



2017 – 2018
ANNUAL REPORT





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A Message from the President & the Executive Director



*A candle loses nothing,
by lighting another candle”
– James Keller*

Each year we reflect upon our service and aspire to reach out deeper into the community to provide relevant and impactful activities for our clients and community. With programs for participants across the lifespan, CultureLink is proud to report that this year has been a landmark year with organizational growth.


In response to community need and our strategic plan to expand services, we opened a brand new second location last September - CultureLink's Children and Youth Centre. This wonderful new site, at 3535 Dundas Street at Jane

Street, provides activities to support and empower children & youth to reach their goals and build healthy and rewarding lives. If you haven't yet dropped in, please do – we would be delighted to provide you a tour of the premises.

This past year saw unprecedented program expansion and innovation. The inauguration of CultureLink's Labour Market Access Program prepared immigrant job-seekers to be early adapters with technology and soft skills. Settlement Workers in Community Spaces grew organizational reach to various civic locations including City Hall, Toronto Employment and Social Services, Community Centres and shelters downtown. February marked the launch of the IT Security Project with a new team to develop this emerging and critical program.

We successfully reached the organizational goal of providing services for newcomer women with our new Integration and Settlement Support Program with services for vulnerable and refugee women and youth. With a focus on empowerment, our capacity to support clients who are most in need has been enhanced. This project works closely with our Settlement Workers in School Program and in partnership with local school boards.

In response to settling Syrians, CultureLink's Nai Children's Choir was formed as a creative outlet for Arabic speaking children. Now, with three-year funding from the Trillium Foundation to expand to three new sites across the GTA, Nai is set to send their melodies



far and wide to further inspire the choristers and the general public through ‘healing, learning & rejoicing’. Building upon the CultureLink value of engaging newcomers in arts to support integration and settlement, we held our first ever CultureLink Family Storytelling Festival at the Lillian Smith Library. With storytellers featuring stories from all over the world, this two-day festival celebrated diverse cultures and the power of story with activities and stories for the whole family.

This year we built upon our organizational value of engaging in continuous learning and improvement to ensure that our programs and services incorporate best practices and remain responsive. To support Truth and Reconciliation, our staff participated in an Indigenous Cultural Competency Training with the Ontario Federation of Indigenous Friendship Centres. To increase organizational capacity to more effectively serve LGBTQIA+ immigrants, refugees and newcomers, staff took part in OCASI’s Positive Spaces training series. We understand the importance of our leadership role in the community to uphold understanding and accountability: To acknowledge and honour Indigenous history, and also to remain committed to serving LGBTQIA+ clients.

With organizational expansion, comes the responsibility of ensuring new programs are off to a good start providing impactful opportunities for participants and volunteers. Our volunteer base of over 500 continued to grow and illustrated the commitment of volunteers in assisting newcomers settle and community members thrive. Community members are effectively ‘lighting other candles’ through volunteerism. So too, participants light candles for their families and others as their well-being and success ripples through their communities. CultureLink’s work is not done however, as growing needs among refugees and newcomers urge further innovation if we are to meet those emerging needs and continue to effectively ‘pass the flame’ to our clients.


This past year of program development would not have been possible without the incredibly valuable support of our committed funders, our loyal and inspired volunteers, our engaged and expert board of directors, and the many program partners who unite with us to serve the community.

Last but certainly not the least, we want to recognize and thank the efforts and enthusiasm of our talented staff and the leadership and wisdom of our visionary management team. We thank-you all and acknowledge that it is all of your bright flames that fan the flames of CultureLink programs – now and in the future.

Thank you.




President of the Board
Claudia Serraino




Executive Director
Ibrahim Absiye



CultureLink

2018 marks 30 years of activity for the organization now known as CultureLink Settlement and Community Services. It all began with the Metro Toronto HOST program in 1988, and the idea of locals befriending newcomers to welcome them and support their integration in the community. Over the years, with the incorporation of CultureLink Settlement Services of Metropolitan Toronto, which is now CultureLink Settlement and Community Services, we grew our programs and services and we now serve our clients and community in all areas of life: employment, schooling and education, social life, healthy living and sustainability, and recreation and therapeutic activities. We also serve our community as a whole: from clients looking to establish their status in Canada, to newly arrived, to local community members of all walks of life. In all these activities, we continue to be led by the idea of community members taking personal responsibility for the success and growth of our community and its individual members. We rely on the personal touch of committed community members in providing services that make our diverse community inclusive, strong, and growing.



CultureLink

30th Anniversary Gala

Celebrating 30 years of Diversity, Inclusion and Growth

November 22, 2018, 6:00 pm
The Old Mill Toronto, Brule B&C Ballroom
21 Old Mill Road, Toronto, ON M8X 1G5

Tickets are available online (\$100 each)
Help spread the word by sharing the link:
CULTURELINK-GALA.EVENTBRITE.CA

Keynote Speaker: **Daniele Zanotti**
President & CEO
United Way Greater Toronto

Come celebrate with us 30 years of diversity, inclusion and growth!
On November 22nd CultureLink will be celebrating with our staff, volunteers, partners, families and friends. Join us and support our programs and services!

NEWS


Visit us at

Culturelink.ca!

CultureLink has a new website. Clearer and more interactive than ever before, our website also features Benevity, which enables corporations to donate to CultureLink.

Year in Review





This year we have continued to expand our services in support of our mission: facilitating the active participation and integration of newcomers and the broader community, recognizing the interdependence of these groups in our society.


This past year we served

25,910


clients with settlement
and community services,
and delivered

1,817

group sessions, workshops,
and events.



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



COMMUNITY CONNECTIONS MENTORSHIP PROGRAM (CCMP)

This year CCMP introduced some changes to its well-established initiatives and created several new projects. During the year, we expanded our Artegration programs by featuring CultureLink participants as musicians at the Aga Khan Museum, engaged Bike Host cyclists in an Arts in the Park event, artist participants in the Carrassauga Festival art competition, and provided interactive displays for some of our programs at the Canadian Stage event.

We also introduced a “speed interviewing” theme to our short-term career mentoring stream and a job-related English Conversation Circle (ECC) focusing on cooking. In response to the needs posed by our participants, several new innovative projects were introduced: The Interview Squad, led by a group of HR professionals, provides workshops and practice of interview skills.

Our new camping project came out of a focus group with our clients who were looking for an inexpensive, family-friendly vacation where they could appreciate nature.

Syrian programming expanded dramatically this year. While we continued with our existing English Conversation Circles (ECC), the focus changed to getting clients on a pathway toward jobs. To that end, we partnered with the Hospitality Workers Training Centre and Mothercraft to provide clients with the English skills needed to proceed with further training and placement in the hospitality and child care sectors. We also launched Syrian Online Support Circle (SOS) through WhatsApp to provide ECC for those who find it difficult to leave their homes.

The IT Security Bridge Training Program, launched in February 2018, provides technical training in partnership with The Knowledge Academy. The Immigrant Access Fund supplied loans required to pay for the technical training. Several exciting partnerships are being explored for the coming year.

798

CLIENTS



A Client's Story

Matda Boshi



Matda Boshi and her three children arrived in Canada as refugees from Syria

Matda heard about CultureLink from other Syrians: “This organization is excellent and it takes care of newly arrived refugees.” Looking for an opportunity to practice her English, she came to see for herself.

Matda started attending the Suriyat Social for Syrian Women and Baraka Bites (an English Conversation Circle) which focused on cooking and entrepreneurship. CultureLink staff worked with partners to enable her to get some opportunities to gain more practical experience, inspiring Matda to create her own successful catering business, Al-Basha.

“My participation in Baraka Bites was my window to a new world, a world that I knew nothing about. The program allowed me to get to know Canadians intimately, understand, and get familiar with their kindness.”



610

MENTORSHIP
MATCHES

907

EVENTS

COMMUNITY SERVICES

CultureLink's Community Services department provides a wide range of programs and services to the community serving children, youths, adults, seniors, families, vulnerable communities and communities that are not necessarily newcomers. Services are available and accessible to all. Programs are delivered with the support of a broad range of partners, volunteers, and students. This past year, over 100 volunteers have dedicated close to 4,000 hours to support our mission and vision.

The department's vision is to empower and inspire all individuals, families, and communities to enjoy full participation in all aspects of wellness and healthy living, social and economic integration, civic engagement, environmental stewardship, and to be free from all forms of discrimination, oppression, exploitation, and violence.

This past year, we have fostered social and community development by designing and delivering services that promoted the healthy development, active living, social and economic integration, employment and educational attainment, and overall well-being of children, youths, adults, seniors, families, and vulnerable communities. Based on the findings of our evaluation activities, this coming year we will strengthen our programming directed towards youths' employment, women, and LGBTQ groups.

Our mission is to provide comprehensive and responsive services and establish partnerships with like-minded organizations to empower and positively impact the integral development and well-being of individuals, families, and communities. We thank all our partners and funders for the extraordinary support they have provided during the past year.

1,300

CLIENTS

1,500

LEARNERS IN OUR
ONLINE COMMUNITY



A Client's Story

Mohamed Ahmed, SEAP Participant

"I am a 16-year-old student from Runnymede Collegiate Institute and I am a part of the Student Education Attainment Program (SEAP). I joined the SEAP program in December 2016 in the hopes of finding a tutor to help me through grade 10, but in the end I found more than that. I was put with a mentor who not only helped me find a free tutor, they also gave me the opportunity to participate in various events. I was able to attend the Raptors game and the Air Riderz which was an incredible experience.

In March 2018, SEAP hired a specialized mentor to tutor SEAP students. I benefitted greatly as the tutor helped me with Math and Science. I continue to attend every Wednesday. The SEAP program also managed to find me a job within their organization and my mentor helped me create my resume and prepare for the interview. I managed to be accepted by CultureLink and

during my work for CultureLink I was shown how the SEAP program is run and how they arrange events. It was a lot of hard work and I found it very useful because I learned what being in a work environment is like.

Overall this program assisted me in school, helped me gain real job experience and get closer with my parents, as they learned to slowly trust me. As a black youth, I believe the SEAP program can help other black youth because it provides a lot of tools to help youth be successful in obtaining a proper role model to help guide them to the right path. They also provide entertainment for black youth with all the events they have and finally employment, which will help them adjust to work environments and learn how to be successful after completing school."





A Partner's Story

A. Amokourous, Teacher, YOES Partner

"I thought the program on Infographic Resumes was innovative and very beneficial for my Career studies ESL class, especially with technological shifts in the job market. The facilitator did a wonderful job in teaching this program to my students. It was a seamless transition integrating the material into my course.

I think it's important for newcomer students to learn about next generation resumes. They were able to create some really good infographic

resumes in Picktochart, and enjoyed doing it. They had fun with the various interactive activities the facilitator did with them. Students were motivated and learned many new skills: digital marketing skills, and how to use new media tools to present data in a creative way. I am looking forward to continuing the program in my next term"



A Client's Story

Seniors' Program Participant

"Most racialized newcomer and /or immigrant older adults and seniors face a significant number of challenges. One of them is social isolation due to language barriers and the lack of a social networks. In fact, when the program started, most of us were showing signs of depression and lack of confidence because of our poor English. We used to speak with disappointment about the impossibility of explaining to the family doctor what was going on with our health when we were sick. We also felt helpless when we needed to ask a question of a TTC bus driver, or worse, we expressed sadness when we did not know how to ask for a single meal or for its price in a supermarket or in a restaurant.

Many of us were referred by the facilitator to different ESL programs. However, some of us

came back because the level of English in these programs is very high, the teachers speak very quickly, and our classmates made fun of us. In short, only a few of us could adapt to the level offered by those programs.

CultureLink is always concerned about meeting the needs of seniors, and with the support of a volunteer English teacher, has been providing us with weekly English sessions. They always propose a topic of conversation according to real-life situations that we face in our daily lives. No doubt, these sessions have positively touched our lives, empowering us to be more independent in accessing information and resources in the community. We hope we can continue with the sessions this year".

A Client's Story

Awais Aziz, Youth in Action Participant

"I think this program is wonderful. It provides a healthy channel for the energy of youths as it creates in them a better understanding of society and helps them face challenges and overcome multiple barriers to success like aggression and violence. I like this program because it provides me a novel exposure to adventure and I see real life in all its shades and colours. The activities offer a challenge and give me a thrill, like zip line, tree planting and scavenger hunt (my favourite one!). I hope this program will continue to help youths in the future."

Awais joined the program because he was feeling isolated in Toronto. He has been eager to take part in events and always displayed leadership qualities with younger participants. With the supports received, he improved his resume and was hired for a summer job. He is currently applying for scholarships and grants for future schooling.

LIBRARY SETTLEMENT PARTNERSHIP (LSP), SETTLEMENT WORKERS IN COMMUNITY SPACES (SWCS)

Entering our 10th year, the Library Settlement Partnership collaborates with Toronto Public Library and Citizenship and Immigration Canada. This program has expanded in the last year and now includes Settlement Workers in Community Spaces in addition to the Toronto Public Libraries. Now there are Newcomer Services across the city where newcomers can meet with a settlement worker and take advantage of the following confidential services: accessing interpretation or translation assistance, help finding training and career building opportunities, and information and referrals to other community services, schools and health care services.

Recognizing the value of community engagement, the SWCS and LSP program also successfully delivered workshops that included: buying your first home, riding a bike, skills development for employment, language skills, and healthy and active lifestyles skills.

The Toronto Public Library and the City of Toronto continue to be collaborating partners, providing us with the space and support to deliver our services. In the past ten years we have seen amazing success and achievements that drive us to achieve more. The SWCS is the expansion of the successes we have seen in the Toronto Public Library partnership.

7,209
CLIENTS

352
WORKSHOPS

LABOUR MARKET ASSISTANCE (LMA)

The Labour Market Assistance program was created to offer clients the necessary tools and resources to find employment. This service is mainly focused on offering clients one-on-one meetings with employment specialists and helping newcomers overcome barriers to their employment. Employment and the workplace is changing at a rapid pace. We continue to offer workshops that help clients develop tools they can use in their search for employment. Along with the traditional workshops such as resume and cover letter development, we offer a soft skills workshop. Soft skills are becoming more and more relevant and necessary for success in the Canadian workplace. Employers are now looking to staff to use their soft skills to enable their business to be more successful.

As our employment services start to mature, we have started to collaborate with other organizations to bring us their expertise. We are currently collaborating with Career Cruising so that clients can gain a comprehensive understanding of the labour market in their field. We are also collaborating with George Brown College to develop workshops that explore Canadian culture in the workplace.

Newcomer unemployment rates exceed unemployment rates of established Canadian immigrants and native-born Canadians. Our employment services are trying to close that gap by providing important tools and resources. The true success of our program is seen in the success of our clients. We received numerous e-mails, calls, and cards thanking us for our support in helping our clients enroll in various educational and training programs and finding relevant employment.



16

WORKSHOPS

843


INDIVIDUAL EMPLOYMENT SERVICES

SUSTAINABLE COMMUNITIES

CultureLink's newest department is continually seeking opportunities to promote green and inclusive community development among CultureLink clients and beyond. In 2017-2018, we were pleased to collaborate with Parkbus to help newcomers discover Rouge National Urban Park and other sites, and MEC Outdoor Nation to encourage young people to get outside and stay active. These initiatives complemented our core Sustainable Communities programs: the Bike to School Project, and Bike Host.

BIKE TO SCHOOL PROJECT

The Bike to School Project fosters active and sustainable transportation, particularly cycling, among children and youth at schools throughout Toronto. Our full-time and seasonal staff supported bike clubs at secondary schools, and delivered road safety, riding skills and bike mechanics programs to thousands of students. Our impact extended across the Greater Toronto



and Hamilton Area through Bike to School Week, an annual campaign which we have coordinated in collaboration with Cycle Toronto, Metrolinx and municipal and regional partners since 2015. The campaign continues to grow..

BIKE HOST

Bike Host is a summer program which matches up newcomers who are open to cycling with volunteer mentors who help them to discover Toronto by bike. CultureLink loans bicycles and accessories to participants and provides safety tips and information about rules of the road in Ontario. In 2017 we served residents in Scarborough, East York and west downtown Toronto. By the end of the program, 96% of participants reported that their health and wellbeing had improved. Participants reported improvement in their cycling skills and an increase in their knowledge of Toronto. They biked more often and saved money on transportation. They made new social connections through the program and felt a stronger sense of belonging in Toronto.

86

CYCLING EDUCATION PROGRAMS

74

BIKE HOST CLIENTS

25

BIKE HOST MENTORS

11,848

CYCLING EDUCATION PARTICIPANTS

25,000+

BIKE TO SCHOOL WEEK STUDENTS

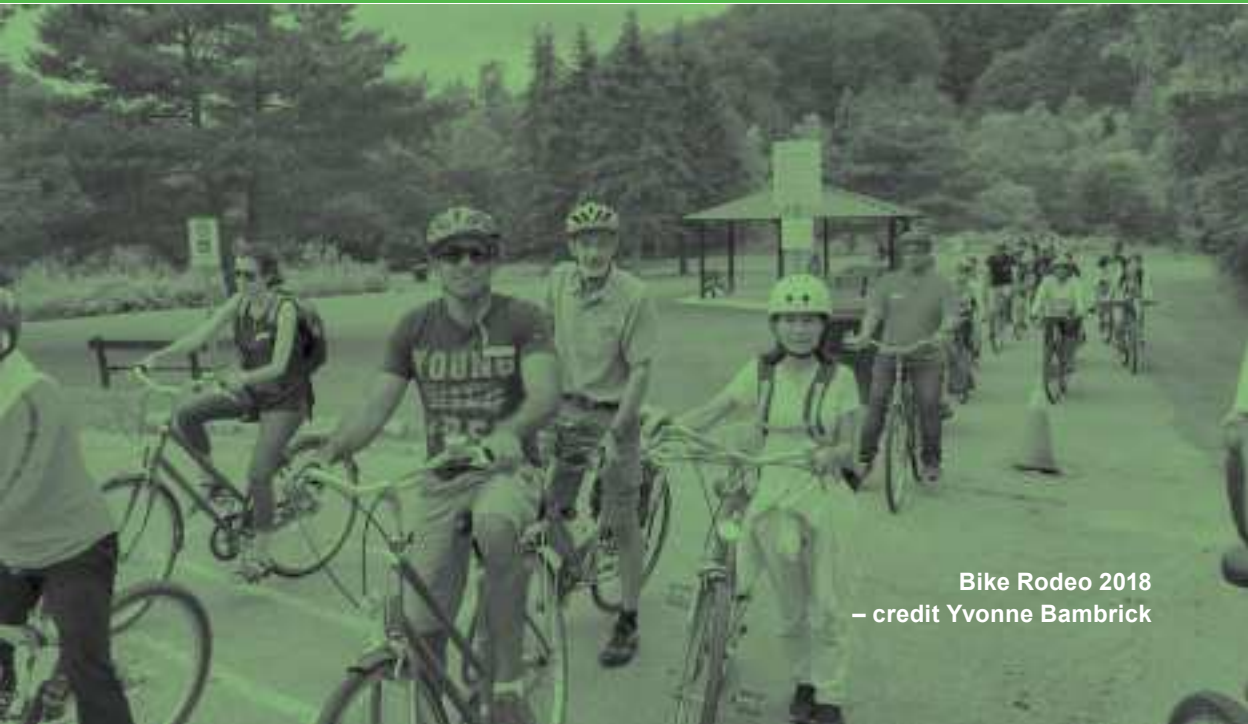


A Partner's Story

Teacher from a Toronto School, Bike to School Partner

"We organized a Bike Rodeo (a bicycle riding skills event) with the support of CultureLink. It was the first time our school participated. Approximately 130 students from Kindergarten

to Grade 6 rode their bikes to school, many for the first time and on a new bicycle and wearing a helmet. A fantastic program to encourage healthy living and cycling safety skills. Thank you!"



Bike Rodeo 2018
– credit Yvonne Bambrick



NAI CHILDREN'S CHOIR

2 017-2018 fiscal year saw remarkable consolidation and strategic growth for Nai Choir. We secured financial stability for three years through obtaining the very competitive Grow Grant from the Ontario Trillium Foundation. The Trillium grant will enable Nai to expand to three locations in the next three years. Toronto Pearson International Airport remained a strong supporter of Nai. The choir finally has a stable staff team with dedicated professionals. Growing resources translated into more benefits to refugee families; 95 children came to sing with the choir in our weekly rehearsals and during the March Break Camp. Five social events and one overnight trip were organized to help the choir families to find a sense of belonging.

Even though the Syrian refugee crisis had gradually faded out of the media spotlight, the popularity of the choir with the general public never diminished. At some events we were

privileged to share the stage with the premier of the province and the mayor of the city. The choir continues using its songs to celebrate diversity and inclusion, and to inspire the public to support refugees.

While the choir was still thriving on the educational partnership with Regent Park School of Music, we built a research partnership with the Children's Study program at York University. This new partnership resulted in a post-doctoral research fellowship with Nai for three years to study the choir's impact on the children and the community at large. Not only did the choir do well with partnering with institutions, we also benefit greatly from engaging individual supporters and collaborators. This year, 20 volunteers worked with Nai in roles such as ESL tutors, mentors and communication consultant. Nai would not have achieved all its successes without these wonderful partners and volunteers.

95

CHILDREN

10 5,600

EVENTS

LIVE AUDIENCE



NEWCOMER SETTLEMENT PROGRAM (NSP)

The Newcomer Settlement Program (NSP) offers two essential services. Immigration and Settlement Services regardless of clients' immigration status. As Canadian immigration policies continue to undergo rapid changes, more and more clients are turning to our NSP program for assistance, information, and support to help them navigate these new policies.

One of the key indicators of the program's success is our work with the Roma community. CulutreLink is one of the few settlement agencies specializing in services for the Roma community. Our commitment continues to go beyond direct client services to include collaboration with other agencies in breaking down the systemic barriers facing the Roma community sharing resources, expertise, and advocacy.

For over 20 years, we have maintained a strong relationship within the Roma community. This year, we are very proud of our fundamental role in helping the Hungarian, Slovak, Czech and Romanian communities in achieving a high rate of successful refugee claims. We are one of the few services in Toronto to provide services in Czech, Slovak and Romanian and because of this ability remain extremely busy and sought-after.

2,323
CLIENTS

10
WORKSHOPS



SETTLEMENT WORKERS IN SCHOOLS

Settlement Workers in Schools (SWIS) was established 19 years ago in Toronto to bring settlement services to schools providing support to newcomer families as soon as they register their children in school. Foremost to our services, is creating a cultural bridge between newcomers and school community while enhancing understanding and appreciation of culture and dialogue to enhance everyone's experience.

SWIS, embedded in school culture with our partnership with TDSB and TCDSB schools, is CultureLink's largest team of 17 staff. Ten years ago, SWIS served 24 schools. Today this number has expanded to over 43 schools with four new schools recently coming on board including: Ogden PS, Queen Alexandra PS, Market Lane and Stella Maris.

Western Technical School (WTS), our longstanding school partner, with support from our partnership with TDSB Newcomer Services - Welcoming Communities, created a Newcomer Hub this year and developed activities for Syrian

as well as Roma youth. The aim of this initiative is to strengthen student-school connections while creating a welcoming environment to foster participation and skill building.

Women's Drama for Trauma sessions, as part of the SWIS Syrian Services, provided the opportunity for women to build social connections and delve into dramatic role-play in 'forum theatre'.

Newcomer Orientation Week (NOW) took place a week before the start of the new school year. It welcomed 150 youths to a four-day immersive orientation in support of their transition to a new life and Canadian school culture with confidence and friendships.

In response to the high number of international students attending high schools in Toronto, CultureLink developed an International Student Handbook, with Woodgreen Community Services and ACCESS Employment. We are proud to share the Handbook which garnered an award from the Toronto South Local Immigration Partnership.

3,594

NEW CLIENTS

436

GROUP SESSIONS

5,525

FOLLOW-UP
SERVICES



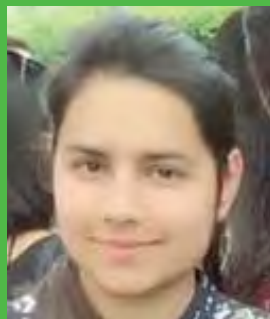


A Participant's Story

Mahnoor Fatima, NOW peer leader

As a recent newcomer to Canada, Mahnoor realized that she could adapt faster to Canadian culture if she joined activities which she was passionate about. After volunteering in her youth with newcomers she joined Newcomer Club. She ran as Conference Chair of the Toronto District School Board Super Council and later was elected as an Event Coordinator of her student council and Peer Leader of Newcomer Club.

“My involvements focused on helping youth who are new to Canada. I learned that leadership requires strong listening skills to understand other's interests. In the beginning of Newcomer Club I was under the impression that arriving at decisions within our group would be very difficult as we had some very strong leaders within it, but was surprised when our team actually showed to be very cooperative and attentive toward one another during the activities. I find group work a big key to success for everyone in the group if the group members understand how to communicate competently.



Mahnoor Fatima - Central Technical School Student, Peer Leader of Newcomer Club (2017-2018)

Being a Peer Leader, I learned from Newcomer Club that leadership is not solely based on your accomplishments or the title you own, but the relationships you establish and what you do as a person. In the last three years I have accumulated more than 750 volunteer hours. So far, the experiences that I have with the Newcomer Club and my group are more than great”.



A Client's Story

Samr Abdulkarim, SWIS Client



Samr Abdulkarim

"It was very difficult for a Syrian woman coming to a multicultural country to get used to a new environment, culture and language. My family and I faced many troubles because of the trauma that I experienced due to the civil war in Syria.

I met Ebraheem Kanaan from the SWIS team while he was presenting a session to Syrian newcomer Youth. He provided me with different opportunities, such as to join the Drama & Art Program for the Syrian women facilitated by Mania Elendari where the core of all the activities was concentrated on releasing my trauma, developing my confidence and meeting with other Syrian women.

Participating at the Storytelling Workshops at Radio Ryerson University increased my English verbal proficiency and enhanced my listening skill too. I met many friends there and I am very confident in myself when I am presenting any topic to my English class. I greatly appreciate Ebraheem, Mania and CultureLink for providing these wonderful and helpful opportunities for me. They are always ready to provide me with assistance and support whenever I need help."



INTEGRATION AND SETTLEMENT SUPPORT (ISS)

SWIS supports many undocumented and vulnerable refugee women and youth who belong to the school communities in our area. CultureLink developed a new program specifically to support the unique needs of these groups. With a focus on St. Jamestown and Regent Park for our women's program and the downtown west schools and communities for the youth, this program began March of 2018.

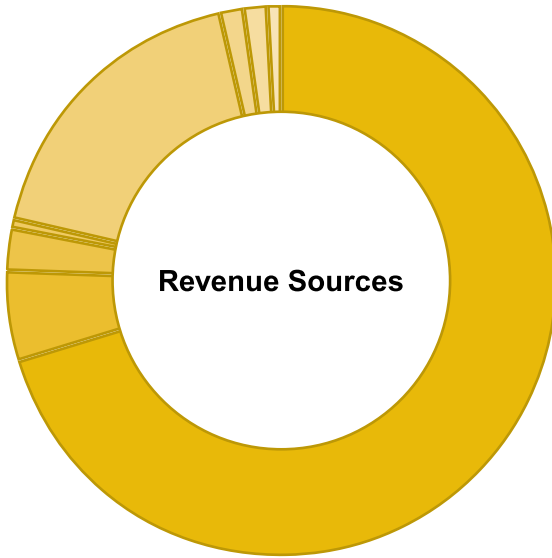
NEWCOMER YOUTH SUMMER THEATRE

Facilitated by theatre artist Ankita Kumar-Ratta, ten youth engaged in a seven-week theatrical immersive learning experience. With artist and guest facilitator support, they created a unique, multilingual and highly animated original play incorporating their own life experiences. Final performances were tremendously enjoyed by the CultureLink and the theatre community!



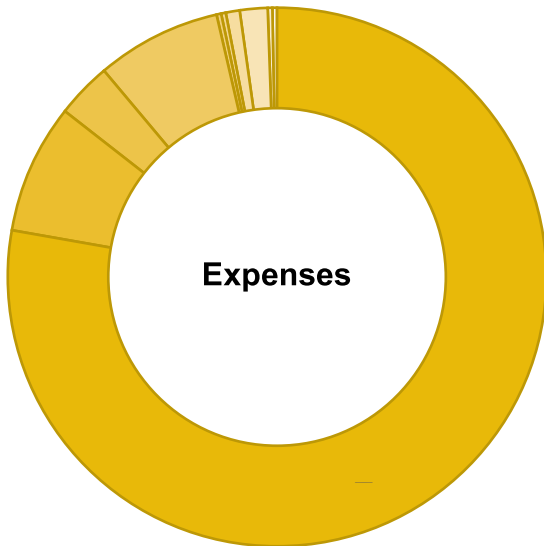
Financial Overview





- Federal Grants 70.5%
- Provincial Grants 5.4%
- Municipal Grants 2.4%
- Donations 0.4%
- Foundations 17.9%
- Fundraising Income 0.0%
- Productive Enterprises 1.3%
- Miscellaneous Income 1.5%
- Amortization of Deferred Contributions 0.7%

The Federal Government is the largest funder of Culturelink and provides 70.5% 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, The Ontario Trillium Foundation and the City of Toronto



- Salaries and benefits 77.9%
- Administrative Overhead 7.8%
- Sponsorship 3.3%
- Rent 7.4%
- Promotion and Publicity 0.5%
- Staff Development 0.2%
- Repairs and Maintenance 0.0%
- Amortization 0.7%
- Program Expenses 1.9%
- Insurance 0.2%
- Interest 0.0%
- Security 0.0%
- Other Expenses 0.1%

CultureLink’s Expenses are mainly directed to staffing (77.9%) and program related expenses.



Statement of Operations	2018	2017
Revenues		
Federal Grants	3,084,621	2,450,774
Provincial Grants	236,569	232,624
Municipal Grants	103,296	130,198
Donations	17,918	24,314
Foundations	783,200	674,713
Fundraising Income	1,563	1,253
Productive Enterprises	54,941	69,955
Miscellaneous Income	65,590	31,987
Amortization of Deferred Contributions	28,870	1,301
Total Revenues	4,376,568	3,617,119

Expenses		
Salaries and benefits	3,357,390	2,808,509
Administrative Overhead	336,020	241,472
Sponsorship	143,786	135,634
Rent	316,721	268,817
Promotion and Publicity	22,797	12,610
Staff Development	6,877	4,803
Repairs and Maintenance	1,028	1,151
Amortization	28,870	2,267
Program Expenses	80,281	75,525
Insurance	10,321	8,698
Interest	225	417
Security	932	562
Other Expenses	2,234	2,225
Total Expenses	4,307,482	3,562,690
Surplus (+) / Deficit (-)	69,086	54,429

Break-up of Admin Overhead		
Office Equipment	51,717	43,910
Office Supplies	125,126	99,610
Telephone	40,170	20,715
Professional Fees	13,995	12,785
HST	40,468	23,208
Travel	51,918	30,573
Membership Fees	7,257	5,289
Bank Charges	2,927	2,488
Postage	2,442	2,914
	336,020	241,472

Statement of Financial Position — Assets	2018	2017
Current Assets		
Cash	1,184,215	1,032,790
Accounts Receivable		
Grants	281,447	155,238
HST	77,571	51,970
Prepaid Expenses	45,344	7,537
Total Current	1,588,577	1,247,535
Capital Assets		
	171,597	10,719
	1,760,174	1,258,254

Statement of Financial Position — Liabilities	2018	2017
Current Liabilities		
Accounts Payable and Accrued Liabilities	114,038	115,316
Deferred Contributions Related to Capital Assets	171,597	10,719
Deferred Revenue	762,164	488,930
Total Liabilities	1,047,799	614,965
Net Assets, per statement Invested in capital assets Unrestricted	- 712,375	-643,289
	1,760,174	1,258,254

CultureLink Settlement and Community Services, year ended March 31, 2018



Our Team

Can 1 day of giving back
inspire 364 more?



MANAGEMENT

Ibrahim Absiye

EXECUTIVE DIRECTOR

Raj Chakrawarti

FINANCE MANAGER

Terry Baker

COMMUNITY CONNECTIONS MENTORSHIP

PROGRAM MANAGER

Amina Yassin-Omar

COMMUNITY DEVELOPMENT, ASSISTANT

MANAGER

Lisa Randall

SETTLEMENT WORKERS IN SCHOOLS

PROGRAM MANAGER

Abdi Yousuf

SETTLEMENT WORKERS IN SCHOOLS

PROGRAM ASSISTANT MANAGER

Glen Walsh

LIBRARY SETTLEMENT PARTNERSHIP / NEW-

COMER SETTLEMENT PROGRAM MANAGER

Kristin Schwartz

SUSTAINABLE COMMUNITIES ASSISTANT

MANAGER

Fei Tang

NAI CHILDREN'S CHOIR PROGRAM MANAGER

ADMINISTRATION

Claudia Rivera

EXECUTIVE ASSISTANT / HR ADMIN-

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Dear Funders, Partners, Volunteers and Donors

It is that time of year when CultureLink has the opportunity to tell you how much we appreciate your generous support. Thanks to you, we have been able to deliver a wide range of innovative, client-centred programs that help newcomers on their journey to becoming contributing members of our community. Your unflagging commitment and active assistance has helped us to welcome these newcomers to our city and make Toronto their home.

In a world of chaos, catastrophe and conflict, refugees fleeing from their countries see Canada as a haven to begin their lives anew. And as always, for immigrants, Canada continues to be a land of opportunities and peace. Everyone who comes to us has a different story and unique needs. Thanks to our ability to customize our programming and services, we can help each and every one of them. We could not do that without your support. The depth of your generosity extends far beyond the people we help directly. Thanks to you, we are giving their families and their children's children a chance to find their place in their new country.

Every effort has been made to insure the accuracy of the lists below. Please accept our sincere apology if a mistake has been made and contact us so that we may update your information. Thank you for your generous support.



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Soulpepper-CultureLink Newcomer Welcome Program

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Soulpepper Youth Link Program

South Riverdale Community Health Centre

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