



MESSAGE FROM THE PRESIDENT OF THE BOARD & EXECUTIVE DIRECTOR

As our fiscal year drew to a close, we faced our biggest challenge in our over 30-year history—a global pandemic that forced the closure of all our offices and in-person programs. For an organization whose foundation is based on making connections, we found ourselves unable to bring people together as we transitioned all programs to remote or online service delivery platforms.

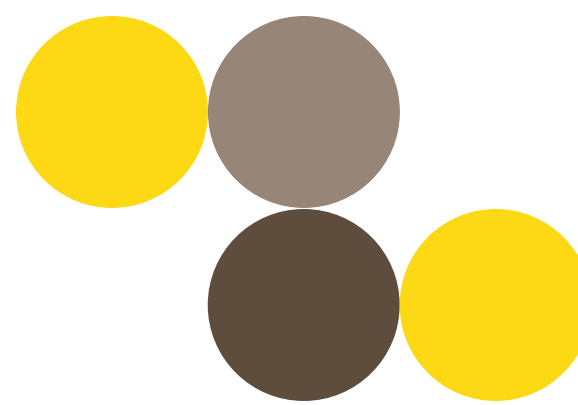
Our recently launched **Newcomer Mental Health** program, which makes mental health services more accessible to the needs of diverse newcomer communities, was among the programs moved online. Moving to a new country is a stressful life event, and this program guides newcomers in the right direction while helping them make the right social connections. Dozens of people in our community are now virtually coming together, sharing coping strategies, and offering support to each other through this challenging time.

This inspiring program is possible because of the five-year funding agreement we secured with the federal government last year, as are other programs that support our strategic objective to encourage community engagement, including **Canada Connects** (formerly HOST program). As our founda-

tional program, **Canada Connects** matches established Canadians with newcomers. Together, they build a supportive friendship while the mentor builds leadership skills and the newcomer practices their English conversation skills, builds social networks, and increases their sense of belonging.

Our **NEAT** (Newcomers Explore and Appreciate Toronto) program offers newcomers a similar sense of belonging. It helps community members gain hands-on experience in event planning project management as they research, plan, and organize free guided tours and activities around the city for those in our community. Like Canada Connects, it helps those in our community deepen connections with each other while embracing this vibrant city.

Creating new community development opportunities is just as important as engaging our community. The previous year's merger with **Parkdale Community Information Centre** (PCIC) meant we have now expanded our efforts to reach seniors and youth with innovative programming and access to services that build greater self-confidence, friendships and connections to Canada's multicultural environment.



RUBA BILAL
President of the Board

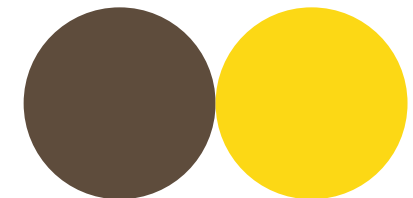


IBRAHIM ABSIYE
Executive Director

Making connections in as many ways as we can has been a key objective as we realized the goals set out in our **Vision2020** strategic plan. Over the past five years, we took important strides, and we are now setting the path forward for the bold and courageous steps we will take in the next five years. A global pandemic won't discourage our goal of transforming, expanding, and growing to engage those in our community and make connections for newcomers to Canada on their settlement journey.

Thank you to our staff for their unwavering dedication to those in our community, to our volunteers for selflessly devoting their time and energy, to our Board of Directors for continually rising to the challenge, and to the newcomers to Canada who put their trust in us every day.

Finally, thank you to our funding partners and every one of our donors. It is because of your vital support that we can not only meet the changing needs of our community today, but can continue to do so tomorrow, as well.



BUILDING SOCIAL CONNECTIONS

When Mekdes and her family moved to Canada in July 2019, she was not prepared for how overwhelming settling into a new life could be. Even though she knew that leaving Ethiopia was the safe and more prosperous choice for her family, she struggled to say goodbye to her home. To help her adapt to the new, stark change of environment and culture, Mekdes joined **CultureLink's Newcomer Mental Health** program (NMH).

"Starting a new life in a new country has many challenges, but I have been able to make social connections and gain personal resilience through wellness training," says Mekdes. "I had a chance to hear other women's stories and share my experiences in a supportive environment."

Launched in December 2019, this new program empowers newcomers and helps them build social connections as they transition into Canadian life. In the first four months, over 100 newcomers have participated in a number of the group sessions, including well-being and stress, nutrition, bullet journaling, healthy relationships, yoga and meditation, sleep, and self-care.

"As a woman, professional, wife and mother, the impact has been sunshine for my family," she says. Mekdes worked as a social worker in Ethiopia, so she was happy to volunteer to facilitate some of the sessions. "Since I joined the Wellness groups at CultureLink, I have started to feel more hopeful, and this has impacted my family positively. I am impressed by Canada and pleased to participate in activities that acknowledge and elevate women."

The onset of COVID-19 has led to an increase in the need for our mental health services. Our staff quickly transitioned this new program to virtual sessions, keeping our clients connected and learning throughout this difficult time.



GIVING BACK TO THE NEWCOMER COMMUNITY

After moving to Canada from China in 2011, grade five student Zhiwei struggled greatly to adjust to a new culture and a new language. Following a particularly awful experience with a bully during an oral presentation in grade six, Zhiwei refused to speak English in front of her classmates for the next few years.

High school was a turning point. In grade nine, she took a drama class to challenge her fear of public speaking, and was encouraged to volunteer with

CultureLink's Newcomer Orientation Week (NOW) program, a partnership between teachers, our **Settlement Workers in Schools (SWIS)** program, and **Peer Leaders**. For one week before a new school year begins, NOW's diverse youth volunteers, who were once newcomers themselves, provide support to newcomer youth as they transition to a new school and adjust to their new lives in Canada.

By helping fellow newcomers, Zhiwei gained greater confidence to overcome her own fears.

"I'm not the quiet, shy girl anymore," says Zhiwei. "I found myself and the path I want to go on. I'm doing what I love."

After graduating from high school, Zhiwei now attends the Ontario College of Art and Design (OCAD) University.

November 2019 marked the 20th anniversary of our SWIS program, which began in a few select Toronto schools, and has grown to be an integral program in both the Toronto District School Board and Toronto Catholic District School Board.

When the COVID-19 pandemic hit Toronto, the SWIS program immediately began delivering online client support, helping with everything from applications to emergency funds to assisting kids with the online platform. Our multilingual team was able to provide support in various languages to help parents connect with schools about their children's needs.

PREPARING NEWCOMERS FOR EMPLOYMENT SUCCESS

Every time Charmaine took the TTC bus to or from her home near Dundas West Station, she saw the CultureLink sign across the street. Having moved from Jamaica to Canada in March 2016, Charmaine was in search of a better life, and when she walked through CultureLink's doors a few months later, she realized that we could help her with exactly that.

One of her primary goals was to go back to school to become a social worker, but having been out of high school for several years, she was nervous about becoming a student again—especially in a new country. To help achieve her goal, Charmaine met with an employment counsellor through **CultureLink's Labour Market Assistance** (LMA) program.

Our LMA program aims to help newcomers on their quest to find new fulfilling careers. In addition to traditional workshops on resumés and cover letters, our LMA staff offer training on soft skills and the Canadian work force. LMA clients can also book one-on-one appointments with employment specialists who work with them to overcome the unique barriers standing in the way of their next career move.



"During our meeting, I told [the employment counsellor] that I was new to the country and all the goals I wanted to accomplish in my new life here in Canada," says Charmaine. "They walked me through the steps of getting started. I was a bit scared, but they reassured me that it would be okay."

With the support of our LMA staff and employment specialists, Charmaine enrolled in Humber College's two-year Social Worker diploma program in September 2018. Upon graduating with honours in April 2020, her next step is to be gainfully employed in the Social Services field, while also continuing her studies by pursuing a Bachelor of Applied Science Degree in Family and Community Services at the University of Guelph-Humber in the fall of 2021.

BRINGING NEWCOMERS TOGETHER THROUGH THE ARTS

When eight-year-old Vesua moved to Canada from Angola, she learned that the beauty of music truly transcends cultural boundaries. Shortly after arriving at her new home, Vesua joined the **Nai Children's Choir**—a unique CultureLink program that empowers refugee children through music and develops them to become future leaders.

When Vesua first joined Nai, she said she felt shy, but she soon grew to find the space very comforting and welcoming. *"People are so friendly and you get to learn new music, new languages, and people make you feel welcome," she says. "You enjoy singing and feel joy inside."*

Founded in 2016, Nai takes an arts-based youth empowerment approach in providing a space for refugee children to learn to

express their grief, yearning, love, and hope through singing in their mother tongue and in the official languages of their new home. This past year marked momentous growth and accomplishment for Nai, as the group welcomed over 250 new participants, performed for over 7,000 audience members, worked with newcomer artists from around the world, and helped hundreds of families feel welcome here in Canada.

Vesua's now been a choir member for the past three years, and has gained some incredible opportunities during this time, including playing a major role in writing the choir's first book (published through York University) and writing an original song to accompany the book. She also sang in the choir's performance at the Four Seasons Centre for the Performing Arts with the Canadian Opera Company in Hansel and Gretel.

"I will keep singing forever, and I love to sing," says Vesua. "Music helps me make friends and it brings people together because of how fun and important it is."



VOLUNTEERING TO BUILD NEW COMMUNITY CONNECTIONS

For newcomers to Canada, one frequent challenge is how to gain the Canadian work experience many jobs often require. Our **NEAT** (Newcomers Explore and Appreciate Toronto) program is a unique solution to this problem: it is a volunteer-driven mentorship program, designed to help newcomers gain hands-on experience in event planning and project management.

"Having a diverse group helps you understand people, helps build social connections, and helps you learn more about the city," says Gary, a newcomer to Toronto who first heard about the program from a poster on a library bulletin board. He enjoyed that first event—a game night organized by NEAT volunteers—so much that he became a frequent participant.

Through this program, newcomer volunteers get the opportunity to learn about their new city and culture, while also making new connections. NEAT aims to address the social isolation many newcomers face. We know that many newcomers come to Canada by themselves or only with their spouse, so this program gives them an opportunity to connect with more people and to connect with more diverse communities. Volunteering with NEAT allows newcomers to not only create social connections, but even professional connections, as well.

Newcomers are matched with volunteer mentors for a period of four to six months

and work as a team to research, plan, and organize free guided tours, and both outdoor and indoor activities for other newcomers. From snowshoeing in High Park to visits to the Royal Ontario Museum and even live sports events, NEAT events strive to show newcomers how vibrant our city is all year round.

NEAT events typically attract newcomer adults and their families, and it's because of the hard work of our volunteer teams that many of the participants become regular attendees. "NEAT is a great way to explore the city and understand its soul," says Gary.



CREATING A WELCOMING ENVIRONMENT FOR SENIORS

While adjusting to life in a new country can be challenging for newcomers of all ages, finding a new home away from home is often especially difficult for seniors. To help create new connections and friendships for this older generation, our **Active and Connected Seniors** programs empower and develop leadership among seniors through activities designed to promote their physical, mental, spiritual, emotional, social, and intellectual wellness.

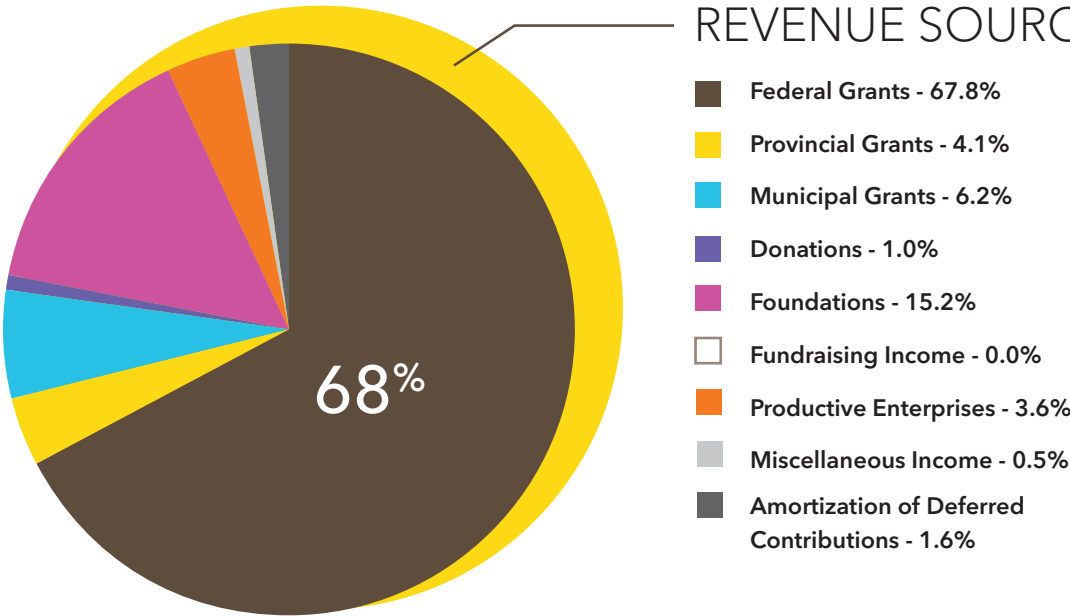
In addition to offering year-round settlement services, workshops, and English classes, one of our most unique programs under this umbrella is the **Global Roots Garden**, an intergenerational program that brings newcomer seniors and youth together. As a group, they learn how to grow their own gardens and harvest the vegetables. The program is run in partnership with **The Stop Community Food Centre** and aims to also teach participants about nutrition, while allowing them a special opportunity to make new connections in the newcomer community.

Through our seniors programming, our clients often create friendships and bonds so strong that they continue to support each other beyond their sessions. Recently, one of the members of our Spanish-speaking seniors groups was hospitalized due to a critical mental health illness. She did not have any family members in Toronto, so the other members of her group regularly visited her once or twice per week. In addition to providing her with emotional support, they also pooled their money to buy her some needed personal items. *The senior members said that it was "very rewarding to see her smile and her happiness when her peers showed up", and they learned how lucky they are to have gained this supportive community later in life.*

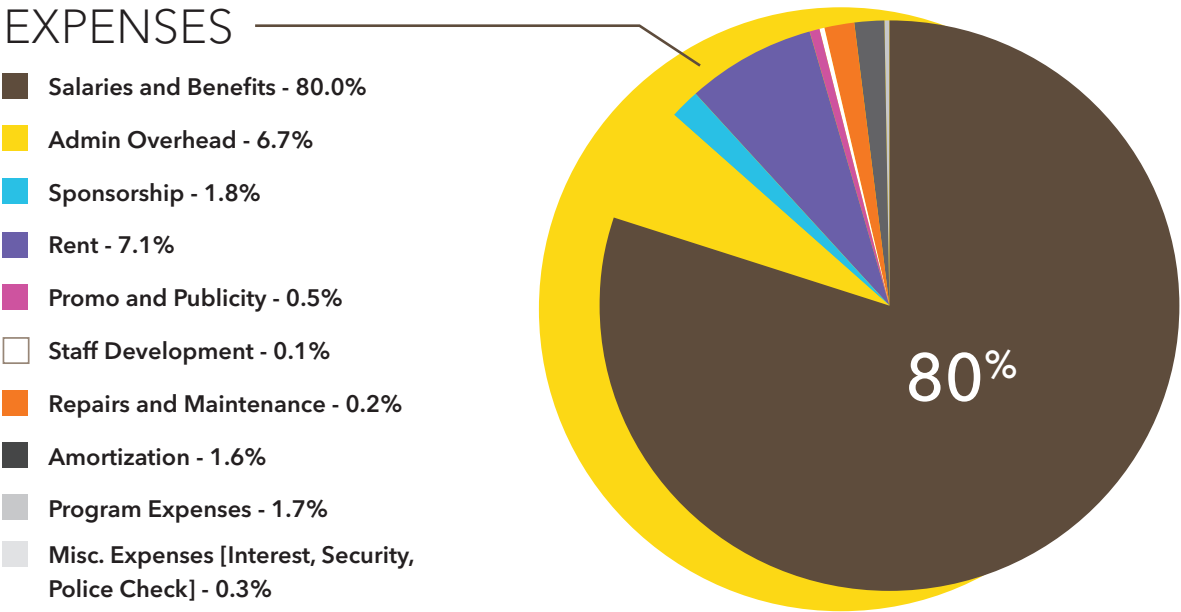


FINANCIAL REPORT

REVENUE SOURCES



EXPENSES



STATEMENT OF OPERATIONS

REVENUES

Federal Grants	3,411,136	3,378,898
Provincial Grants	203,850	357,337
Municipal Grants	309,723	195,821
Donations	49,021	16,645
Foundations	766,014	1,015,125
Fundraising Income	2,168	46,223
Productive Enterprises	179,987	106,211
Miscellaneous Income	26,858	52,803
Amortization of Deferred Contributions	79,813	99,982

TOTAL REVENUES

	2020	2019
TOTAL REVENUES	5,028,570	5,269,045

EXPENSES

Salaries and Benefits	3,956,878	3,959,568
Administrative Overhead	332,334	378,997
Sponsorship	89,778	173,859
Rent	351,797	347,357
Promotion and Publicity	22,290	46,946
Staff Development	4,043	14,291
Repairs and Maintenance	8,441	9,148
Amortization	79,813	101,537
Program Expenses	85,274	119,241
Insurance	11,931	10,599
Interest	489	241
Security	1,317	2,452
Police Check	963	1,055

TOTAL EXPENSES

SURPLUS (+)/ DEFICIT (-)

	2020	2019
TOTAL EXPENSES	4,945,348	5,165,291
SURPLUS (+)/ DEFICIT (-)	83,222	103,754

BREAKDOWN OF OVERHEAD

Office Equipment	48,804	47,888
Office Supplies	126,747	132,570
Telephone	30,326	30,504
Professional Fees	25,669	26,006
HST	42,706	47,738
Travel	44,389	83,774
Membership Fees	6,275	3,450
Bank Charges	3,511	3,328
Postage	3,907	3,739

332,334	378,997
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YEAR IN REVIEW



SPRING 2019 SUMMER 2019

- Mississauga Cycles** launches in partnership with **Peel Multicultural Council**, funded by **Region of Peel**.
- Bike to School Week** (part of our **Bike to School Project**) involves over 35,000 students across Ontario.
- Seniors Empowering Seniors (SES)** launched, inspired by seniors and led by seniors.
- 65 bikes built and given to all Grade 4 students** at a North York School (thanks to **bikes4kids.co/**).

- Youth Leadership Program (YLP)** launched in collaboration with the **UN Refugee Agency (UNHCR)**.
- CultureLink** merges with **Parkdale Community Information Centre**.
- Children and Youth Centre** becomes a Unit Award for the **Duke of Edinburgh's International Award**, the world's leading youth achievement award for Canadian youth.

FALL 2019 WINTER 2020

Pilot high school program launched to offer cycling education for students with mild intellectual disabilities, autism, and learning disabilities (funded by the **Ontario Trillium Foundation**).

- Conversation Circles for Seniors' Project (CCFS)** launched to provide experiential learning activities to give seniors tools to access more services.
- CultureLink** partners with **Sewing for Change** and **Canada Sews** to recruit volunteers to make and deliver cloth face masks to shelters across Toronto.

CULTURELINK IN NUMBERS

Total Clients Served	Programs	Number of Activities
8711	SWIS - Settlement Workers in Schools	438
1025	CCMP - Community Connections Mentorship Program	875
250	NAI - CultureLink's Nai Children's Choir	125
2815	LSP/SWCS - Library Settlement Program / Settlement Workers in Community Spaces	245
732	LMA - Labour Market Assistance	15
2225	NSP - Newcomer Settlement Program	10
160	ITS - Cybersecurity Training Program	26
1926	SC - Sustainable Communities	303
1892	PCIC - Parkdale Community Information Program	24
3763	CHILDREN Community Services - Children's Programs	542
2756	SENIORS Community Services - Senior's Programs	116

DONORS & SPONSORS

- FUNDERS:** Immigration, Refugees and Citizenship Canada - Settlement Program • City of Toronto • Ontario Trillium Foundation • United Way of Greater Toronto • Canada's Summer Jobs Program • City of Toronto • Community Services Partnership • George C. Metcalf Foundation • Greater Toronto Airport Authority • MEC New Horizons for Seniors Program • reBOOT Canada • Region of Peel • Service Canada - Employment and Social Development Canada • Toronto Arts Council
- DONORS:** Mercer Canada • Parks Canada • Parkbus • Discount Car Rental • Shoppers Drug Mart • The Parkdale - High Park Rotary Club
- SPONSORS:** Battista Smith Migration Law Group • Buchanan Rubber Ltd. • Camilo Benzi • Canadian Down & Feather Company Inc. • Fish-out-of-the-Water Design • Cintya Burgoa • Credit Canada Debt Solutions • Dr. Shelina Jessa • Genesis 360 Radio TV Corporation • La Grotta Italian Restaurant • Lina Rodriguez • Santos & Associates Immigration Inc. • Suzan Tyson • Toronto Cervantes Lions Club

PARTNERS

- Toronto Catholic District School Board
Toronto District School Board
Accenture
Amici Charities
Blackwell
BMO (Bank of Montreal)
Brands Canada
Canadian Opera Company - Performance Partner
Catholic Cross Cultural Services
CI Financial
CIBC
City of Toronto Museums
Community Matters
Credit Valley Conservation
Cycle Toronto
Downtown West Cluster Community Coordination Planning Group
East Scarborough Storefront
Evergreen
EY
Harbourfront Centre
High Park Nature Centre
JobStart
Kababayan Multicultural Community Centre
Kids Up Front
Luminato Arts Festival
- Maple Leaf Sports and Entertainment (MLSE)
Mercer Canada
National Film Board of Canada
North York Community House
Parkbus
Parkdale Activity and Rec Centre
Parkdale Community Crisis Response and Recovery Network
Parkdale Community Economic Development Network
Parkdale Community Legal Services
Parkdale Focus Toronto Network
Parkdale Golden Age Foundation
Parkdale Interagency Referral Network
Parkdale Intercultural Association
Parkdale Library
Parkdale Newcomers Service
Providers Network (PNSPN)
Parkdale Seniors Service
Providers Network
Peel Multicultural Council
Project Canoe
reBOOT Relay Neighbourhood Network
Royal Ontario Museum - ROMCAN
Sanderson Library
- Scadding Court Community Center
Scotiabank
Settlement Education Partnership Toronto (SEPT)
Soulpepper Theatre
Soulpepper Youth Link Program
St. Jamestown Library
St. Stephen's Community House
Telus
The Centre for Immigrant and Community Services
The Neighbourhood Organization
Toronto Cross Cultural Services Association
Toronto Cycling Think and Do Tank
Toronto District School Board
Newcomer Services - Welcoming Communities
Toronto Public Library
Toronto Region and Conservation
Toronto South Local Immigration Partnership
University Settlement
West Neighbourhood House
Willis Tower Watson

VOLUNTEERS & STUDENTS

Hundreds of volunteers help us in our mission to facilitate the participation and integration of newcomers and the broader community. Thank you!

BOARD OF DIRECTORS: Alex Morosovskiy, Andrew Vassos, Arlene Clement, Brandin O'Connor, Cathy Katrib-Reyes, Erich Schafer, Ferzana Chaze, Golam Ahmed, Helen Latimer, Rob Manne, Ruba Bilal, Wendy-Ann Horning

VOLUNTEERS: Alexandra Agudelo, Abner Morales, Abner Nangwale, Adela Belisario Morante, Adrienne Chajes Aleksandra Stojanovic , Alessandrosolla Solla, Alishba Ahmed Zafar, Ambika Tennitti, Amit Arora, Ana Henriques de Jesus, Andres Hernandez, Andressa Zhu, Anita Hong, Anjola Moronfilu, Anju Kapoor, Anna Jalocha, Anna Syed Arsalan Hamidi , Arunpairojana Fon, Asha Hodura, Babak Akbarzadeh, Bangzhe Lin, Benjamin Aser, Beth Gebreab Beth Ralbosky, Beth Wong, Bijal Parmar, Binh Lu , Bisayo Awude, Brooke Sykes , Bruce A Freeman, Camryn Foss Carmen Espino Mendez, Carol- Ann Sapiano, Carol Appathurai, Carolina Davila, Caroline Frechette, Cass Simons Catalina Tulcan, Cathy Bosnjak, Cecilia Monteiro, Chandrakala, Charran Hetram (Dudley), Chelsea Chen, Chelsea Dalton, Christen Kong, Christiane Dumont, Claire Nelischer, Connie K, Dalton Sanderson, Dana Al Rijjal Daniela Gouding, Danny Pivnick, Danny Wong, Darcie Zhang, Dauela Portillo, Debbie Ali, Deborah Stiff, Delia Zou Derek Boyes, Diana Howarth, Don Nguyen, Dora Luz Carmona, Elena Jara, Elijah Nangwale, Elizabeth Rees Ellen Chisholm, Emanuel Naranjo, Emily Trinh, Evangelina Camborda, Fatima Syed, Feras Rajjoub, Fiona Hu Fiona Suliman, Florencia Liu, Freda Leung, Freddy Bolanos, Gabriel Leonarcgik, Gabriel Sousa Ferreira da Silva Gail Miles, George Oppong, Gerry Brown, Glen Domingo, Gloria Alvarez, Gloria Montoya, Gloria Munoz Hang Zhao, Harish Sharma, Hassanatou Youla, Helen Hook, Helen Latimer, Holly Reid, Huiyan Pan, Huiyuan Chai/Yan Hutaib Bandukwala, Igor Ostanin, Ike Li, Irshad Osman, Israel Osungboye, Itanbi Shrestha, Jackie Tavares Jason Banh, Jaye Rosen, Jennifer A. Bouley, Jennifer Choo Chee, Jennifer Villaverde, Jeremy Gutierrez, Jeremy Santucci Jessica Gardiner, Jesus Nic Chable, Jiang Han Hou, Jill Dupuis, Jiyin T, John David Dieobi, John Roy Mata Johsan Perez, Joseph Uteck, Joshua Pope, Joy Van Kleef, Joyce (Min Yi) Wang, Juan Pablo Villada, Juelene Stennett, Julia Alyazji, Julie Chandler, Julie Drexler, Karen Correa, Karuna Narain, Kashmira Panjwani, Kathleen Mackey, Katya Klevitsky, Kaylie Dang, Kelli Pritchard, Kelly O'Connor, Kelsey Finnigan, Ken McKenzie, Kheira Usman, Kianoosh Nazem, Kim Javier, Kirk Kong, Kris Hammel, Lance Clarence Casajes, Latoya Aldridge Le Kang Wang, Lena Chen, Leo Lui, Lidia Santana, Liju Thakadiyel, Liliana Nakamura, Lily Hoang, Linda Tran, Linh Nguyen, Linooshalini Sanjeevan, Liona Bravo, Liz Sauter, Lola Adeniyi, Lorie Rodrigo, Lorie Rodrigo, Ly Nlinh Dat, Maham Aqil, Mahdi Zangeneh, Mai Han Nguyen-Carol, Mai Zhang, Marah Di Nola, Marcel Saad, Maream Alghanem, Margarita Romanova, Maria Belen Villacis, Maria Godinez , Marian Katrina Barilea, Marianela Piedrahita Maribeth Henderson, Maribeth Henderson, Marivon Elufa, Mark Takefman, Martha Paola Perdomo, Mary Ann Neary, Mary Jane Laxa, Mary Pigott, Matilda ma, Melanie Huang, Merry Kate Laxa, Michelle McManaman, Michelle Yan, Minh Duc Nguyen, Mira Ioannou, Miriam Nhari, Mohamed Abdirahman, Mohamed Al Haj Ali , Mohammed Aref, Mona Haibeh, Monica Moreno, Monica Sue, Murray Lightman, Myn Tran, Myrtel Saltat, Nabil Afzal, Najia Zewari, Nancy Davis, Natalia Liu, Nathan Postma, Nguyen Fanny, Nhi Duong, Nicaise Turpin, Nicholas Seebaran Nicola Rothgiesser, Nicole Padunan Baua, Nina Faith Canalita, Nithya vijayakumar, Numan Tarin, Oliver Gorman-Asal Paloma Samanta Moreno, Pamela Brittain, Pamela Wood, Patty Bazos, Paul Devine, Paula Wing, Phuong Hoang, Piero Alvaradis, Priyanka Mehendiratta, Qianrui Yu, Quang Huy Tran, Rafiullah Sahibi, Rahaf Ghandour, Ravitej Tangeda, Rebecca Chua, Reni Walker, Renza Vaz, Ritva Nosov, Rob Celis, Robin Benger, Roger Shrivastava,

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STUDENTS: Ana Cecilia Ortiz, Carolina Davila, Dilan Arslan, Emma Zabloski, Gelek Tsering, Jason Sinclair Paula Andrea Diaz Buitrago, Peter Jozwik, Sharon Zarita





We envision a healthy, equitable, inclusive and welcoming society that works together to engage and integrate newcomers and other community members into Canadian life.

LOCATIONS

Main Office:

2340 Dundas St. West
Suite 301
Toronto ON
M6P 4A9

Youth Centre:

3535 Dundas St. West
Toronto ON
M6S 2S7

**Parkdale Community
Information Centre:**

1303 Queen St. West
Toronto ON
M6K 1L6

Community Bicycle Hub:

15 Tobermory Drive
North York ON
M3N 2R5

Mabelle After-School Program:

49 Mabelle Ave., Toronto ON
M9A 5B1

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