



**CultureLink**

ANNUAL REPORT | 2014 - 2015



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## CultureLink | Annual Report 2014/15

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# MESSAGE FROM THE EXECUTIVE DIRECTOR & BOARD CHAIR

This past year has been one filled with renewed energy, engagement and enthusiasm, at all levels of the organization. It has been marked as the year of our turning point, the year of visioning, and the year of mapping the future directions of CultureLink.

Despite external challenges and sectoral difficulties throughout the year, CultureLink rose again; more vibrant and viable. All this was the direct result of the incredible dedication of our staff and Board for their combined commitment to our programs and to the organization. The settlement service sector is an increasingly challenging one – in which we are often asked to do more with less.

CultureLink continues to remain relevant and responsive to the needs of participants in its programs; and it has remained closely aligned with its mission and mandate to facilitate the independence and full participation of newcomers in their efforts to become fully productive and integrated members of Toronto's diverse community. However, we took a closer look at our current status, projected it beyond the horizon and embarked

on an ambitious goal for the future of the organization. This we call Vision 2020.

Under this new strategy of V2020, CultureLink's stakeholders came together, mapped out the challenges of today and the opportunities ahead. Collectively the stakeholders decided to strengthen our organizational foundation. It was agreed throughout the organization that CultureLink should continue to excel and lead the way in settlement services programming while developing strategies that will guide the next three to five years for CultureLink – to consider where best to put the organization's energies as well as of those of the people who govern, work and volunteer.

As a result of these deliberations, a major strategic planning process has been initiated and will be reported on next year.

As a result of these extensive visioning discussions, it was felt that the agency's official name of "CultureLink Settlement Services of Metropolitan Toronto" needed to be revisited. After consultation and approval, a new name

that reflects the realities of who we are now and where we want to be in the future was agreed upon. It is indeed a pleasure to launch the beginning of the future and V2020 of our agency as “CultureLink Settlement and Community Services (CSCS)”.

The Board of Directors were, as always, busy improving the governance and policy formulation of the organization. The Board appointed a By-law Review Committee in order to assure the validity and compliance of our by-laws, especially vis-a-vis the new Ontario Non-Profit Corporations Act. A completely overhauled by-law will be presented to our membership for their deliberation and approval.

We are very pleased to report that our existing settlement programs and services, such as Community Connections (Settlement Workers in Schools, Library Settlement Partnership, and Community Connections Mentorship Program), Employment Services, Newcomer Settlement Program, Bike to School program, and youth seniors’ services remained relevant and responsive. We thank Citizenship

& Immigration Canada (CIC), the Ontario Government, Ontario Trillium Foundation, City of Toronto, United Way Toronto, Service Canada, Toronto Foundation, and many other donors, for providing financial support to deliver quality services and programs.

This past year, CultureLink not only continued to welcome and serve newcomers well, but has also introduced new and innovative programming. The Wintergration® program is an after-school program for disadvantaged children & youth in Etobicoke Centre/South that focuses on physical activities, healthy eating, academic help and life skills development – all while providing access to sports and recreation. We sincerely thank the Blue Jays Care Foundation for providing this opportunity to well-deserving children and youth.

We thank all our partners for your very generous support, without which we would not have been able to discharge our duties and carry out our mission. It is also important to express our heartfelt appreciation for the contributions of our volunteers who helped us build an inclusive society in a tradition of

compassion and respect. We also want to recognize the efforts and enthusiasm of our staff; and the leadership and wisdom of our management team and the guidance, engagement and direction provided by our Board of Directors for their dedication to make CultureLink a strong and accountable organization.



**President of the Board**  
Sarah Bukhari

A handwritten signature of Sarah Bukhari in black ink, written over a horizontal line.



**Executive Director**  
Ibrahim Absiye

A handwritten signature of Ibrahim Absiye in black ink, written over a horizontal line.



A photograph of three people in an office setting. On the left, a man with dark hair and red-rimmed glasses is seen in profile, looking towards the center. In the center, a woman with long, dark, curly hair and glasses is looking towards the man on the left. On the right, a man with a shaved head, glasses, and a goatee is looking towards the woman. He is wearing a grey suit jacket, a blue and white striped shirt, and a pink, white, and blue striped tie. The background is a plain, light-colored wall. A large green diagonal overlay covers the bottom left and bottom right portions of the image, containing the text.

## II.

## YEAR IN REVIEW PROGRAM & SERVICES



# COMMUNITY CONNECTIONS MENTORSHIP PROGRAM (CCMP)

## 2014 - 2015 A RECORD BREAKING YEAR FOR CCMP

- A record-breaking number of newcomers got hired directly through our projects
- There were **516 MENTORSHIP** matches and **506 VOLUNTEERS** involved in the integration and settlement process of newcomers
- **1667** guests attended **50** exciting CCMP mentoring events
- With **173 MENTORS AND MENTEES** in attendance, the annual Manulife Mentoring Event was the largest mentoring event in our history

### The Mexican Salmon and the Importance of Mentors

“ I would like to start this story with a grateful heart by giving proper thanks to all CultureLink’s team, because without them, this Mexican Salmon would be lost or maybe eaten by a bear. This story started 5 years ago when the Mexican Salmon decided to pursue his dream, and by some strange reason, his dream was to live in Canada.

I was a Big Fish back in Mexico, a manager of a medium-size company... I had everything I wanted and once in a while I made the cover pages of newspapers and magazines because I was doing great. Nonetheless, something was missing... I decided to resign and leave everything I had... I waited almost 2 years..., and when I was on the airplane I thought, “For sure Canada knows I’m coming; they can sense it. I just imagined I would have a red carpet waiting for me, people taking

photographs, asking me to sign their boarding passes and showing me where my limousine was parked. But interestingly enough, my flight got delayed and I arrived almost at midnight. There was nobody at the airport, no idea how to get to downtown and no way of asking for directions because my English was as broken as, “Me hungry; food please.” I quickly learned that my expectations were not aligned with reality. I found a job at Tim Horton’s and the adventure begun.

The first barrier I had was the ‘differences’ barrier or cultural shock.... Everything was different. The second barrier I had was the ‘domain of the language’.... I took all the free things that CultureLink and all organizations were giving. If it was free I was enrolling right away, from “Let’s talk” at the library to ESL for Financial Services Professionals.



The third barrier was the 'Canadian experience.' I got some interviews but always there was a similar response, especially with recruiters. They would say: "Everything looks great; call me when you have more experience in Canada."...

After a long time, a mentor arrived in my path. It was the first time in my life that I had a mentor... this mentor helped me to "focus"... and look for what I was really looking for: to be a Project Manager... Once you know and understand what a mentor is and the power they have to change your life in a really significant way, you will want to have a mentor for everything.

If you ask me what a mentor is, I believe the best answer is: A person that cares! A person that cares enough to help you jump the barrier you are facing.

For many years and several times I have asked myself if it was worth it, and if all this struggle had

some meaning or reason. One of my mentors told me, "Mexican Salmon - the bigger the test you are facing, the bigger the testimony you will be sharing and many people are looking for hope and light in their darkest times."

As you can see, just a phrase like this from my mentor provided me with a big deal of energy, courage, confidence and hope. He cared and made a big difference in my life.

Today this Mexican Salmon found his way home and he is working for TD Bank as a Junior Project Manager. I feel so blessed and fortunate for everything and all the help I have received from organizations such as CultureLink, mentors and friends. My deep desire is to help other salmons jump their way up the river.

Thank you CultureLink for all your efforts and thank you all mentors that are for sure changing the world. ”

- Miguel Abascal, CCMP Client

## **// The CCMP team is known for innovations. //**

This year, we continued to reimagine and reinvent our programs. Four additional projects were developed to create more opportunities and support for our clients.

### **HIT-RESTART Mentoring Series for Marcom Entrepreneurs**

More than **20** established Marketing & Communication professionals were engaged through series of workshops, field trips, and mentoring events to provide structured, ongoing support to **38** newcomer clients for three months.

### **Hiring Event with TD Bank**

Several TD Bank branches were invited to CultureLink's first-ever hiring event, from which 5 of our clients were hired.

### **Fast-Track Project**

18 newcomer professionals were recruited in our Fast-Track Project, in which 10 mentors worked collaboratively to provide intensive mentorship for clients to obtain and pass job interviews. 8 clients succeeded in securing a professional job within the project period.

### **ComingtoCanada.org**

An e-mentoring website was launched in spring of 2015. This was an experimental project to expand the reach of our mentorship services by providing online resources.

- .....
- CCMP maintains a great relationship with its existing partners and continues to build on its own best practices. As a result, our fruitful partnerships continue to blossom. Volunteer groups from large corporations have become perennial to CCMP.
  - Our in-house Wintergration® Club and NEAT (Newcomers Explore and Appreciate Toronto) walking programs have merged into a single program – with their stunning debut presented in winter 2014. Major media captured its successes three times this season.

**// United Way Bhayana Family Foundation also rewarded  
the team's hard work with a Team Achievement Award in 2014. //**

# SETTLEMENT WORKERS IN SCHOOL PROGRAM (SWIS)

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## *PROVIDES ESSENTIAL ONE-ON-ONE SUPPORT TO NEWCOMER FAMILIES AND YOUTH*

Our settlement team provided one-on-one client support sessions to **3854 NEW CLIENTS** and **4210 FORMER CLIENTS** in **32** regular and approximately **90** itinerant schools. There were **411** group activities that focused on participants' needs. These activities included:

- Parent-teacher and curriculum nights
- Youth employment
- Bicycling
- Health and leadership
- Awareness campaigns for issue-based events such as violence against women

.....

In the process of accessing our services, newcomers become aware of important resources that are available to help them successfully face the challenges of settling into a new life.



“ Isaac Hassen came to Canada as a sole supporting refugee youth and took part in the NOW program in August 2014. He was profiled by Toronto Star about the plight of unaccompanied youth, about support programs like SWIS and NOW eases his transition.

[http://www.thestar.com/news/world/2014/11/14/refugee\\_journey\\_especially\\_tough\\_for\\_youth.html](http://www.thestar.com/news/world/2014/11/14/refugee_journey_especially_tough_for_youth.html)

Since then he has been accepted as a convention refugee and with supportive services he has shown his real potential. He is a leading member of the Stand by Me student support group for sole supporting youth at CTA and a member of the ECO club. He continues to volunteer at Mathew House and took part in 2015 Refugee Rights Day activities.

In my 18 years of work as a School Settlement

Worker I came across only one student (who did not have a family to support him) who completed all the advance grade 12 courses in one year and graduate. Isaac is the second student, despite all the challenges and barriers he faces plans to graduate in mere one academic year (June 2015). He is maintaining an average of 94% marks and has been accepted by Ryerson to study medical physics. He is an excellent candidate for several high profile awards and currently I am working with him to secure them through several offers. He is a model student for others and a positive example that given the appropriate support by our programs, students can realize their full potential.”

**- Ajith Aluthwatta, Settlement Worker (SWIS)**

**// 2014-2015 has been a year of  
vibrant partnerships for the SWIS team. //**

After-school theatre workshops were offered to youth through our continued partnership with **Soulpepper Theatre**.

Youth leadership in outdoor education opportunities were implemented, including an overnight stay in the Rouge Valley through **Outward Bound**.

**Amici Charities** committed to sending newcomer youth to summer camp for two weeks for almost no cost.

SWIS began working with **METRAC Action Against Violence** this year.

Through our partnerships, SWIS has been able to access expertise and resources from other organizations who have a complementary mandate and are motivated to see newcomer youth and families thrive in their environments.

In our eight years of service, SWIS's flagship program – **Newcomer Orientation Week (NOW)**, impacted newcomer youth who are entering the Canadian school system. SWIS trained **32 PEER LEADERS** to welcome **160 NEWCOMER YOUTH** to their new schools last fall.

Key outcomes from this engaging program include enhanced academic commitment and achievements of students; increased school and community involvement among youth and families; and a circle of friends and support. Several of our NOW participants have gone to achieve top academic standing and are recipients of important community awards and bursaries.





“ I came to Canada in June 2014 from Ukraine. Currently I study in Bishop Allen Academy in grade 12. I am eligible to get an Ontario Scholarship. I came to Canada to reunite with my father. Shortly my father took me to the orientation center to get my high school placement. In orientation center I was introduced to a school settlement worker from CultureLink...

“NOW helped me to get used to high school environment and answered a lot of my questions I had but could not asked anyone. It also helped me to meet new friends. I think it gave me a solid

booster for my education as I found out a lot of details about school and social life. It also has shown to me that I am not the only person who faces this kind of problems and that it is possible to overcome them. NOW helped me to overcome an anxiety I had since I was new to Canada and it helped me to find people that are just like me. It generally resulted into memorable experience and enjoyment from different activities.”

- Igor Veselovskyy  
Bishop Allen Academy in grade 12.

***We are grateful to Citizenship and Immigration Canada for providing vital programming support that helps newcomer youth and families enhance their experiences in Toronto. Our community partners are also greatly appreciated for their shared vision and commitment.***



# LIBRARY SETTLEMENT PARTNERSHIPS PROGRAM (LSP)

## INNOVATION, ACCESSIBILITY AND BUILDING STRONG COMMUNITIES

In collaboration with **Toronto Public Library** and **Citizenship and Immigration Canada**, the LSP Program continues to provide newcomers with a welcoming space to build connections, become involved in their communities, and receive information about a variety of resources to assist them with adjusting to their new life in Canada.

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This year, the LSP Program worked directly with **1650 NEWCOMER CLIENTS** and provided them with one-on-one settlement counselling sessions to address their unique needs. Recognizing the value of community engagement, the LSP program also successfully delivered **125 WORKSHOPS**; information sessions; and community events that brought together **3964 NEWCOMERS** through which financial literacy; skills development for employment; language skills; and healthy and active lifestyles were encouraged and taught.

Province-wide, the LSP Program was faced with a challenge this year with the elimination of Online Tracking and Information System, which was a case management system and database to track clients. We took this challenge in stride and developed our own reporting tools and strategies as we transitioned into using iCare as our new reporting system.

Our success this year would not have been possible without the valuable contributions of our community partners. The Toronto Public Library continues to be our number one collaborating partner, providing us with the space and support to deliver our services.



“Ana, her husband and 7 year old son with special needs left Mexico and came to Canada as refugee claimants. Shortly after arriving in Toronto, Ana met with Claudia Montoya, the LSP worker at Mimico Centennial Library, in January of 2009. She was overwhelmed with her current situation and did not know where to turn for help. Claudia worked with Ana and helped her access services to help her settle in Toronto as she waited for her refugee hearing. During this time, Ana faced many challenges. Her marriage broke down and she was in need of counseling and shelter. In addition to this, her refugee claim was denied and Ana was taken to a detention centre, where she spent 40 days until her appeal was granted. After that, things started looking up for Ana. She remarried in 2013, has opened up her own party entertainment business, called Ana and her Dolls,

and her son is doing very well in school. The LSP program and Claudia Montoya have been an important part of Ana’s journey from the beginning and continue to be so today. Ana’s appreciation to the program and the positive impact it has made in her life can be seen in a note Ana wrote: “I really appreciate you. You are one of the people who has encourage me to grow. You are a great women and a great counselor.” Thankful for the support she received and wanting to pay it forward, Ana has been a committed LSP volunteer for the past 6 years and recently got hired by the library to run a summer program for children. She is an amazing woman, role model and mother. Her optimism, sense of humour and way of looking at life are really admirable.”

# JOB SEARCH WORKSHOP (JSW)

## OFFERS NECESSARY TOOLS AND RESOURCES NEEDED TO FIND EMPLOYMENT IN ONTARIO

Newcomer unemployment rates exceed unemployment rates of established Canadian immigrants and native-born Canadians; and JSW seeks to reduce that gap by providing important tools and resources.

This year, our committed JSW facilitators assessed **241 NEWCOMER** clients and facilitated **21 PRE-EMPLOYMENT WORKSHOPS** for **137 NEWCOMER JOBSEEKERS**.

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As JSW recognized that many newcomers shared an interest in finding employment in the Finance and Healthcare sector, we facilitated specialized pre-employment workshops to help newcomers find work that matched their interests and expertise.

One of the highlights of this year’s programming was a trip to Deloitte as part of our specialized financial workshop where newcomers received first-hand information and advice from industry professionals.

A new initiative the JSW tested this year was providing newcomers with professional attire at the end of workshops. This initiative was well received by our workshop participants and we look forward to expanding this in the coming year.

The true success in our program can be seen in the success of our clients; we received numerous e-mails, calls, and cards thanking us for the support and invaluable information resulting in our clients enrolling in various educational and training programs and finding relevant employment.

**// JSW is successful by providing newcomers interactive job search workshops and individual counselling sessions. //**

“ When looking back to the path I’ve walked during the past year as a brand new immigrant, I want to express heartfelt thanks to [CultureLink]; it opened the door for me to get connected with the Canadian society, and guided me to the right track. [CultureLink] referred me to the George Brown College’s OSLT Program and the Mentor-

ship Club. Without your kind help, and especially encouragement, I can’t get what I’ve experienced in the past year. ”

- Kai

## NEWCOMER SETTLEMENT PROGRAM (NSP)

### *CONTINUES TO WORK WITH THE MOST VULNERABLE MEMBERS OF THE NEWCOMER COMMUNITIES*

As the Canadian immigration policies continue to go under rapid change, more and more clients are turning to our NSP program for assistance, information, and support to help them navigate the new Canadian immigration policies. This year, we saw a great increase in the number of client services. We provided **4090 SERVICES** to clients and delivered **169 GROUP AND INFORMATION SESSIONS** reaching **1469 PARTICIPANTS**.

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One of the key indicators of the program’s success is our work with the Roma community. As one of the few settlement agencies specializing in services for the Roma community, we have seen an increase in the number of Roma refugees accessing our service as we continue to maintain a strong relationship with the Roma community. Our commitment continues to go beyond direct client services to collaborating with other agencies to breakdown the systematic barriers facing the Roma community – sharing resources, expertise, and advocacy.

# NEWCOMER YOUTH CENTRE (NYC)

## CONTINUES ITS RESOURCEFUL SERVICES TO STUDENTS AND PARENTS

“ [At CultureLink], I get to be introduced to a new culture [...] from all over the world. CultureLink provided me and the other participants with a great environment to explore new ideas and try out new things that I wouldn't have the opportunity to do by myself. ”

- Eric Yu, 15 years

“ I arrived from Portugal 8 months ago. I was very shy and had a hard time making friends. What I like about being a part of the Youth Program here is that I can be myself, I feel free and that my opinions matter. I also attended my first Blue Jays game with this group. I feel that I can be myself here and everyone likes you. ”

- Miguel Andrade, 15 years







***// Over the past year, the Newcomer Youth Centre has continued its innovative information, orientation, referral, leadership, and support services to newcomer students and parents. //***

The Centre has expanded its programming to reach diverse groups of youth; starting with the Global Roots and Sankofa Drop-In programs that provide participants with quality coaching and safe space to gain self-esteem as well as other life skills. Some of our newcomer programs this year included the Multicultural Club where diverse students were engaged at their schools.

**The LGBT+ Committee**, along with our GLOW Girls Group, cater to the unique needs and supports desired by newcomer LGBT+ youth. Conducting one-on-one settlement counselling and information sharing, this peer-led group also conducted several community workshops including the No Barriers Day where local artists and panel discussions highlighted the successes and challenges facing the newcomer LGBT+ community.

Additionally, this year's flagship NYC events included Resource Fairs, week-long March Break camps, and community celebrations. Program participants also went to several outdoor trips to the Art Gallery of Ontario; Museum of Canadian Contemporary Art; Blue Jays games; Mackenzie House; Scavenger Hunt at Dufferin Mall; and other sporting events.

**Wintergration® at Mabelle Islington Community:** The past year has also seen our Wintergration® Afterschool Program, at the Mabelle Islington Community, provided support services for children and youth from grades 5 – 8.

**Summer Theatre Program:** Through Canada Summer Jobs and TDSB's Focus On Youth Program (FOYP), our Newcomer Summer Theatre Program engaged twelve (12) youth to gain leadership and life skills training through popular theatre. Here, students designed and created skits and role-play not only to showcase their talents, but to also highlight the challenges of what it is like to be a newcomer in the Canadian school system. Graduates of this 8-week program return to their schools and take leadership roles in advancing and advocating for newcomer issues in their schools.

CultureLink's youth programs have served over **300 YOUTH** and volunteers in the past year. This wouldn't be possible without the help from our volunteers and partners.





# NEWCOMER SENIORS CENTRE (NSC)

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## PREVENTING ISOLATION & CONNECTING GENERATIONS

Through our diverse range of partners, newcomer seniors were invited to plan and participate in a variety of health promotion activities.

From learning the significance of healthy eating and diabetes prevention to participating in mental health and physical health promotion workshops, our senior members received first-hand experience in staying active and living independently.

This year, our Spanish seniors focused on the importance of volunteerism and capacity building through our thriving weekly “1, 2, 3 Life Returns” program. Here, activities were led by seniors, for seniors; providing them with the opportunity to apply their strengths and leadership in safe contexts.

It was all about civic and social engagement for our Polish seniors. They focused on excursions as a method of preventing isolation and connecting with their community. Some of their excursions include the Spadina Museum, Toronto Reference Library, Casa Loma, and Mimico Library.

For our Chinese seniors, education was the way to break the social isolation and connect with family and friends. These seniors participated in highly engaging and basic computer and social media training. Through these workshops, they learned how to navigate the internet and create new communication pathways through We-chat and Skype.

The Newcomer Seniors Centre served over **800 NEWCOMER SENIORS**, **15 ADULTS**, and **11 YOUTH**. We had the help of **35 VOLUNTEERS**, and we successfully cultivated **22 NEW AND EXISTING PARTNERSHIPS**.

***// This year, our Newcomer Seniors' Programs celebrated the importance of physical health, mental health, and active community participation. //***

### Bike to School Project

CultureLink began exploring strategies to support biking to school with a small research project in 2011, funded by the Heart and Stroke Foundation. We then launched a Bike Club at one school in 2012, in collaboration with a SWIS team member representative.

Our initiative has grown from there: In the past year, our Bike to School Project reached **870 STUDENTS** at **70 SCHOOLS** with cycling education activities. Our engagement with the Toronto District School Board, intended to build institutional support for cycling initiatives for all students, has yielded impressive results. In May 2014, the TDSB declared its first-ever "Bike to School Day", and went on to adopt a two-year plan to implement the Charter for Active, Safe and Sustainable Transportation which includes the development of a new focus on transportation in its successful EcoSchools program.

**The Bike to School project is a collaborative initiative of CultureLink, Cycle Toronto, the Toronto Cycling, Think and Do Tank, and Evergreen. We also acknowledge the contributions at Bike Pirates and the Toronto Bicycling Network to our program this year.**

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### Bike Host

Meanwhile, we continue to be heartened by the success of Bike Host, the summer mentorship opportunity for newcomer adults offered by the Community Connections Mentorship Program with support of the Bike to School Project. Among **48 NEWCOMER PARTICIPANTS** in the summer of 2014, the proportion of trips taken by bike increased from 5% to 34% of trips over just three months.

## Growing Green Settlement®

CultureLink continues to explore opportunities to develop environmental programming for newcomer clients, which builds upon their existing sustainable habits and helps connect them with green initiatives locally. From 2013 – 2014, we were fortunate to receive funding from the Metcalf Foundation and the RBC Immigrant, Diversity and Inclusion Project, which enabled us to host a Metcalf Sustainability Intern for nine months. Our intern, Pallavi Roy, carried out surveys and focus groups with **130 NEWCOMER CLIENTS** regarding their environmental habits and interests. She then approached potential partner organizations working in the field of conservation and outdoor education. She has planted the seeds, and we hope to see them germinate and bloom in the coming months.

“ Working with CultureLink on the Bike Host and Bike to School Project has been inspiring and rewarding for us at the University of Toronto’s Cycling Think and Do Tank; I have never been involved with a better partnership. The success of Bike Host in creating new commuter cyclists and changing attitudes and social norms is astonishing – a 500% increase in cycling trips is just one example of the magnitude of the change resulting

from this program. This success is gaining international attention, and people are lining up to replicate Bike Host in other cities. Kudos to Kristin and CultureLink in developing Bike Host and the Bike to School Project! We look forward to many more years of partnership”. ”

**- Beth Savan, Principal Investigator, Toronto Cycling Think and Do Tank**





III.

## FINANCIAL OVERVIEW

# STATEMENT OF OPERATIONS

2015

2014

## REVENUES

|  | \$               | \$               |
|--|------------------|------------------|
| Federal Grants                         | 2,542,325        | 2,524,012        |
| Provincial Grants                      | 269,942          | 261,806          |
| Municipal Grants                       | 66,495           | 65,060           |
| Donations                              | 3,805            | 3,939            |
| Foundations                            | 320,365          | 315,966          |
| Fundraising Income                     | 1,773            | 88,520           |
| Productive Enterprises                 | 18,969           | 26,393           |
| Miscellaneous Income                   | 3,104            | 3,471            |
| Amortization of Deferred Contributions | 24,263           | 19,945           |
| <b>Total Revenues</b>                  | <b>3,251,041</b> | <b>3,309,112</b> |

## EXPENSES

|                                 |                  |                  |
|---------------------------------|------------------|------------------|
| Salaries and benefits           | 2,694,050        | 2,612,702        |
| Administrative Overhead         | 144,162          | 201,613          |
| Sponsorship                     | 11,432           | 15,539           |
| Rent                            | 259,072          | 254,544          |
| Promotion and Publicity         | 9,578            | 56,720           |
| Staff Development               | 8,295            | 2,930            |
| Repairs and Maintenance         | 750              | 2,555            |
| Amortization                    | 24,263           | 19,945           |
| Member Events                   | 46,882           | 47,788           |
| Insurance                       | 8,147            | 8,969            |
| Interest                        | 275              | 441              |
| Security                        | 602              | 497              |
| Other Expenses                  | 1,436            | 1,046            |
| <b>Total Expenses</b>           | <b>3,208,944</b> | <b>3,225,289</b> |
| <b>Surplus (+)/ Deficit (-)</b> | <b>42,097</b>    | <b>83,823</b>    |

### Break-up of Admin Overhead

|                   |                |                |
|-------------------|----------------|----------------|
| Office Equipment  | 32,170         | 26,783         |
| Office Supplies   | 45,201         | 98,741         |
| Telephone         | 9,822          | 16,315         |
| Professional Fees | 12,408         | 6,893          |
| HST               | 18,215         | 21,704         |
| Travel            | 18,388         | 24,949         |
| Membership Fees   | 4,547          | 3,440          |
| Bank Charges      | 2,003          | 2,192          |
| Postage           | 1,408          | 596            |
|                   | <b>144,162</b> | <b>201,613</b> |





78.2%  
Federal Grants

0.6%  
Productive Enterprises

0.1%  
Miscellaneous Income

0.7%  
Amortization of Deferred Contributions

9.9%  
Foundations

0.1%  
Fundraising Income

2.0%  
Municipal Grants

8.3%  
Provincial Grants

0.1%  
Donations

The Federal Government is the largest funder of CultureLink and provides 78.2% of the agency's revenues. The Federal Government funds are mainly received from Citizenship and Immigration Canada.

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

Other sources of funding include the Province of Ontario, United Way of Greater Toronto, Ontario Trillium Foundation and the City of Toronto.



84%  
Salaries & Benefits

0.4%  
Sponsorships

1.5%  
Member Events

0.3%  
Promotion & Publicity

0.3%  
Staff Development

<0.1%  
Others (Repairs & Maintances, Interest, Security, Other Expenses)

0.8%  
Amortization

8.1%  
Rent

0.3%  
Insurance

4.5%  
Administrative Overhead

CultureLink's Expenses are mainly directly to staffing (84%) and program related expenses.

**STATEMENT OF FINANCIAL POSITION- ASSETS** **2015** **2014**

|                       |         |         |
|-----------------------|---------|---------|
| <b>Current Assets</b> | \$      | \$      |
| Cash                  | 626,942 | 530,909 |
| Accounts receivable   |         |         |
| Grants                | 9,713   | 16,825  |
| HST                   | 48,435  | 58,945  |
| Prepaid expenses      | 5,892   | 8,125   |
| <b>Total Current</b>  | 690,982 | 614,804 |
| <b>Capital Assets</b> | 7,235   | 28,580  |
|                       | 698,217 | 643,384 |

**STATEMENT OF FINANCIAL POSITION- LIABILITIES**

|  |         |         |
|--|---------|---------|
| <b>Current Liabilities</b>                       |         |         |
| Accounts payable and accrued liabilities         | 45,211  | 37,135  |
| Deferred contributions related to capital assets | 5,304   | 28,580  |
| Deferred revenue                                 | 104,512 | 76,576  |
| <b>Total Liabilities</b>                         | 155,027 | 142,291 |
| <b>Net Assets</b> , per statement                |         |         |
| Invested in capital assets                       | 1,931   | -       |
| Unrestricted                                     | 541,259 | 501,093 |
|  | 698,217 | 643,384 |



A photograph of three women standing in front of a wall covered with various international flags. The woman on the left has blonde hair and is wearing a light green jacket over a dark top. The woman in the center has short grey hair and is wearing a colorful patterned top with a blue lace collar and a name tag that reads "MARCO MARQUE". The woman on the right has dark curly hair and is wearing a green top with a patterned vest and a name tag that reads "JANINE". A large green diagonal graphic overlay is on the left side of the image.

IV.

OUR  
STAFF

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

CultureLink enjoys a reputation of being a welcoming community for newcomers and a true reflection of our multicultural communities, which is evidenced by the talented and multilingual staff who serve clients from as many as 165 countries.

### Management

|                   |  |
|-------------------|--|
| Ibrahim Absiye    | Executive Director                                   |
| Wilson Yu         | Program and Personnel 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    | Executive Assistant/ Volunteer & Student Coordinator |
| Amina Yassin-Omar | Research and Development, Assistant Manager          |

### Administration

|                 |              |              |              |
|-----------------|--------------|--------------|--------------|
| Tanya Safronova | Receptionist | Rehmat Afzal | Receptionist |
|-----------------|--------------|--------------|--------------|

### Community Connections Mentorship Program (CCMP)

|                   |                |                       |                |
|-------------------|----------------|-----------------------|----------------|
| Caixia Qian       | Program Worker | Marie Margis          | Program Worker |
| Dolora Leka       | Program Worker | Rakesh Bhardwaj       | Program Worker |
| Elizabeth Hamulka | Program Worker | Rubeen Chauhan        | Program Worker |
| Eman El-Atawy     | Program Worker | Tatiana Baltrushevich | Intake Worker  |
| Hashem Rahin      | Program Worker | Victor Gomes          | Program Worker |

### Settlement Workers in School Program (SWIS)

|                    |                          |                     |                |
|--------------------|--------------------------|---------------------|----------------|
| Rubina Afsar       | Administrative Assistant | Marianella Quintana | Program Worker |
| Ajith Aluthwatta   | Program Worker           | Marina Sokolov      | Program Worker |
| Assadullah Mahmood | Program Worker           | Ronald Rojas        | Program Worker |
| Constance Kendall  | Program Worker           | Tsewang Lhadon      | Program Worker |
| Alasis Mohamed     | Program Worker           | Yuhong Wang         | Program Worker |
| Hellen Zheng       | Program Worker           | Barbora Gomezova    | Program Worker |
| Zhuang (Lucy) Hua  | Program Worker           | Gouri Mukerjea      | Program Worker |
| Maria Guiao        | Program Worker           | Rehmat Afzal        | Program Worker |

## Employment Services Program / Job Search Workshop (JSW)

|                     |                                       |                |  |
|---------------------|---------------------------------------|----------------|--|
| Laura Labonte-Smith | Job Search Workshop Facilitator (LOA) | Olisa Thompson | Job Search Workshop Facilitator & Administrative Assistant |
| Lily Krowiak        | Job Search Workshop Facilitator       | Asal Afshar    | Administrative Assistant                                   |
| Shakira Quraishi    | Job Search Workshop Facilitator       |                |  |

## Library Settlement Partnership (LSP)

|                |                |                 |                |             |                |
|----------------|----------------|-----------------|----------------|-------------|----------------|
| Celia Cruz-Hew | Program Worker | Claudia Montoya | Program Worker | Stanley Teo | Program Worker |
|----------------|----------------|-----------------|----------------|-------------|----------------|

## Newcomer Settlement Program (NSP) (ROMA)

|               |                                  |                 |                                  |
|---------------|----------------------------------|-----------------|----------------------------------|
| Paul St Clair | Roma and Immigration Counsellor  | Peter Pompa     | Roma and immigration Worker      |
| Peter Joch    | Roma and Immigration Worker (PL) | Hajnalka Klein  | Roma and Immigration Worker (ML) |
| Robert Szucs  | Roma and Immigration Worker      | Simona Kolarova | Roma and Immigration Worker      |
| Erika Pintyo  | Roma and Immigration Worker      |                 |                                  |

## Newcomer Youth Centre (NYC)

|                        |                           |                   |                      |
|------------------------|---------------------------|-------------------|----------------------|
| Lynda Young            | Youth Program Worker (ML) | Dacyion Reid      | Youth Program Worker |
| Zarina Butt            | Youth Program Worker      | Fartun Mohamud    | Youth Program Worker |
| Mohamed Said Abdillahi | Youth Program Worker      | Abdulkadir Abokar | Youth Program Worker |
| Eiman Nabag            | Youth Program Worker      |                   |                      |

## Newcomer Senior Centre / Seniors Program

|                               |                                |
|-------------------------------|--------------------------------|
| Elizabeth Hamulka             | Newcomer Senior Program Worker |
| Vida Cui                      | Newcomer Senior Program Worker |
| Dora Ines Leon                | Newcomer Senior Program Worker |
| Malgorzata Wawrzkowicz-Mikosz | Newcomer Senior Program Worker |

## Cycling / Green Settlement®

|                  |                              |
|------------------|------------------------------|
| Kristin Schwartz | Cycling Outreach Coordinator |
|------------------|------------------------------|

## Green Settlement® Placement

|               |        |           |
|---------------|--------|-----------|
| Jeffrey Trieu | Ivy Lu | John Kemp |
|---------------|--------|-----------|

## Internships

|            |              |             |                                    |
|------------|--------------|-------------|------------------------------------|
| Rachel Lee | Intern, CCMP | Pallavi Roy | Intern, Cycling /Green Settlement® |
|------------|--------------|-------------|------------------------------------|

## Student Placements

|                    |                   |               |                  |
|--------------------|-------------------|---------------|------------------|
| Abdul Sabur Soheir | Senh (Maggie) Luu | Iman Ali      | Christine Sedore |
| Jhilik Sarker      | Mayi Elasar       | Rebecca Howes | Ewan Hwang       |
| Lareesa Duncan     | Naz Ara           | Loretta Lue   | Destiny Caldwell |





V.  
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 Board members are extraordinarily generous with their time, wisdom, and governance. They ensure that CultureLink remains committed to its mission and strategic directions.

## Board of Directors 2014-2015

Alex Morosovskiy  
Claudia Serraino  
Donna Sparkes  
Esi Codjoe  
Erich Schafer  
Jessica Dargo Caplan  
Jorge Ortiz  
Katherine Ge  
Mark Krakowski  
Orla Zhu  
Sarah Bukhari  
Tasha Williams  
Tony Fiore

## Executive Committee

|                      |                |
|----------------------|----------------|
| Sarah Bukhari        | President      |
| Jessica Dargo Caplan | Vice-President |
| Orla Zhu             | Treasurer      |
| Donna Sparkes        | Secretary      |

## Community Volunteers

|                    |                       |                  |                  |                   |
|--------------------|-----------------------|------------------|------------------|-------------------|
| Easmin Begum       | Juliana Reyes         | ZhijunChen       | Xiachui Cai      | James Penney      |
| Nanci Camargo      | Mota Engrasia         | Maggie Luu       | Tanya Safronova  | (Annie) Wan Cheng |
| Alexandra Kodhyuy  | Jennifer Liang        | Christine Sedore | Deeba Gurusamy   | Renaye Budd       |
| Farooq Kasim Hayat | Angela Borda          | Wei Dong         | Monjure Khoda    | Shahkhalid Yousaf |
| Hend Ali           | Richard Villavicencio | Nancy Gimpaya    | Sangeetha        | Zeng Xiao Yu      |
| Maria Kokeny       | Pooja Mishra          | Salma Mahmud     | Praveenkuna      | Habibur Rahman    |
| Imelda Tio         | Veronica Chavez       | Nahed Perven     | Pavai Lakshmanan |                   |

## CCMP Volunteers

|                    |                     |                     |                     |                       |
|--------------------|---------------------|---------------------|---------------------|-----------------------|
| Ahmed Abdulaziz    | Brian Alpern        | Djan Lefebvre       | Helen Latimer       | Kai Ni                |
| Aine Magennis      | Brian Robillard     | Dmitry Rechnov      | Helen Periana       | Karl Wildi            |
| Ajay Jayarajan     | C.J. Hutchinson     | Donnabel Reyes      | Himay Antani        | Kate Hand             |
| Alden Campbell     | Cameron Curry       | Donnie Persaud      | Hisham Younes       | Katie Wittmann        |
| Alex Taylor        | Carol Faulkner      | Doris Abascal       | Hyun-La (Hana) An   | Katrina Hall          |
| Alexander Venditti | Carol Riley         | Doug Bartlett       | Iffat Subhani       | Kerry O'Neill         |
| Alexandru Bucataru | Carolyn Berardino   | Drew Clarke         | Ilaneet Goren       | Kristina Riis         |
| Alice Sung         | Catharine Larkin    | Duncan Maccallum    | Imran Mohammad      | Kristine Bustamante   |
| Amaar Naseer       | Catherine Ince      | Dwayne Dinn         | Ingrid Leiva        | Larry Mah             |
| Amanda Clarke      | Catherine Macdonald | Eddy Levy           | Irfan Ali           | Laura Chau            |
| Amar Bawagi        | Catherine Trepanier | Eden Orbach         | Jacqueline Kalina   | Laura Labonte-Smith   |
| Amirabbas Rostami  | Cathryn Spurdens    | Edith Volgyi        | Jakub Sulimierski   | Leigh Aslanis         |
| Najafabadi         | Charles-Oliver      | Eduardo Mak         | James Pyo           | Leslie Carter         |
| Amit Arora         | Patenaude           | Elaine Anderson     | James Richmond      | Liliana Patino        |
| Amy Wong           | Chelsea Chen        | Elaine Deng         | Jan Eadie           | Lina Lee              |
| Ana Esteban        | Cherif Chouarfia    | Ele Gasteiger       | Janice Seeun Kim    | Lindsay Hay           |
| Ana Paula Lima     | Chint Kulkarni      | Elena Hoskins       | Janis Shean         | Lisa Dong             |
| Andreea Munteanu   | Chris Chang         | Elena Tomasone      | Jason Beauchamp     | Lisa Erdle            |
| Andrew Antoniadis  | Chris Connelly      | Elizabeth Kohl      | Jason Christie      | Liza Bangawan         |
| Andrew Brown       | Chris Hayter        | Elliot Scherer      | Jay De Jesus        | Louise Guo            |
| Andrew Maciel      | Chris Sawyer        | Elliott D. Allen    | Jay Kim             | Mahdi Zangeneh        |
| Andrew Tham        | Christian Exshaw    | Elvis Lazaro        | Jeff Gorman         | Manaka Sivapira-gasam |
| Angela Eckford     | Christine Sorensen  | Emad Al-Bayer       | Jennifer Kelly      | Manu Vishwanath       |
| Angela La Gamba    | Christine Viau      | Emily Shepard       | Jennifer Papandreou | Manuel Rodriguez      |
| Angela Liao        | Christopher Madan   | Emma Cohlmeier      | Jenny Liu           | Marc Assaf            |
| Anil Kumar         | Claire Smith-Victor | Emma Flynn          | Jheanelle Anderson  | Marc-Andre Bergeron   |
| Ann Burdette       | Clara Tao           | Erich Koeberle      | Jie Huang           | Marcela Oreopoulos    |
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| Antonio Servedio   | Connie Xi           | Femma De Jager      | Joanna Miller       | Maria Gintova         |
| Arabind Nanda      | Constance Fourquet  | Florence Rebello    | Joanne Hu           | Maria Rakov           |
| Armando Pemberton  | Daniel Shenkman     | Fon Arunpairojana   | John Ermel          | Marie Bamford         |
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 Wendy Chung  
 Wendy Wang  
 William Plowman  
 Wivine Mutombo  
 Yihua Huang  
 Yushi Liu  
 Yuvraj Dhunnoo  
 Yvonne Hoskin  
 Zarina Decambra  
 Zuzana Syrový

## LSP Volunteers

### Lillian Smith Library

Nicole Simes  
 Sig Rinas  
 Ann Sands  
 Stephanie Conant  
 Amy Ing  
 Mahalia T. Leon

### Mimico Library

Alexandra Agudzlo  
 Juan Carlos Moreno  
 Giovana Bendezu  
 Helen  
 Lidia Santana  
 Paloma Moreno

Monica Moreno Jaen  
 Betty de Moreno  
 Luisa Saavedra  
 Monica Rodriguez  
 Jose Mesa  
 Nancy

Juliana Gomez  
 Lourdes Rivas-Llosa  
 Brenda Baron

## NSP Volunteers

Adam Kroscon  
 Jozef Simonc

Antonin Makula  
 Maria Mayerova

Miroslav Kina  
 James Gildiner

## NYC Volunteers

Lareesa Duncan

Euan Hwang



## SWIS Volunteers

|                       |                         |                    |                      |
|-----------------------|-------------------------|--------------------|----------------------|
| Abby Daniel           | Inci Sahhin             | Pandey Mahan       | Tai Qi Lin           |
| Abulimiti Arepati     | Inci Sahin              | Paula Ducepec      | Telmuun Ganbayar     |
| Angela Butel          | Ines Sabino Da Costa    | Peter Pham         | Tenzin Dechen        |
| Angelina Dai          | Ivan Walsiyen           | Pham Peter         | Tenzin Palden        |
| Anna Pamela           | Kenson Holder           | Priya Saha         | Tenzin Thinley       |
| Anthony Wong          | Kunsang Phuntsok        | Priya saha         | Tenzin Tsangyang     |
| Anyness Chen          | Louis Fernando Calderon | Rebecca Holmes     | Tenzin Zedan         |
| Ashreeya Rajbhandari  | Luis Xavier Solis       | Regina Papp        | Thong Nguyen         |
| Becky Zuzzane Mangili | Mahdi Mur               | Rui Chun Ji        | Thong Ngyen          |
| Berenice Mutobola     | Manuel Flores           | Sabour Abdul       | Trinlay Chonzom      |
| Bowen Li (Steven)     | Martins Canova caique   | Samater Wais       | Tsering Dolma        |
| Claudia Rodrigues     | Mary Joy Cadavida       | Sanchaya Dawadi    | Tsering Dolma        |
| Eve Ghakhar           | Mei Qi He               | Sanchaya Dawadi    | Tsering Youdon       |
| Eve Ghakhar           | Menegyo Xu              | Sehar Habiba       | Vivian Dong Wei      |
| Fang Wang             | Mingjie Wang            | Seher Habiba       | Angela Butel         |
| Feng Lin              | Mona                    | Shanice Formental  | Wanying feng         |
| Flyura Zakirova       | Mousavi Amir            | Shawn Henry Galera | Yaburt Gari          |
| Gampo Tenzin          | Mustafa salim           | Shirley Wu         | Yiseng Osama         |
| Garcia Natalia        | Ning Wei Yu             | Shuyu Zheng        | Yue Ying Gao (Chloe) |
| Helen Teclemichael    | Ningwei Yu              | Sonam Sonam        | Yunlong Shi          |
| Ian Xavier Colcol     | Olivia Han              | Sugal Fiyor        | Zhen Cao (Vivian)    |

**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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CIBC  
Community Living Toronto  
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Evergreen  
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FCJ Refugee Centre  
Janssen  
JobStart  
Kids Up Front  
Knightsbridge  
Lakeshore LINC Centre  
LAMP Community Health Centre  
Luminato  
Manulife

MacLaren McCann  
Mennonite New Life Centre  
METRAC  
Mimico ESL  
New Circles  
North York Community House  
Not Far from the Tree  
Outward Bound  
Parkdale Legal Services  
Polycultural Immigrant and Community Services  
Project Canoe  
RBC  
Roma Community Centre  
Romero House  
Soulpepper Theatre  
Sojourn House  
The Stop Food Community Center  
The Toronto Cycling Think and Do Tank -  
University of Toronto  
TD  
Toronto Public Library  
Toronto District School Board  
Toronto Catholic District School Board  
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Shu Liang  
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Sybille Parry  
Tasha Williams

## **Individuals**

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This list represents donations made between April 1, 2014 and March 31, 2015. Every effort has been made to ensure its accuracy. If an error has been made, please accept our sincere apologies and contact us so that we may update your information. Thank you for your generosity.



## CultureLink

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 CelebrateCultureLink

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