



2015 - 2016

ANNUAL REPORT



CULTURELINK

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CelebrateCultureLink



culturelinkTO



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CultureLink • Annual Report 2015/16

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Message from the Chair and the Executive Director

It is with a sense of pride and appreciation that we reflect upon this past year. Pride, for the high points, staff creativity and community interest and support. Appreciation for our many avid participants, committed volunteers, and program supporters who have pledged their support, entrusting CultureLink to develop new activities in response to compelling community needs and capacities.

This past year has been characterized by significant change and growth for CultureLink. Of note has been innovation and revitalization in various program activities. We have kept our participants engaged at the leading edge of the settlement sector. As a result of our dynamism, we have received media attention that has enhanced our brand and expanded CultureLink's reach in the settlement and community services sectors.

With a new strategic plan approved by the board in July, 2015, Vision 2020 has led to many emerging organizational developments. Providing unique opportunities for newcomers and the broader community have kept us very busy. To support this growth, new organizational directions have been forged and we are continuing to innovate while responding to opportunities for the community. Key strategic directions of Vision 2020 include:

KEY STRATEGIC DIRECTIONS OF VISION 2020

01

Focus on sustained excellence in program delivery: Deliver diversified and responsive programs that are based in our core strengths

02

Take leadership role on key issues

03

Continue to build our organizational capacity

04

Achieve high brand recognition in community and donor markets

05

Implement an effective business model for resource development

06

Build an effective social enterprise model

Last year marked our name change to CultureLink Settlement and Community Services. This change has been reflected by inviting participants from the broader community to get involved along with our traditional client base of newcomers. Our longstanding programs - Settlement Workers in Schools, Community Connections Mentorship Program and the Library Settlement Partnerships Program - continue to flourish with many new activities offered to reflect opportunities and needs. Due to funding reductions, the Job Search Workshop program was brought to a close, however employment counselling continues. CultureLink programs have been characterized by creativity and developing new partnerships. Three distinct program areas that illustrate CultureLink's innovative approach include the continually emerging Green Settlement, the Massive Open Online Courses (MOOC), and the use of the arts in programs – all three result in engaging newcomers in a holistic

experience of settling into Toronto. This year the Cycling Program received increased and renewed funding to expand service in schools and communities across the GTA. With additional staff to bring this vision to a reality, the cycling program is building upon the foundation of the past successes that have gained incredible traction in the school boards and broader community. In fact, CultureLink cycling activities have become an integral part of Toronto's cycling community. Regarding the MOOC, this year marked CultureLink's first ever on-line training with registrants numbering over 2,000 for the first course. This ground-breaking, virtual activity responded to growing community interest in online, easy to access study platforms. In addition to these two focal areas, CultureLink has increased activities that integrate the arts as a vital aspect of newcomer settlement. Building upon the Newcomer Youth Summer Theatre, Luminato mentor matching and after school recreational activities, we have expanded activities using arts in integration. Soulpepper Theatre has created a 'welcoming community' as a part of their civic theatre with the co-created 'New Canadian Welcome Program'. Engaging newcomers in the arts, culture and civic activities exposes them to the heart and soul

of their new home Canada and opens up opportunities for personal involvement and civic contributions.

In addition, to enhance student resiliency and assist youth in reaching their educational potential, CultureLink embarked upon the Student Education Attainment Program (SEAP) this year. SEAP focuses on poverty reduction and the attainment of education for middle school and high schools students from the Somali community. We are especially proud of our organizational response to the influx of Syrian Refugees this past year. With vision and sheer willpower along with support from our landlord at the Crossways Mall, a Donation Distribution Centre for Syrian and other Refugees was opened in January. The call to the community for donations and volunteer support received a resounding response from the community, and the Centre opened to an ongoing stream of refugees. CultureLink also partnered with Reboot Canada to organize the distribution of laptops to the Syrian Refugees. Without a doubt the response of our agency along with a community of motivated volunteers and generous donors is a testament to the Canadian desire to receive Syrian Refugees and assist them in rebuild-

ing their lives here in Canada. Now, more than ever, the country needs quality and responsive settlement services and there is no question that CultureLink proved its ability to respond quickly with originality. In concluding the report for the past year, we applaud our creative, hard-working staff who demonstrated their ability and share their passion in meeting the needs of the community. We thank the CultureLink Board of Directors, without whom we could not operate, for bringing their dedication and expertise to their leadership role guiding the agency. To the many

volunteers who gave thousands of hours of service with enthusiasm and hope, we are truly grateful. Community partners with whom we share a vision and who extend generous support, we couldn't do it without you. We salute our funders for trusting in our organization to deliver quality programs with integrity and accountability. And finally, we are humbled to express gratitude to all of our program participants for providing CultureLink with true purpose – helping newcomers get settled in Canada and engaging community members in activities that bring vitality to their own and the lives of others. ■

”



EXECUTIVE DIRECTOR
IBRAHIM ABSIYE



BOARD CHAIR
WENDY HORNING



CultureLink has served newcomers for over 27 years by providing immeasurable support to all who have come through its doors. Over the years we have envisioned, designed and launched programs that are aimed at children, youth, adults, and seniors.

Today, CultureLink is a household name and one of the leading settlement service providers in Toronto. Based on our new strategic directions, CultureLink is currently dedicated to facilitating the active participation and integration of newcomers and the broader community, recognizing the interdependence of these groups in our society.

This is done by:

- Enhancing skills that promote self-sufficiency
- Providing innovative programming to meet the changing needs of our participants
- Promoting the well-being of all participants
- Promoting positive interactions between participants and across communities and cultures.

The following pages will give you a glimpse of our programs and activities in the last year.

YEAR IN REVIEW

PROGRAM AND SERVICES



Strengthening Volunteerism & Making a Significant Impact in Newcomers' Life

Community Connections Mentorship Program (CCMP)

Since 2013, Dr. Jim Sugiyama has been working with Community Connections Mentorship Programs (CCMP) as a career mentor and “on the job” reference for many internationally trained medical professionals at a refugee clinic that he supports. CCMP mentees and staff affectionately call him “Dr. Jim”. Dr. Jim welcomes these newcomer professionals with open arms, treating them as colleagues, helping them build their self-confidence and gain practical experience. Under his mentorship and care, newcomer mentees feel valued and by working together, they are able to help a very vulnerable population, both within and outside the clinic. Beyond volunteering his time at the clinic, Jim has spent many hours sourcing donations for its small pharmacy. If medications were not available, Jim would buy them, ensuring his uninsured patients had access to the medication they needed. His caseworker, Eman El Atawy, says:

‘A real physician’

“Anyone can wear a white coat, but it is what is behind it that really makes a physician. Everyone in the program, myself included, would attest that Dr. Jim deserves to have his wonderful personality and contributions highlighted.”

**Eman El Atawy
Program Worker, CCMP**



Jim Sugiyama | CCMP Volunteer

And she went ahead to nominate Dr. Jim for this year Volunteer Toronto’s Legacy Award and Dr. Jim won it, as one of the most deserving candidates. In fact, Dr. Jim is only one of the hundreds of CCMP volunteers who made a significant impact in newcomers’ life. CCMP is very fortunate to be supported by these unsung heroes. April 2015 to March 2016, CCMP program delivered 4,593 counts of mentoring services to 989 unique individual clients – these numbers doubled what we had in the previous fiscal year which was already way over the targets set by the funder. This year without a single added paid human resource, we reached

a record high in the program’s long history. Such an achievement would have been unimaginable if it were not for the tremendous effort of our volunteers and devotion of the existing staff. Besides the successful standing programs, the new programs, such as the mentoring partnership with Soul-pepper Theatre Company, hiring-newcomer partnership with CIBC local branches and projects initiated to serve Syrian refugees who were temporarily placed in the hotels, were also making big splashes in the community. CCMP thanks all its dedicated stakeholders for yet another successful year.



Mentoring Services



Clinets

Navigating the Immigration System and New Life in Canada

Newcomer Settlement Program (NSP)

Our Newcomer Settlement Program (NSP) continued in solidarity with the Roma community and other newcomers navigating the immigration system and new life in Canada. NSP workers provided 24 workshops and 10 public meetings while continuing to serve clients one-on-one as they contended this year with an increase in refugee deportations. Serving 2,064 individual clients, workers offered settlement & immigration counselling; legal and educational advocacy & support; and outreach, information & referral in two uncommon languages. An initiative was launched to provide in-depth settlement services to better aid in the settlement of Roma clients that have little access to such services. NSP worked with parents and children to minimize intergenerational gaps.

Much activity also occurred this year in partnership with Toronto District School Board. It is estimated that over 450 families were reached as NSP provided support for children, recreational activities for youth, and parent-teacher consultations on a regular basis throughout the school year. A highlight was the delivery of an Information and Referral Forum in collaboration with the Metropolitan Toronto Police Services. Translation was provided as approximately 50 participants accessed resources and information in conversation with a panel of Toronto City Services representatives. NSP would like to thank FCJ Refugee Centre, Romero House, TDSB, Government of Ontario, and Legal Aid Ontario for their support this year.

2,064

Individual Clients

450

Families

Helping Newcomer Families and Youth with Passion and Commitment

Settlement Workers in Schools (SWIS)

With themes of connection to the outdoors and dramatic artistic exploration as growing values in SWIS programming, the team supported and encouraged many newcomer participants to more fully engage in their community and outdoors this past year. Partnerships with Soulpepper Theatre, Amici Charities and Project Canoe were important components of our settlement services. At Soulpepper, newcomer families were matched with Soulpepper artists and administrators in the New Canadian Welcome Program and also received free theatre tick-

ets for a year. At Jarvis Collegiate, Soulpepper's Youth Link program delivered after school theatre sessions. In the Ontario hinterlands, newcomer youth attended summer camps sponsored by Amici Charities while another group of young women experienced a five-day canoe portage in Algonquin Park. Along with these key partners, many other agencies join SWIS in partnership to facilitate sessions for parent and youth in orientation, community activities, health, trainings and much more and in so doing provide a rich diversity of knowledge and skills to



NOW Program

support successful newcomer integration.

SWIS has the unique opportunity of partnering with schools in the Toronto and The Toronto Catholic District School Board and our team members are placed in 35 schools on a weekly basis providing ease of access to newcomer families still learning to navigate their new communities. A total of 3,992 new clients were served and 4,327 clients received repeat service in our schools. With several new schools added to our complement of regular service schools this past year, SWIS continued to provide services to upwards of 80 itinerant schools on an as needed basis. This longstanding partnership with the Toronto and the Toronto Catholic District School Boards has deepened over time and SWIS is well integrated within the schools as a regular aspect of school culture and life.

Group activities in schools catered to the greatest needs and interests of newcomer youth and parents. A total of 417 sessions took place on topics included: School Welcome, Community Orientation, Education System, Cultural Presentation and Parenting. Newcomer Orientation Week (NOW) activities continued to be hugely popular among the youth where leadership training was featured and 28 Peer Leaders welcomed 160 newcomers to their new Canadian school in the week before school begins. With four NOW Programs delivered, a focus on leadership training is hallmark to supporting leadership as a powerful integration tool. 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 rich with vitality in their schools.

In partnership with COSTI and Humber College, CultureLink's International Student Connect Program delivered a total of eight sessions at Humber Lakeshore and Humber North Campuses in the International Students' Centre. A need for up-to-date information on housing,



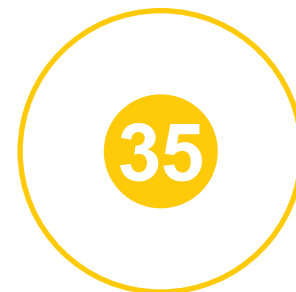
New Clients



Clients with repeated service



Sessions



Schools

legal issues with housing, awards and scholarships, finances, income tax and more and sessions were developed from the 18 sessions that developed by COSTI in response to the needs of international students. Humber staff promoted the sessions on campus while CultureLink staff developed and delivered presentations and individual sessions.

Summer Settlement Program

When school is out for the summer, it's time for CultureLink's Summer Settlement Program (SSP) to begin! For the second time this past July, CultureLink ran an exciting, intensive SSP that provided a range of orientations for newcomers across the lifespan. Youth Orientations - to name a few - include leadership and team-building workshops, youth theatre for leadership in St. James-town, cycling orientations including bike rides around the community, urban outdoor orientations and a Post-Secondary Conversations info fair. Over 20 orientations were provided last July and services for youth, families, adults and senior reached 656 clients. To support our SSP activities, CultureLink actively partnered with over 25 agencies that were all highly invested in assisting newcomers in their successful integration process in their new home.

‘A helping experience throughout the immigration journey’

“I have been in Canada for few years, and I’m very glad that my parents gave me the opportunity to be here. I still clearly remember the problems that I had to face and how hard it was for me to get use to a new environment (and especially being on my own with a Canadian family here and not my own parents). Starting high school in Harbord Collegiate Institute was very difficult, in high academic courses and in a completely new school environment. It drove me crazy. I approached my school settlement worker Lucy for help in school, and she provided a lot of different opportunity for me to meet more friends. I have also been in the NOW program, and also the summer Theatre Leadership program. I found the experience very helpful, I met a lot of friends and I’m more confident in myself when I’m presenting to the class. I have always enjoyed the time that I spent with my NOW team and the summer theatre team. And really I appreciate my settlement worker Lucy for providing these wonderful and helpful opportunities for me. It helped me when I needed help.”

Lucia Lin

International Student | Harbord Collegiate Institute

The Echoes of Immigration Experiences

Newcomer Youth Summer Theatre



What happens when eight newcomer youth spend eight weeks together learning theatre techniques and exploring their stories and personal histories? Last summer's participants became immersed in the creation of an eloquent story of migration, tradition and homeland where pieces of their own lives became a part of the group story called "Live for Hope." Under the artist guidance and leadership of playwright Michael Miller, the youth also had workshops in theatrical improvisation with Paula Wing, African dance with Mercedes D'Almeida and vocal

masque with Sebastien Heins. A dramatic moment was experienced by the youth last summer and the echoes of these experiences have been important in building youth artistic capacities, self-confidence and self-esteem. Performance experiences at CultureLink and for CultureLink's Annual General Meeting gave the youth the opportunity to perform for families, friends and the broader CultureLink community.

Fostering Safe, Creative and Supportive Environments

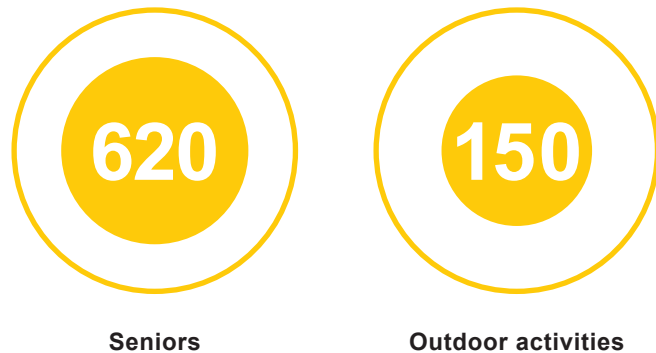
Youth and Seniors Services

'A welcoming experience'

"Culturelink youth is for youth newcomers, to make them feel that there's someone by their side in a new strange world, and the most important thing that they have made me feel so welcomed to Canada by their great programs which encourage you to interact [with other youth] and Culturelink even encouraged me to volunteer at Luminato Festival which I'm so excited to be a part of. Thanks CultureLink; I hope you continue this great work you're doing with newcomers."

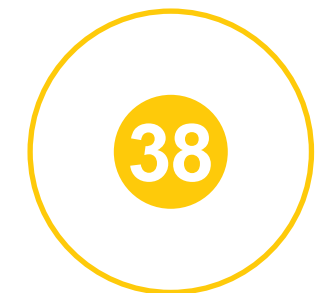
Annie Sahagian
Youth Participant





Fostering safe, creative and supportive environments has been the driving force behind the outstanding success of the Newcomer Youth and Seniors Centre. This year we focused on education, recreation, employment, volunteerism, and the arts.

In fact, we had 620 seniors participate in over 150 outdoor activities, cultural events, wellness workshops and training opportunities. Our seniors program continue to build capacity through training opportunities, so that seniors can be active agents of community change.



Through the Sankofa Drop-in, Youth Recreation Club, Mabelle Afterschool, Global Roots, Youth Summer Theatre, Multi-Cultural Club and the Get SHARP programs we connected over 38 children and 1,557 youth and 550 adults to afterschool programs, group outings, health education, recreation opportunities and academic supports.

Recognising that meaningful volunteer opportunities and innovative employment initiatives play a large role in the socio-economic success of newcomer and other vulnerable youth, we are focusing on online pre-employment training initiatives like the Next-Gen Resume MOOC on creative self-marketing. This innovative new training tool has upwards of 500 global enrollment.

One of the main reasons CultureLink's youth and seniors services continue to thrive is because of our committed volunteers. This year we had 75 volunteers contribute 2,750 hours through organizing community games, mentoring youth, working with the children's afterschool program, facilitating arts based workshops, and organizing educational workshops for seniors.

We thank our dedicated partners: West Neighborhood House, TDSB/TCDSB, Woolly Bananas Facilitators Without Borders, MJKO, The Stop, Toronto Public Health, Mennonite New Life Centre, University of Toronto, Toronto Community Housing, Tech Spark, Jean Augustine Centre for Young Women, and the Canadian Mental Health Association.



Library Settlement Partnership Continues to Thrive

‘Becoming a Canadian Citizen’

About seven years ago, a Mexican client came to Canada as a refugee. Paloma. Paloma got in contact with an LSP worker who walked with her on her journey for a better life in Canada. She was helped with her refugee process, employment preparation, and her process of becoming a permanent resident. Along with all these accomplishments, Paloma proceeded to attend citizenship classes delivered in Mimico by the Mennonite Centre.

She completed her exam and was granted her Canadian citizenship. In addition, Paloma studied English and successfully completed her studies in hospitality at George Brown College, while volunteering at Mimico. She just recently landed a job in her profession. Through the relationship and connections cultivated with the LSP Program, Paloma has begun to achieve her dreams here in Canada.

Program Participant, LSP



Clients

In the 8th year of our partnership with the Toronto Public Library and Immigration, Refugees and Citizenship Canada, we sadly had to adjust to the loss of one of our library partnerships due to funding cuts. We regret this reduction in our LSP family and we remember fondly our long collaboration with Eatonville Public Library. We have continued this year in our commitment to providing opportunities and a welcoming space for newcomers to connect with community, increase engagement with their new city and access settlement counselling and resources. 1,611 clients benefitted from personal attention and support from our focused and knowledgeable



Workshops

workers in accessing a variety of services in the city, and achieving their settlement goals. With the help of enthusiastic and committed volunteers, our program also delivered 147 workshops, providing information, networking and fun for attendees and presenters. Topics included finances, English conversation, cycling, and discovering Canada. In addition to this, in the second half of the year, we were very involved with CultureLink's Syrian #Refugee Welcome Project, providing settlement counselling and support. We would like to extend our thanks to Mimico Centennial Library and Lillian H. Smith Library for their continued collaboration.

Growing Impact of the Bike to School Project



The impact of our Bike to School Project continued to grow in 2015-2016. In spring 2015, working with Smart Commute, a program of Metrolinx, we launched Bike to School Week as a campaign celebrating cycling and active transportation across the Greater Toronto and Hamilton Area.

144 schools registered events and over 16,000 students participated. Locally, CultureLink provided cycling education programs directly to 1,077 students at 12 high schools. The Ministry of Transportation funded programs for students at Harbord Collegiate and our first professional development course for

teachers in fall 2015. We also launched a bike club at West Hill Collegiate Institute in Scarborough, supported by a Toronto Foundation Vital Youth grant.

In recognition of the value we bring to students, the Toronto District School Board entered into a formal partnership with CultureLink to expand programming beginning in spring 2016. The year ended with the exciting news that our application to Ontario Trillium Foundation, for \$750,000 in funding over three years, was approved! With this support we expect to both broaden our reach and deepen our impact.

We thank our dedicated partners: Cycle Toronto, Toronto Cycling Think and Do Tank, Evergreen,

South Riverdale Community Health Centre, Toronto Centre for Active Transportation, Central Toronto Academy Harbord Collegiate Institute, and West Hill Collegiate Institute, who make this innovative and effective program possible.



'My first bike ride in Canada'

"My name is Clover and I came to Canada from Vietnam in August 2015. During my Newcomer Orientation Week (NOW Program) at Central Toronto Academy I was exposed to cycling through one of the workshops. During that week I had the pleasure of taking my first bike ride in Canada. I learned about cycling in Toronto and generally got to know the safety rules. I realized all the benefits of cycling, not just for fun but for my day to day transportation. I feel free, healthy and of course I learned that I can save a lot of money. Especially because I live in Canada by myself this is a very good reason. In March 2016 I bought my own bicycle and now I use my bicycle for day to day transportation and to school. I am thankful to Bike to School Project for giving me the incentive to re-invent cycling in Canada again."

Clover

Bike to School Participant

Scarborough Cycles & Bike Host

17

mentors

50

Mentees

Many CultureLink clients reside in Scarborough, an area with 30% Toronto's land mass and 24% of its population, but which is poorly served with cycling infrastructure and transportation options overall. To help address this gap, in 2015 CultureLink entered into a new collaboration with the Toronto Centre for Active Transportation, Cycle Toronto and the Toronto Cycling

Think and Do Tank, to create Scarborough Cycles: building bike culture beyond downtown. Scarborough Cycles will create two Bike Hubs at community centres in Scarborough and offer programming from there, including Bike Host, our popular and successful cycling mentorship program. Scarborough Cycles is funded by the Metcalf Foundation.

The 2015 Bike Host program focused on the Thorncliffe and Blake-Jones neighbourhoods in the east end of Toronto, with our newest partner the South Riverdale Community Health Centre. 17 mentors and over 50 mentees participated. We also supported the development of a similar bike mentorship program, led by the Toronto

Centre for Active Transportation, in Brampton. We look forward to applying lessons learned to the Scarborough Cycles edition of Bike Host. ■

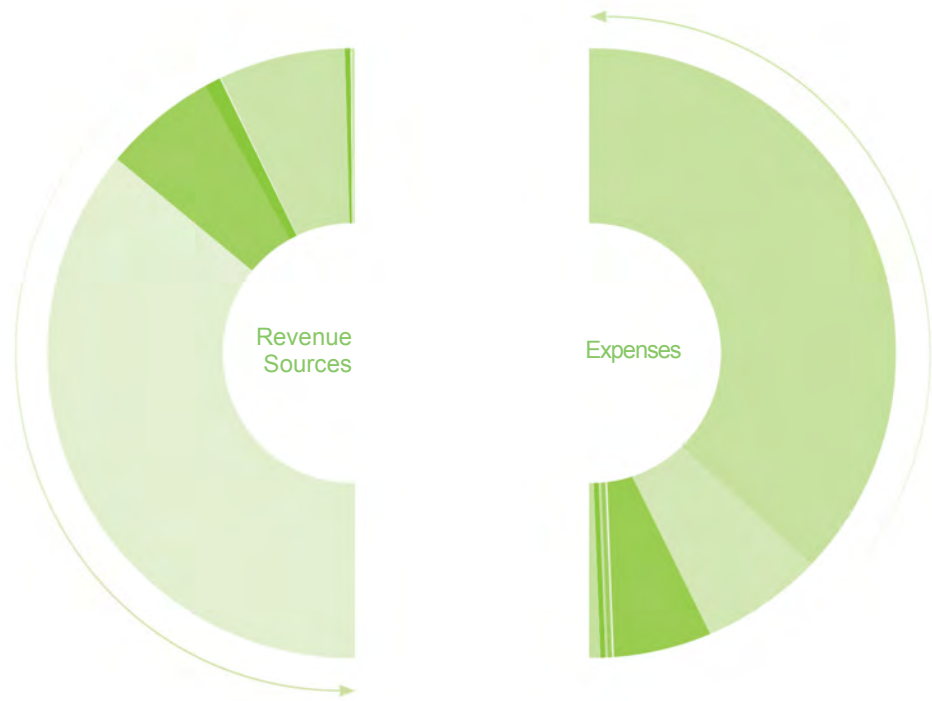




FINANCIAL OVERVIEW

CultureLink Settlement and Community Services , year ended March 31, 2016

Statement of Operations	2016	2015
Revenues		
Federal Grants	2,424,980	2,542,325
Provincial Grants	283,485	269,942
Municipal Grants	78,571	66,495
Donations	5,995	3,805
Foundations	297,145	320,365
Fundraising Income	1,938	1,773
Productive Enterprises	28,105	18,969
Miscellaneous Income	7,492	3,104
Amortization of Deferred Contributions	4,811	24,263
Total Revenues	3,132,522	3,251,041
Expenses		
Salaries and benefits	2,580,016	2,694,050
Administrative Overhead	146,204	144,162
Sponsorship	18,290	11,432
Rent	262,693	259,072
Promotion and Publicity	11,426	9,578
Staff Development	7,361	8,295
Repairs and Maintenance	2,096	750
Amortization	5,776	24,263
Member Events	41,222	46,882
Insurance	8,303	8,147
Interest	183	275
Security	564	602
Other Expenses	2,718	1,436
Total Expenses	3,086,852	3,208,944
Surplus(+) / Deficit (-)	45,670	42,097
Break-up of Admin Overhead		
Office Equipment	28,113	32,170
Office Supplies	53,926	45,201
Telephone	14,036	9,822
Professional Fees	8,771	12,408
HST	15,530	18,215
Travel	17,731	18,388
Membership Fees	4,661	4,547
Bank Charges	2,071	2,003
Postage	1,365	1,408
	146,204	144,162



Revenue Sources(%)

Federal Grants	77.4
Provincial Grants	9.0
Municipal Grants	2.5
Donations	0.2
Foundations	9.5
Fundraising Income	0.1
Productive Enterprises	0.9
Miscellaneous Income	0.2
Amortization of Deferred Contributions	0.2

Expenses(%)

83.6	Salaries and Benefits
4.7	Administrative Overhead
0.6	Sponsorship
8.5	Rent
0.4	Promotion and Publicity
0.2	Staff Development
0.1	Repairs and Maintenance
0.2	Amortization
1.3	Member Events
0.3	Insurance
0.1	Other Expenses

Revenue Sources

The Federal Government is the largest funder of Culturelink and provides 77.4% 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 and York Region, Ontario Trillium Foundation and the City of Toronto.

Expenses

CultureLink’s Expenses are mainly directed to staffing (83.6%) and program related expenses. ■



OUR STAFF

CELEBRATING STAFF ACHIEVEMENTS

“We pride ourselves on the commitment and hard work of our staff.

We would like to extend a special Thank You!

Your contribution and commitment to the work of CultureLink is greatly appreciated!”



Administration

Tanya Safronova	Receptionist
Rehmat Afzal	Receptionist
Elizabeth Hamulka	Receptionist

Management

Ibrahim Absiye	Executive Director
Raj Chakrawarti	Finance Manager
Lisa Randall	SWIS Program Manager
Abdi Yousuf	SWIS Assistant Manager
Fei Tang	Community Connections Mentorship Program Manager
Glen Walsh	Employment Services, Library Settlement Partnership, Newcomer Settlement Program, Program Manager
Claudia Rivera	Volunteer & Student Coordinator/ Executive Assistant/ HR Administrator
Amina Yassin-Omar	Research and Development, Assistant Manager
Ferdie Alvarez	Book-Keeper
Rhona Kretchmer	HR Administrator

Community Connections Mentorship Program (CCMP)

Program Workers	Caixia Qian, Elizabeth Hamulka, Eman El-Atawy, Celia Cruz-Hew, Hashem Rahin, Hazem Saadeldin Abouelnail, Marie Margis, Rakesh Bhardwaj, Rubeen Chauhan, Tatiana Baltrushevich, Victor Gomes
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Settlement Workers in School Program (SWIS)

Administrative Assistant	Rubina Afsar
Program Workers	Ajith Aluthwatta, Assadullah Mahmood, Alasis Mohamed, Celia Cruz-Hew, Constance Kendall, Elizabeth Hamulka, Hajnalka Klein, Isabella (Su Fang) Yan, Zhuang (Lucy) Hua, Maria Guiao, Marianella Quintana, Marina Sokolov, Ronald Rojas, Tsewang Lhadon, Yuhong Wang, Barbora Gomezova, Rehmat Afzal

Employment Services Program/ Job Search Workshop (JSW)

Job Search Workshop Facilitator Laura Labonte-Smith, Lily Krowiak, Shakira Quraishi, Olisa Thompson,

Administrative Assistant Olisa Thompson, Asal Afshar

Library Settlement Partnership (LSP)

Program Workers Celia Cruz-Hew, Claudia Montoya, Stanley Teo

Administrative Assistant Shakira Quraishi

Newcomer Settlement Program (NSP) (ROMA)

Program Workers Hajnalka Klein

Roma and Immigration Worker Alexandra Erdelyi, Robert Szucs, Simona Kolarova

Roma and Immigration Counsellor Paul St Clair

Newcomer Youth Centre (NYC)

Theatre Coordinator Michael Miller

Youth Program Worker Asal Afshar, Abdulkadir Abokar, Fartun Mohamud, Lynda Young, Shakira Quraishi, Zarina Butt

Youth Program Worker/ P4K Vida Cui

Newcomer Senior Centre / Seniors Program

Newcomer Senior Program Worker Vida Cui, Dora Ines Leon, Malgorzata Wawrzkowicz-Mikosz

Cycling / Green Settlement

Project Worker Chantelle Campbell-Sholzberg

Cycling Outreach Coordinator Kristin Schwartz

Student Placements

Aminata Cisse, Anab Salad, Arshiah Ali, Berti Olinto, Claudia Olguin Acosta, Ellis Martin-Wylie, Emma Coulter, Erin Vecchiarelli, Francillia Jn. Marie, Gretel Misquith, Ivy Lu, Jeffrey Trieu, Kaydianne Brown, Kristen Rampersad, Merajuddin Matin, Madelyn Strader, Maria Raftopulu, Nancy Bejarano, Olayinka Olaleye, Roberto Ramos, Rhoda Maturingan, Sandra Odekunle ■



THANK YOU TO
OUR SUPPORTERS

Volunteer Leadership

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.

Board of Directors 2015-2016

Alex Morosovskiy
Claudia Serraino
Donna Sparkes
Erich Schafer
Jessica Dargo Caplan
Jorge Ortiz
Katherine Ge
Mark Krakowski
Orla Zhu
Tasha Williams
Tony Fiore
Wendy Horning

Executive Committee

Wendy Horning, President
Jessica Dargo Caplan, Vice-President
Orla Zhu, Treasurer
Donna Sparkes, Secretary
Claudia Serraino, Secretary



SWIS Volunteers

Aavash Neupane, Alwin Alxrow Alforte, April Atuban, Axel Garcia Cervantes, Berenice Mutobola, Brian Villacorta, Cedric Baccay, Choenyi Lhundup, Claude Ivan Romero, Claudia Rodrigues, Corinne Tulagan, Curt Lenje Layague, Daniela Delgado, Dominic Mapatac, Dy Hun Lim, Elaine Baguindo, Elakiya Perumainar, Ellah Mae Ermitanio, Eve Ghakhar citizen, Frank Liao, Hafsah Khan, Hannah Sabit, Hilary Garonia, Jason Li, Jonrobin Verano, Kang Linrong, Kate Joyce Verano, Kenneth Cervantes, Kristine Primne, Lin Chaolan, Loren Gomes, Lucia Lu 2013/study visa, Lyu Rachel, Mark Lester Primne, Mohammed Maged, Mounir Nasri, Munira Mohamud, Palden Wangmo, Palzomia Tenzing, PJ Maristela, Princess Areno 2014/PR, Priya Saha, Qianshu Ni, Sarita Pandey, Sehar Habiba Citizen

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