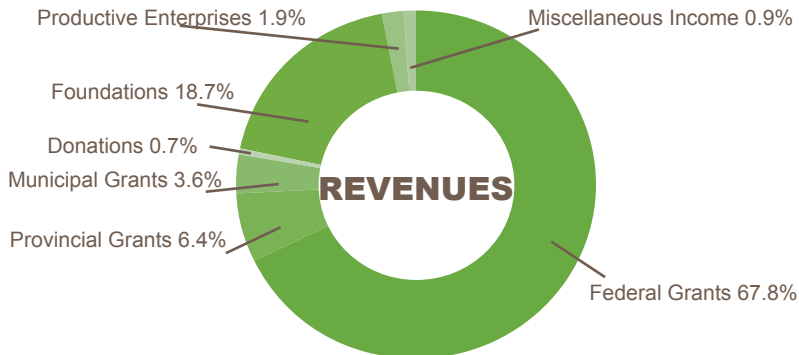
FINANCIAL OVERVIEW

STATEMENT OF OPERATIONS

CULTURELINK SETTLEMENT AND COMMUNITY SERVICES

YEAR ENDED MARCH 31, 2017

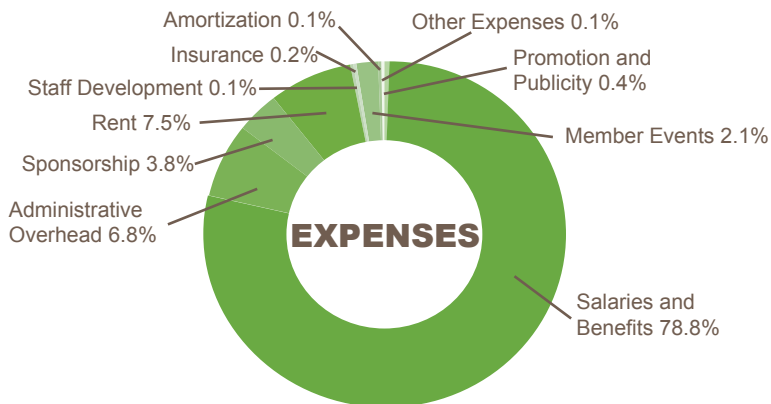
STATEMENT OF OPERATIONS	2017	2016
REVENUES	\$	\$
FEDERAL GRANTS	2,450,774	2,424,980
PROVINCIAL GRANTS	232,624	283,485
MUNICIPAL GRANTS	130,198	78,571
DONATIONS	24,314	5,995
FOUNDATIONS	674,713	297,145
FUNDRAISING INCOME	1,253	1,938
PRODUCTIVE ENTERPRISES	69,955	28,105
MISCELLANEOUS INCOME	31,987	7,492
AMORTIZATION OF DEFERRED CONTRIBUTIONS	1,301	4,811
TOTAL REVENUES	3,617,119	3,132,522
EXPENSES		
SALARIES AND BENEFITS	2,808,509	2,580,016
ADMINISTRATIVE OVERHEAD	241,472	146,204
SPONSORSHIP	135,634	18,290
RENT	268,817	262,693
PROMOTION AND PUBLICITY	12,610	11,426
STAFF DEVELOPMENT	4,803	7,361
REPAIRS AND MAINTENANCE	1,151	2,096
AMORTIZATION	2,267	5,776
MEMBER EVENTS	75,525	41,222
INSURANCE	8,698	8,303
INTEREST	417	183
SECURITY	562	564
OTHER EXPENSES	2,225	2,718
TOTAL EXPENSES	3,562,690	3,086,852
SURPLUS (+)/ DEFICIT (-)	54,429	45, 670
BREAK-UP OF ADMIN OVERHEAD		
OFFICE EQUIPMENT	43,910	28,113
OFFICE SUPPLIES	99,610	53,926
TELEPHONE	20,715	14,036
PROFESSIONAL FEES	12,765	8,771
HST	23,208	15,530
TRAVEL	30,573	17,731
MEMBERSHIP FEES	5,289	4,661
BANK CHARGES	2,488	2,071
POSTAGE	2,914	1,365
	241,472	146,204



The Federal Government is the largest funder of Culturelink and provides 67.8% of the agency's revenues. The Federal Government funds are mainly received from Immigration, Refugees and Citizenship Canada.

These funds are used for the Settlement of Newcomers to Canada.

Other Sources of funding include the Province of Ontario, United Way Toronto & York Region, Ontario Trillium Foundation and the City of Toronto.



CultureLink's Expenses are mainly directed to staffing (78.8%) and program related expenses.

CULTURELINK SETTLEMENT AND COMMUNITY SERVICES

YEAR ENDED MARCH 31, 2017

STATEMENT OF FINANCIAL POSITION - ASSETS	2017	2016
CURRENT ASSETS	\$	\$
CASH	1,032,790	892,901
ACCOUNTS RECEIVABLE		
GRANTS	155,238	126,696
HST	51,970	36,060
PREPAID EXPENSES	7,537	5,342
TOTAL CURRENT	1,247,535	1,060,999
CAPITAL ASSETS	10,719	2,502
	1,258,254	1,063,501
STATEMENT OF FINANCIAL POSITION - LIABILITIES		
CURRENT LIABILITIES		
ACCOUNTS PAYABLE AND ACCRUED LIABILITIES	115,316	62,275
DEFERRED CONTRIBUTIONS RELATED TO CAPITAL ASSETS	10,719	1,536
DEFERRED REVENUE	488,930	410,830
TOTAL LIABILITIES	614,965	474,641
NET ASSETS, PER STATEMENT		
INVESTED IN CAPITAL ASSETS	0	966
UNRESTRICTED	643,289	587,894
	1,258,254	1,063,501



OUR STAFF

STAFF ACHIEVEMENTS

We are proud of the commitment and hard work of our talented and multilingual staff. Passionate about providing innovative services to newcomers, we adapt to changes and create new programs that best respond to and address our clients' specific needs.

“ I come from a small village in Syria called Kherbit Gazalla. It is a quiet, beautiful place filled with hard-working, educated people. I worked for seven hard years in the Gulf to build a paradise there for my wife and my two lovely girls. If I close my eyes I can still hear my children running around freely, their laughter ringing like silver bells. At that time, everyone in my family thought that even if the whole world fell apart, our village would remain peaceful.



The war changed everything. My children could no longer play in the streets, nor could they attend school. We didn't know when a bomb might fall on our roof. Many lost mothers, fathers, brothers and sisters. All of them lost their homes, and so many have lost hope. My wife was pregnant with our son at that time, and we were forced to flee to Jordan where, as refugees, we were not permitted to work. Then, out of the blue, the UN informed us that we had the opportunity to come to Canada. It felt like a dream.

After six months of volunteering and struggling to find work in Toronto, I was beginning to lose hope. Then, I met Claudia Montoya. She welcomed me and my wife and encouraged me to apply for a job at CultureLink. I am now very proud to be one of the passionate staff members at CultureLink, assisting newcomer families in Canada.

I would like to thank my manager, Lisa Randall, my wonderful supervisor, Abdi Yousuf and in particular, Claudia Montoya. To all the passionate staff members at CultureLink, your support has meant so much to me and my family. I would also like to thank the Canadian government for the chance to come here and be a part of the Canadian community.

Finally, I want to say to all Syrian newcomers to Canada - There is always HOPE.”

Ebraheem Kanaan, SWIS Program Worker

MANAGEMENT

Ibrahim Absiye	Executive Director
Raj Chakrawarti	Finance Manager
Lisa Randall	Settlement Workers in Schools Program Manager
Abdi Yousuf	Settlement Workers in Schools Program Assistant Manager
Fei Tang	Community Connections Mentorship Program Manager
Terry Baker	Community Connections Mentorship Program Manager
Glen Walsh	Library Settlement Partnership / Newcomer Settlement Program Manager
Kristin Schwartz	Sustainable Communities (Bike to School, Bike Host), Assistant Manager
Claudia Rivera	Executive Assistant/ HR Administrator/ Volunteer & Student Coordinator
Amina Yassin-Omar	Community Development, Assistant Manager

ADMINISTRATION

Ferdie Alvarez	Bookkeeper
Elizabeth Hamulka	Receptionist
Tanya Safronova	Receptionist
Rehmat Afzal	Receptionist

COMMUNITY CONNECTIONS MENTORSHIP PROGRAM (CCMP)

Caixia Qian	Program Worker	Nadwa Nimer	Program Worker
Dareen Fatimah	Program Worker	Rakesh Bhardwaj	Program Worker
Elizabeth Hamulka	Program Worker	Rubeen Chauhan	Program Worker
Eman El Atawy	Program Worker	Shakira Quraishi	Program Worker
Hashem Rahin	Program Worker	Tatiana Baltrushevich	Intake Worker
Hazem Aboulenil	Program Worker	Victor Gomes	Program Worker
Lily Krowiak	Program Worker	Warda Abdulsamed	Program Worker
Marie Margis	Program Worker		
Nadeen Abu Shaban	Program Worker		

SETTLEMENT WORKERS IN SCHOOL PROGRAM (SWIS)

Rubina Afsar	Administrative Assistant	Hajnalka Klein	Program Worker
Ajith Aluthwatta	Program Worker	Lucy Zhuang	Program Worker
Assadullah Mahmood	Program Worker	Maria Guiao	Program Worker
Barbora Gomezova	Program Worker	Marianella Quintana	Program Worker
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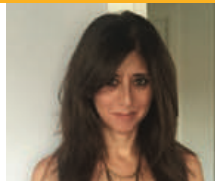


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There are many reasons for our successes, but one of the most important is the leadership and oversight of our Board of Directors. Our twelve (12) Board members are extraordinarily generous with their time, wisdom, and governance. They ensure that CultureLink remains committed to our mission and strategic directions.

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Our success and impact on our community is possible because of the support that we receive from funders and partners. Your longstanding commitment has made what we do possible. We extend our gratitude and deep appreciation to all of you.

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