

*Catholic Centre for
Immigrants, Ottawa*

Annual Report 2015-2016

Annual General Meeting

December 7, 2016

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President's Report

Over the many years of our existence, the Catholic Centre for Immigrants (CCI) has quietly developed a reputation for integrity, trust, and service excellence. This past year, CCI embraced the significant challenge of welcoming, orienting, and settling a wave of about 1200 Syrian refugees within a three month period. In the course of a normal year, CCI staff and volunteers process close to 500 government sponsored refugees and newcomers and the Syrian cohort arrived on top of that.

Our staff rose to meet the challenge. They worked harder, often combining their existing duties with added work outside their normal assignments. Our staff used existing networks and established new ones to ensure that our clientele received optimum service. They created innovative methods and approaches and, along the way, many obtained additional skills and experience outside of their regular functions. They described their experiences in many terms, but all agreed that this afforded them a renewed sense of commitment and community. Their dedication, within a very hectic and demanding environment, resulted in every newcomer family receiving permanent accommodations. In other words, they worked hard to facilitate newcomers to live an ordinary life - which is an extraordinary accomplishment.

Amid a crushing environment of media and community interest, Carl Nicholson ensured that CCI staff, volunteers, and indeed our city, remained focused on the well-being and integration of our vulnerable newcomers. The Board recognizes and celebrates his leadership and dedication. As with all things the Board underwent changes since our last annual general meeting. We bid farewell to Bob Rochon and Andrew Cardozo who had volunteered their services for many years. Both had given us the benefit of their devoted expertise and experience, and their astute presence will be missed. We welcomed new directors Gabriela Lopez and Sister Marie-Reine Gauthier who have already contributed significantly to our Board. And more change is anticipated as we start another year.

We were also saddened at the loss of one of our former directors, David Charles, following a lengthy illness. David was a devoted champion for newcomers and the CCI and words alone will never do his contribution justice.

"Sticks in a bundle are unbreakable."

Kenyan Proverb

CCI has continued to work and share with partners in the settlement sector. Carl Nicholson has insisted that CCI continue to provide both human and financial resources to partner agencies so that no newcomer is left behind. We recognize that sharing and cooperation are essential, and no one individual or agency can adequately provide for all the demands and needs of our clients.

Only when we work together can we be 'unbreakable.'

Canada continues to be a place of refuge and Ottawa has been a prime destination as a community that does not hesitate to step forward and help. Staff with CCI's Matching Program told us of the mother of a Syrian family who said that, "They all love Canada."

Larry Hill
President

Executive Director's Report

This year seemed at first to be a typical year until the Syrian refugees began arriving at the end of December 2015. For the next 3 months we, as the agency designated to receive all the Syrian government assisted refugees in Ottawa, went on an exciting, exhilarating but very demanding ride. In this short time we received 1106 Syrian refugees whom we accommodated in Reception House and 3 local hotels, and most of whom we moved to permanent housing.

There was overwhelming public and media interest and support for this Syrian surge. Thousands of people wanted to help and we quickly established systems to track the offers. As an agency we quickly ramped up, hired up to 20 more people, recruited and supported many volunteers, and provided training for hundreds of potential volunteers and sponsors.

Early on we worked with several other agencies to establish– Refugee 613 - a coordinating group for Ottawa. Through 613 we worked with many, many partner agencies, institutions, landlords and many others to welcome and support the Syrian refugees.

Early on as well the Mayor established a group of religious and community leaders as a sharing forum. Both the Provincial and the Federal governments quickly established coordinating bodies and initiated weekly or even daily conference calls to share information. Through the mayor's group we began to work with several Mosques whose support for the refugees proved invaluable.

The Provincial and Federal governments also provided early funding and the Mayor worked with the United Way and the Community Foundation of Ottawa to launch a major fundraising campaign.

Following is a summary of our activities during the past fiscal year 2015/2016

Over the course of this fiscal year our permanent staff complement increased from 76 to 85 and provided Integration and Support services to 3855 clients in one on one sessions and 2486 clients in groups. Our budget increased by \$2,648,714 to \$8,071,023. We accommodated 1537 people at Maison Sophia House (MSH) or at hotels and found housing for 1487 of them, while our Integration and Support services housing team supported 1060 clients with their housing needs. Our Mental Health support program provided 344 direct client/sessions serving 101 clients and families. The Youth program supported 360 young people using 60 volunteers. The Settlement Online Pre-Arrival program which began in late in the year enrolled 65 people in on-line workshops. The Client Support Services program assisted 1341 Government Assisted Refugees (GARs) while the Ottawa Newcomer Clinic served 728 clients. In our Career Transitions program for internationally trained medical doctors we served 97 people, 53 of whom found jobs in the health sector and 9 of whom got residency positions. Our Community Connections program designed and delivered 240 group activities involving 2000 people and recruited, trained and supported 270 volunteers. The Community Integration Network team organized and delivered professional development for over 140 frontline staff from across the province. This year the Community Cup attracted over 1500 people to a spectacular event in June 2015. The Matching program trained 118 volunteers, created 95 matches and reached some 275 newcomers. Our Pastoral program introduced 72 families (255 individuals) to their faith community and helped organize sponsorships for 173 people through 34 sponsoring groups. Our

Ontario Refugee Resettlement program which started late in the year delivered 24 sponsorship information or training sessions while the Tibetan Resettlement Project Ottawa is now 90% complete as 91 of the expected 98 Tibetans have arrived in Ottawa. Our Communications department was also very busy redesigning and ensuring consistent use of our brand, producing 3 newsletters and developing 2 new websites. The Ottawa Local Immigration Partnership (OLIP) continues to help us plan and collaborate as a community for the welcome of newcomers and had a successful Welcome Ottawa Week in June 2015. Over 1300 people volunteered to help us in some capacity and we ended the year with net revenue of \$4,807.00 while our sister organization the Catholic Centre for Immigrants Foundation had net assets of \$597,058.00. The Canada Centre, another sister organization, ended the year with net assets of \$2,530, 632.00.

At the Board level we also had a busy year including:

- Approving our budget and audited financial statements
- Approving the establishment of communications and human resources functions in the agency
- Providing the staff with good strategic advice and direction as we proactively respond to the many policy and operational changes in our environment.

Following are some additional highlights of our work:

These include:

- Participating along with the City, our LASI (Local Agencies Serving Immigrants) partners and several other stakeholders in Ottawa Local Immigration Partnership Council
- Participating on the Board of the Ontario Council of Agencies Serving Immigrants
- Providing partnership assistance to Carty House, a home for vulnerable refugee women.
- Continuing the redesign of our website as a step in reshaping our online platform
- Continuing our work with the Ottawa Police Service, assisting them in their efforts to become the employer of choice for all.

We also continued several successful partnerships for example with the, the Vietnamese Center, the Vanier Community Service Centre to name a few. Our partnership with the 'Local Agencies Serving Immigrants' (LASI) continues to thrive, we continue to sit on the Board and Executive of 'World Skills'.

Our sister organization, The Catholic Immigration Centre Foundation, also had a reasonably successful year. During the year the Foundation contributed \$220,310 to CCI's work ended the year with a surplus of \$114,112.

None of this would be possible without commitment and effort from many people. First let me say many thanks to our staff, for doing a great job, for making a difference.

As one staff member kept reminding me that 'this was our time to shine' and I want to especially thank our staff for the thousands of ways in which they delivered on that promise.

I also want to thank the many agencies, organizations and volunteers who collaborated with to make this year a success. We could never have done it without you.

Thanks also to the Board. Our Board members take their task seriously. They meet regularly, work very hard, and provide us with excellent guidance and direction. This year more than ever

Thanks as well to our three church partners' les Filles de la Sagesse d'Ontario, les Soeurs de la Charité d'Ottawa and the Archdiocese of Ottawa who continue to provide us with generous assistance.

A special thanks to our funding partners. On behalf of all of us, I thank them for all the many ways in which they assist us, and for the opportunity to work together.

Finally thanks to the many volunteers and donors give us their time, energy, commitment, encouragement, money, and inspiration.

Following is a brief presentation of highlights of department accomplishments.

Integration and Support Services (Settlement Department)

The Settlement Program works with newcomers to help them adapt and integrate into their new environment. Settlement staff provides newcomers with:

- information on settlement services,
- initial assessment of settlement needs,
- referrals to community resources to meet immediate, medium, and long term needs,
- orientation to housing, transportation, etc.,
- solution-focused counselling support re difficulties with settling in Canada, and
- service bridging between settlement organizations to ensure maximum help.

Settlement services are offered in several languages, including both official languages.

Highlights:

- In 2015/16, the Settlement Program staff members provided one-on-one sessions for needs assessment, referrals, information and orientation to 3,855 clients.
- The Program also delivered 155 group sessions attended by 2,486 participants.
- The Settlement Program provided service to many privately-sponsored refugees among them, those sponsored by the Tibetan Resettlement Project Ottawa.
- In partnership with COSTI, the Settlement Program delivered three group sessions to international students at the University of Ottawa.
- Top 5 languages spoken by clients: Arabic (35%), French, (12%), Somali, (6%) Creole, (5%), Farsi (3%). Top 5 countries of origin of clients: Syria, Iraq, Somalia, Iran, Congo.
70 volunteers were involved by contributing in delivering settlement services with 2,384 hours.

Housing Support Program

The Housing Support program has been providing housing services to clients in partnership with the City of Ottawa since 2001. Our housing team continues to work closely with many partner agencies and organizations to assist refugees and new immigrants with their needs.

The Housing Program served 259 new households and 516 Individuals, as well as 257 returning households with 544 individuals. Last year our food pantry served 1806 individuals with emergency or short-term food support.

Mental Health Support Program

This program assisted clients through referral and counselling to overcome pre-and post-migration stressors and challenges. It provided accessible, linguistically and culturally sensitive services. More than 30% of the clients served required case management due to complex psychosocial needs.

The Mental Health Support Program delivered 344 direct client contact/sessions serving 101 clients. One volunteer worked for the program providing administrative and intake duties. Recruited and trained one Master-Level students in partnership with St. Paul University, Counselling and Psychotherapy Program.

Youth Program-Settlement

The Youth program delivered 28 group activities with the participation of 223 newcomer youth clients. Regular activities included: the mentoring youth program, weekly one-on-one tutoring services, and weekly workshops.

Challenges:

- Need more Arabic-speaking counsellors: The recent influx of GAR's from Syria, has increased the demand for Arabic speaking settlement counsellors.
- Keeping newcomer youth engaged through activities that inspire them for the future, keeping them away from conflict with the law, and developing a sense of belonging and inclusion.
- Culturally competent Mental Health Support: The Settlement Program has a high demand for mental health support, with long wait times to receive services and long term mental health care elsewhere.

Opportunities:

- There is an increase demand from community members to do volunteer work with newcomer clients. We are working on ways to increase our capacity to put this energy to good use.

Settlement Online Pre-Arrival (SOPA)

Settlement Online Pre-Arrival (SOPA) is a Canada-wide initiative helping immigrants arrive to the country better prepared. The SOPA team at the Catholic Centre for Immigrants in partnership with World Skills, specifically works with immigrants, who will be arriving and settling in the province of Ontario. We provide pre-arrival services which include: a personalized planning/settlement information session and access to five free facilitated and self-guided courses focusing on Job Search Strategies and Canadian Workplace Culture. This program began in mid-November 2015.

Highlights:

- Number of clients served to March 31, 2016:
 - Intake Appointments: **76**
 - Clients enrolled in Job Search Strategies: **47**
 - Clients enrolled in Professional Communication (soft skills): **9**
 - Clients enrolled in Working with Others (soft skills): **9**
 - Clients enrolled in Self-Guided courses: **22**
- **10** clients found jobs in their field, in professions such as Engineering, Accounting, Translating, IT, among others, only a few weeks after landing in Canada.
- Our main challenge so far is the marketing process. We are working with the national team to implement a new strategy to broaden the reach and advertising of the program.

Opportunities:

- We are always looking for new opportunities for improvement. For example, at a later stage, we could potentially offer additional supports such as mentoring programs and also increase our webinar offerings.

Maison Sophia Reception House

Arriving in Canada for the first time can be a lonely, frightening experience for newcomers. This is when a welcoming hand is most appreciated and support services and programs are most needed. We provide such services at Maison Sophia Reception House.

Located at 204 Boteler St. Reception House provides temporary accommodation for Government Assisted Refugees (GARs) through Citizen & Immigration Canada and homeless recent immigrants through the City of Ottawa. During their stay at Reception House (normally 3 to 4 weeks on average) newcomers are provided with information, counseling and a warm friendly environment as well as food, shelter and clothing.

Reception House serves its clients through several major programs. These are:

- Temporary accommodation;
- Orientation and an introduction to Canadian life;
- Attending to GARs immediate & essential needs;

- Helping residents finding appropriate and affordable housing;
- Special life skills programs;
- Improve clients' abilities to function effectively in Canadian society including access and referrals to mainstream services;
- Multi-cultural programs for the many children for whom Reception House is their first Canadian home;
- Health related issues and proactive support program while settling in the community.

At MSH (Reception House), we have the honour of hearing beautiful, inspiring and sometimes heart -wrenching stories. There are many smiles, many tears, and most of all, so much hope.

Highlights:

- Reception House provided services to 1537 clients
- Provided temporary accommodation for 1,421 GARs; 45 Secondary Migrants: and 71 homeless immigrants in 4 locations including, Reception House and 3 hotels
- Placed 1,487 clients in permanent accommodation
- For this fiscal year, the three top nationalities of Government Assisted Refugees (GARs) came from: **Syria: 1,156** (75.3%), **Iraq: 176** (11.5%) and **Somali: 84** (5.5%).
- Secured funding from the Pathy Foundation for the Reception House Children's program

RAP program

Syrian influx Highlights:

- During the peak period of Syrian arrivals (Dec. 23rd 2015 to March 2nd 2016), we welcomed 1,106 Syrian GARs. The majority of them were families with small children. (245 families with average of 4.5 members).
- Syrians refugees were housed in temporary accommodations at Reception House and 3 hotels with the number refugees varying from 120 to 260 per location per day.
- The 3 hotels were fully functional like the Reception House operation with on-site all RAP program/services, food (catering services) and medical clinic.
- 22 extra contract staff were hired who worked alongside regular RAP & other staff from other CCI programs and volunteers.
- The first hotel was opened Dec 31st 2015 and the last one was closed on April 15th 2016
- Average length of stay at temporary accommodation : 25.83 days
- Secured special funding from the Pathy family foundation to run children's programs at the hotels and increase the capacity of the children's program at Reception House from February to March 2016.

Success:

- **Planning & Communication:**
Regular phone conference calls with National, provincial, municipal level officials to coordinate and update GARs arrivals/cancellation /special needs clients
- **Community Response:**

Due to the high profile of Syrian refugee influx, the interest in volunteering with CCI/refugees has been incredible. The increased awareness has resulted in more donations, more media coverage and a greater desire on the part of the wider community to become better neighbors to new Canadians.

- A great outpouring of support from the Muslim and Arabic-speaking community
- Participation in Refuges 613
- Heightened collaboration with service providers across the City, in particular:
 - Quick response from Community Health Centres to set up on site services for medical needs
 - The LHIN & Ottawa Public Health in term of dental services & immunization
 - Hospitals and Medical clinics
- From our centre:
 - Quick response in finding Hotels to use for temporary accommodation
 - Hiring staff resources to provide RAP programs/ services
 - Dealing with clients demands/needs even though the staff resources were stretched beyond capacity.
 - Reaching out to landlords for housing and negotiating 1 to 3 months free /rent reductions.

Challenges:

- Dealing with many last minute arrivals, sometimes on unexpected flights
- Receiving up to 150 refugees per day
- Finding suitable Hotels willing to accommodate Syrians refugees
- Dealing with the volume, 1,106 over 3 months
- GARs expectations: staying at the Hotels versus Reception House; (sense of entitlements vs privileges)
- Providing quick orientations for GARs in order to free up rooms for next arrivals waiting to come
- Untrained volunteers
- Coordination of programs/services/communications
- Significant medical needs of many GARs
- Responding to the many, many people who wanted to help

Day to day environment during the influx:

The significant increase in clientele over a short period of time brought both positive and negative changes to the work environment. The Syrian influx, really tested staff's abilities to serve, multitask, and take initiative in addressing the high needs of clientele as they arose as well as management's ability to lead, guide & support. "Prior to the influx, we were used to working with clients on a one on one basis, but during the influx you were required to work with and handle up to 15 families and files at a time"

Although extra staff resources were hired, the sheer quantity of files and documentation, orientation and support services proved challenging to maintain and complete within the previous standard time limits.

Staff cited having to undergo an overwhelming amount of file preparation and verification of client information even prior to the arrival. This preparation (and transportation from airport to hotels) was often challenging to complete due to the sometimes late or last minute notifications of client arrivals /changes to their flight plans/cancellations.

- Staff found they were undertaking multiple roles in the resettlement process in order to effectively facilitate the smooth transition and integration of the new arrivals. These roles proved to have many challenges and rewards during the influx.
- Coping with the demands from clients in term of settlement needs, youth & children needs, medicals issues, housing (just to name a few) , volunteers and others centers staff.

Positive effects of the influx:

- Staff felt good knowing they were able to assist and provide a positive impact for those in need, and expressed extreme gratitude in being given the opportunity to make an impact on a large number of Syrians GARS.
- Staff gained a lot of work experience outside their typical job requirements.
- Although the housing efforts presented some challenges staff expanded their knowledge of available housing units /support services within the city. Moreover, staff were able to develop connections with many new landlords who continue to work with the organization
- Although we were so overwhelmed, we were able to strengthen our team working abilities in order to successfully manage and complete the workload.
- We were fortunate to have the dedicated staff and overwhelming support from the community and volunteers. There are many challenges ahead in assisting these refugees to settle successfully in our community, but we all should be very proud of what we have accomplished to date.

Housing program:

- This year we found housing for 1487 clients. Of these 1,156 were Syrian refugees
- At the beginning, it was a scary thought from all of us on how would we able to find permanent accommodation for 1.000 or more of Syrians Gars. But at the end, we did it due to staff dedication, hardworking along with all supports from our Centre and the community partners.
- Some local landlords provided considerable discount to the refugees from one month to 3 month free rent.

Children's Program

Profile:

- Number of children enrolled: 289
- Boys: 158, Girls: 131
- Average length of stay at RH: 3 weeks
- Average schooling level: primary level
- Number of volunteers: 8

Highlights:

- The objectives of the TLC Program have been successfully achieved and beyond.
- Volunteers were an essential component of the program as they assisted staff with the supervision of children and provided children with one to one support in terms of learning and other needs. Furthermore, volunteers were extremely beneficial during program excursions. Children were able to navigate more freely throughout the visited locations due to increased supervision. Moreover, the presence of volunteers has been beneficial to the children as it exposes them to different cultures and encourages them to communicate in the language. On average volunteers would assist in the program on a weekly basis and usually for a period of six months.
- Program investments: 10 tablets, 10 laptops. The presence of these devices has been very beneficial for the children. With these tools, our children were able to access a wide range of educational materials on the internet and learn/improve some computer basic skills.

Progress:

- The TLC program continues to grow and progress smoothly in accomplishing its goals. The program continues to assist newcomer children and facilitates their smooth transition into the Canadian school system. Follow-ups and home visits have provided staff with a first-hand understanding of some of the fears and apprehension participants may have possessed on their initial first day of school as well as feelings of relief when children realized that their regular schooling environment was similar to the environment they experienced in the TLC program.
- Children in the TLC program experienced less of a cultural shock when they enter the Canadian school because they have transitioned through the TLC program and are aware of (taught) classroom discipline, asking for things by saying please and thank you, and learning to accept and communicate with other children who come from a culturally different background than their own.

Unexpected outcomes:

One of the most notable and unexpected outcomes of the TLC program is the lasting impact it has had on children after they have left the program. Children have had such an engaging and positive experience that they are eager to return to the program even after they have left. This year alone we have had two past participants assisting and volunteering in the program on their days off from school.

Challenges:

- Language barrier – inability most of the time to communicate directly with parents because they do not speak English.
- Short length of stay – On average, a family typically resides at Reception House for a period of 3 to 4 weeks. This has provided some challenges in our ability to reach particular language goals such as the ability to write and communicate longer sentence structures; the ability to fully comprehend program instructions; the ability to self-regulate and take initiative in a classroom setting;
- Differences in level of education and comprehension – depending on whether the children are from refugee camps or from the city, the level of comprehension and

education varies between children from the same age group. This has created challenges in providing work that does not limit those who are advanced, as well does not discourage those who cannot keep up with the rest of the group.

Special Events at Reception House

- The Summer Institute in Refugee Health Program was back this year after last year's absence. Hosted a group of 20-medical students from the University of Ottawa for the Summer Institute in Refugee Health Program on June 1st to June 3rd at Reception House. The program involves workshops in the morning and medical interviews with refugee families in the afternoon. The medical student interviewed 8 singles and 1 family of 5. "Thank you to RH for once again their generous support and willingness to lend us their space for the lectures and their expertise with planning to ensure the students had an opportunity to work with newly arrived refugees. "From Dr. Gruner's thank you email".
- Xmas celebration for MSH's residents was held on: "Wednesday December 16th, 2015 from 12:00pm to 4:00 pm". Residents enjoyed "Turkeys" at lunch time & in the afternoon with finger food, sweets, drinks and have a chance to win a few prizes. Santa Clause dropped by to say hello to everyone with a lot of presents for children and adults alike.
- Hosted a lot of group visits to Reception House for educational & training purposes in regard to Resettlement Assistance Program and Settlement services in Ottawa for:
 - Canadian Foreign Officers (Visa Officers)
 - Group of Canadian Orientation Abroad(COA)
 - UNHCR
 - ICRCC officers

Client Support Services Program

The CSS Program provides integration services to Government Assisted Refugees using a client-centered case management approach. This year saw the arrival of over 1100 Syrian GARs most of who were added to our then case load of 500. Despite the shortage of resources, the program maintained its standards to provide enhanced resettlement experiences for GARs. This was achieved through hiring more staff, the use of volunteers, and a high degree of collaboration and cooperation and coordination with many services across the City.

This was indeed an extremely successful and fruitful year for the Client Support Services Program. The program, the community and especially the clients themselves all persevered in the face of adversity. This positive outcome has left us with many valuable experiences, innovative strategies, newly established and strengthened partnerships and an enriched sense of commitment and community.

Highlights:

- The Program assisted 1,341 GARs, including 817 new clients.

- Over 30% of the new clients were large families (6-9 members); 40 % were children (0-12); 21% young adults (13-24); and 187 GARs had severe disabilities.
- 980 initial assessments, check-ins and exit surveys were performed.
- 5,700 case management activities and referrals to long term settlement services and other Ottawa community resources were completed.
- Over 400 new partnership and outreach activities were made including advisory committees.
- Hundreds of information sessions were provided to clients by the program in collaboration from external partners; including topics related to health, positive parenting in Canada, basic banking and budgeting, education system, among others.
- The second annual Employment Pathway Event took place with over 150 GARs participants; this was done in partnership with Refugee613, World Skills and various employment and community agencies.
- Over 80% of the newly arrived GARs had their initial medical assessments and were referred to health care providers for physical and mental health, dental care, serious disabilities and other acute medical conditions; all was achieved with the coordinated effort from the Ottawa Newcomer Clinic, Ottawa Community Health Centers, Refugee613 Initiative, Catholic Centre for Immigrants among others.

Challenges:

- Many Syrian GARs have high to complex needs which require more in- depth proactive case management.
- With the large influx of Syrians, many GARs had to be wait-listed for services such as: language classes and childcare (especially female clients); mental health; special equipment (e.g. wheel-chairs) for clients with severe disabilities.
- Housing issues included: bed bugs/insect infestation, GARs accessing city shelters, lease breaking due to separations
- We expect that the transition from Federal (RAP) to Provincial (Ontario Works) assistance will create difficulties for some clients.
- The ongoing need for life skills training for GARs who come from rural areas, clients with limited language skills and clients with disabilities.
- High number of clients with serious medical and mental health needs which requires interpretation, escort services, advocacy and outreach to local medical resources.

Opportunities and Best Practices:

- The large influx of Syrians and the increased engagement by the community in refugee resettlement gave the program the opportunity to expand the community awareness, build new partnerships and strengthen existing ones, and maintain ongoing commitment to better serve GAR clients.
- During this period, new community wide committees were formed to address the issues of health, settlement, language, housing and employment. A number of key partnerships, special events, services and activities have emerged from these activities new initiatives continue to take place. These efforts not only build the capacity of the community to

serve GARs, but also empower GAR clients to settle and integrate into their new communities.

- Geographical Location Assignment of Caseworkers to Syrian GARs; this strategy ensured a multitude of effective practices: clients were followed up effectively by caseworkers in neighborhood locations; partnerships were quickly established with local agencies to build capacity to help Syrian GARs within their local neighborhood.

The Ottawa Newcomer Clinic (O.N.C)

The O.N.C. is a partnership between Somerset West Community Health Centre and the CCI, which provides comprehensive and extensive health screening and unique services to our refugee clients. The past year has been a tremendous year for the Ottawa Newcomer Clinic (ONC). A new logo and branding has given the clinic an identity in Ottawa. With continued support from the Champlain Local Health Integration Network, the clinic continues to increase the number of clients served annually. Total number of clients served this year was 728, making this year the highest in number of clients served within the past 3 years.

With the arrival of the large number of Syrian refugees ONC played a pivotal role in their healthcare

Currently, there are a total of 6 providers who are part of the dedicated team of staff at ONC and we are able to provide service in 4 languages- English, French, Arabic, and Urdu. With an increase in the number of providers, the clinic now operates 5 days a week, increasing our clinical services by an additional day. The following services are provided:

- Initial medical assessment: a thorough check-up of their current health status. We provide screening for parasites, initiate the immunization process and also test for latent tuberculosis (TB) infection.
- Tuberculosis clinic: a continuous and busy clinic. This year 276 (12% of all appointments) appointments provided for latent TB infection. We provide follow-up appointments and follow patients for 6-9 months and monitor the treatment for latent TB infection.
- Well Women clinic: provides all eligible female patients the opportunity to receive health education (example: contraception) and receive preventative screening.
- Immunization clinic: this is a routine clinic as a lot of our patients come to Canada without any record of previous immunization.

As our clinic is a temporary health clinic for our patients, most of our patients are connected to a primary care provider within the first year they are seen at our clinic.

Highlights:

- Top Five Language served at the Ottawa Newcomer Clinic:
 - Arabic 401 (55.1%)
 - Swahili 86 (11.8%)
 - Somali 63 (8.7)
 - Nepali 55 (7.6%)
 - Tibetan 44 (6.0%)
- Types of services and number of appointments:

| | |
|----------------------------|------|
| Initial medical assessment | 447 |
| Immunization | 725 |
| Well Woman Clinic | 77 |
| Tuberculosis Clinic | 267 |
| Follow-up general | 590 |
| Smoking Cessation | 32 |
| Walk-in clients | 36 |
| Total | 2174 |

Community Participation Department

Community Connections Program

The community connections team provides three main areas of support for newcomers to Canada.

1. Activities for newcomers and people in the established community to interact and expand their social network.
2. Activities for newcomers to practice English and French in day-to-day situations while they acquire information about life in Canada.
3. Opportunities for newcomers to become actively involved as volunteers and participant in community events.

Community Engagement activities received very positive feedback from participants. Our big goal, to help newcomers become **ACTIVE, PRODUCTIVE, CONNECTED** in Canada seems to be shared by the community-at-large and our numerous clients.

Highlights:

The arrival of refugee families from Syria and the outpouring of support from Ottawa residents was the biggest challenge and greatest opportunity encountered by Community Connections.

- **Volunteers.** Volunteers must obtain a police record check for the vulnerable sector showing that there are no concerns. This takes about four weeks and costs \$45.00. In collaboration

with Ottawa Police Services, we organized a one-time event where 250 potential volunteers were screened and obtained their clearance in less than two weeks at no cost to themselves. Usually the team works with 90 volunteers in a year. In 2015-16 the team supported three times that number. In addition, they did 70 presentations where some 1, 500 persons learned about ways to become involved in the integration of newcomers to Canada.

- **Programming for newly arrived Syrian families.** Most families stayed at Maison Sophia house and several hotels for a while until they moved to their first permanent residence in Ottawa. Community Connections coordinated outings and on-site programming in collaboration with local mosques, school boards the Boys and Girls club and the City of Ottawa. Usually, the team does about 140 sessions in a year. In 2015-16 the team was responsible for at least 240 sessions with an attendance of over 2,000 participants.

Challenges:

- The arrival of significant numbers of refugees in a short period of time stretched the team in an unprecedented manner. We are grateful for the support of community partners and volunteers.
- Integration is a lengthy process of mutual learning and accommodation. It is difficult to demonstrate results in a short time span. Clients tell us that the Community Connections program helps them to feel at home in Ottawa and, in some cases, has led them to their first job here. We will continue to gather evidence that creating positive relationships is not just “nice to have” but an essential factor in building welcoming and harmonious communities.

Opportunities:

- We are enhancing the program activities that help our clients to find jobs. We are also exploring the possibilities of social media as a vehicle to create broader networks of support.

The Youth Program- Community Connections

This program is collaboration between three departments in the agency: Integration and Support Services, Client Support Services and Community Connections. We pool our resources to offer support and services to newcomers who are 14 to 24 years old and which take into account their unique needs and perspective. The coordinators provide support to 60 active volunteers and over 140 youth participants.

Regular activities include:

- Day long programs during March Break and a Summer Camp.
- Homework Clubs with many regular participants
- Recreational Sports Nights
- Lots of field trips
- Partnerships and collaboration with several service providers.

Highlights:

- This year, in addition to all regular activities, the Youth program took on the challenge of programming for Syrian children and youth at the hotels where they stayed until moving to their apartments. Every day, for two months, in at least three locations, they had a full schedule of activities to start them learning English and getting used to the “Canadian way”.

Challenges:

- It is difficult to address the needs of highly diverse groups of participants. On the other hand, it is difficult to allocate resources for small pockets of participants. We try to find a balance by creating several layers of activities within each event so that there is something for everyone who participates. Some youth become mentors; others help out with interpretation and making others feel at home.

Community Integration Network (CIN)

CIN works with close to one hundred organizations providing Community Connections services in Ontario. These are the services that help newcomers to feel at-home in Canada and encourage participation from the community -at-large to ensure a welcoming environment.

CIN continues to be a central resource to offer broad-based feedback to Immigration, Refugees and Citizenship and Immigration Canada (IRCC) for Settlement Workers in the Schools (SWIS), Library Settlement Partnerships (LSP) and Community Connections services. It is a useful process to link the funder and the service providers to highlight opportunities, challenges and potential service improvements.

- The CIN team delivered two days of professional development workshops and networking for one hundred and forty new front-line workers delivering Community Connections services in Ontario. Participants evaluated the sessions as relevant and useful to their work.
- In addition CIN offered a “French only” professional development and networking session. Feedback from our Francophone colleagues was extremely positive. The opportunity to meet in person helps them to network and seek advice regarding services for clients and strategies to manage the challenges inherent to their relative isolation when working in an “Anglo” environment.
- Middle managers and program supervisors had the opportunity to attend a day long interdisciplinary meeting where they presented some new ideas, exchanged advice with colleagues in similar circumstances and refreshed their contact books for future reference.

Highlights:

A series of teleconferences organized on short-notice to support the exchange of ideas to support the Syrian refugees and gather information on service gaps and opportunities.

Challenges:

- Shrinking budgets for anything that is not direct services to clients, makes it difficult to implement longer term strategies.
- Managing the expectations of our colleagues.

Opportunities:

- Feedback from our colleagues, who find the services quite helpful, and the funder, who continues to support this program in spite of shrinking budgets, tells us that we are on the right track. We will continue to develop resources to enhance the delivery of services for newcomers and, hopefully, contribute to building a welcoming community in that way.

Community Cup

The 11th annual CCI Ottawa Community Cup was held on June 28th, 2015 in Brewer Park. Despite the rain, the event was a successful multicultural gathering in that it provided opportunities for newcomers to build social and professional networks and for community members to get active, enjoy a day in the park, and get connected with their community.

Highlights:

The CCI Ottawa Community Cup attracted over 1500 community participants and observers. There were over 30 sponsors and partners (including sport) and new partnerships and sponsorships were created with the Algonquin community, FIFA Women's World Cup and the City of Ottawa's Diversity Division. In addition, there were over 450 soccer participants (adult and youth); over 40 nationalities represented; 20 new Canadians received their Canadian Citizenship; 27 community organizations participated in the Community Tent; 45 planning team volunteers consisting of "TAG" Teams (experts, newcomers and students) and 147 event day volunteers.

There were many opportunities for newcomers and non-newcomers to integrate and network at the event including playing soccer (all skill levels accepted), becoming a volunteer for either the planning "TAG" team or event day, becoming a community partner or sponsor, or they could simply bring their families and friends to enjoy a day in the park and get informed. Community members and organizations could occupy a space onsite, become a food vendor or be part of the community tent, entertainment (main stage or kids zone) or sports demonstrations.

Challenges:

It is quite challenging to deliver such a large event with minimal staffing and limited resources but I was able to trim down the budget for the event and build new partnerships and sponsorships to create multiple opportunities for other communities to become part of the larger CCI Ottawa Community Cup community.

Opportunities:

It creates the opportunity for more than 200 volunteers (mostly newcomers to Canada; both adult and youth) to participate at all levels of planning and delivery. As a result, newcomers make the necessary informal connections and gain "Canadian" experience in order to build social and

professional networks that lead to volunteer opportunities and employment. As well, it creates exposure for CCI Ottawa and its' services.

Testimonial:

"Thanks to the Community Cup I now have a job interview!"

"Children's Aid Society of Ottawa was able to recruit potential volunteers, foster parents, adoptive parents and employees from the New Canadian community."

"Despite the rainy, cold weather many people came out to enjoy the event; I think that speaks volumes to how great this event is."

Matching Program

The Matching Program was very busy from April 2015 to March 2016. The impact of the Syrian refugee crisis was felt very strongly towards the end of the year, with a great increase in interest in volunteering. There were 118 volunteers trained and 95 matches created, reaching some 275 newcomers. The newcomers came from Bhutan, Congo, Burma, Burundi, Iraq, Syria, and Afghanistan. Both volunteers and newcomers speak of the depth of the friendships being forged during the matches.

Highlights:

- The Matching Program collaborated with the Community Cup to put together a wonderful "Sunset Supper and Soccer in the Park". As Community Cup fell during Ramadan we had a potluck supper and pick-up soccer the week before, allowing some of those who fast to participate fully in an activity, while sharing a traditional *iftar* meal with people of all faiths and backgrounds. About 40 of us ate and played together at Brewer Park. The following week participants of the Matching Program joined CCI's soccer team, the C-Stars, for Community Cup.
- Matching Program newcomers and volunteers continued to participate in the skating program held at City Hall.
- A newcomer family had the great joy of spending time at their volunteer's cottage, learning to kayak and fish.
- Another volunteer announced with pride that his match had found a job in his field.
- CCI received tickets to a baseball game and a number of the matches attended.
- The volunteer of a family with 10 children was kept very busy helping his match register their children for school. He also showed them how to pack a lunch, Canadian-style.
- In a very short amount of time I received an enormous number of volunteers due to the government's decision to welcome 25000 Syrians. Here are some highlights from two of the matches with Syrian families.
 - A match between a retired couple and a Syrian family that gave birth to their 4th child shortly after arriving here in Ottawa is going very well. Here is part of an email from the volunteer. "We had dinner with the family yesterday. I made a birthday cake for Aeman

and we all sang Happy Birthday. I had spent the afternoon with Naema and Zane. We went to the school to see Shahed dance on stage with her class and Gafar was very happy to see us at the school. The parents had brought food and it was a feast. Naema was so happy to see her children happy at school and the teachers said they were doing very well that when we got back to the car she literally cried of joy. She is so happy that her children are doing well. They all love Canada. We then proceeded to go to Saint Vincent de Paul to spend the remainder of the credit they had. It expired today. We put up more curtains in the master bedroom.”

- A match between a volunteer family and Syrian family has resulted in an opportunity for the newcomers to be “cowboys” and to make lunch over an open fire. The newcomers came by my office to show me photos. They have limited English but are able to say “Very good! Very good family!”

Challenges:

- Many of the new Syrian families have a strong interest in being matched but a very low level of English, which makes communication challenging for the volunteers and increases the chance of misunderstandings when it comes to setting up meetings etc.
- Both newcomers and volunteers are waiting to be matched longer than is optimal because of the high level of interest. I had to close my request for volunteers with Volunteer Ottawa and on CCI’s website.
- There is not enough time to follow up with each match to see how they are doing.
- Many of the families have very high needs. Some of the volunteers continue to see their newcomers after the 6 month commitment because the need is still there.

The Pastoral Program

Under the objectives of this program, pastoral staff with the support of both settlement and reception house staff collaborate to help interested clients of all faiths to find the appropriate faith community for their needs.

Highlights:

- 72 families (255 people), from 13 countries were assisted in joining their faith community.
- Many of the families were Iraqi and Syrian hence we focussed primarily on the different mosques in Ottawa as well as the Orthodox church communities of St. Paul Syriac church and St. Peter and St. Paul church.
- Our connection to COR (Coalition in Ottawa for Refugees) was another highlight of the year. COR developed a presentation for interested potential sponsors from several religious communities. 94 people registered and attended this workshop from this event 4 sponsorship groups were formed that sponsored 4 Syrian refugee families.

The Sponsorship Program

Using the sponsorship agreement between the Roman Catholic Archdiocese of Ottawa and Immigration Refugees and Citizenship Canada we promote the involvement of faith groups and others in the private sponsorship of refugees.

Highlights:

- Under the umbrella agreement with the Roman Catholic Archdiocese of Ottawa, 173 newcomers (47 Syrian Family Units) were sponsored by 34 parishes
- Another highlight was the overwhelming response to the Syrian refugee crisis by many parishes who have not engaged in refugee sponsorship for many years. Many smaller parishes, like St. Elizabeth church, who had not sponsored a refugee family in past 20 years came forward and sponsored Syrian families. This is an example of a small, inner city parish which is comprised of many lower income families and many newcomer families that rallied to the social justice call to help support the poor and oppressed.
- Another highlight was the collaborative engagement of many groups working together providing not only funding but also needed settlement support by volunteers. The Ottawa Catholic Physicians Guild after a presentation on refugee sponsorship collaborated with one of our parishes, Blessed Sacrament church, to provide financial assistance for the sponsorship while the parish provided the volunteers who were trained and prepared to facilitate settlement support for a Syrian refugee family of 4.

Ontario Refugee Resettlement Program – Syria

The goal of the ORRP-Syria program is to facilitate the settlement and integration of newcomers to Ontario by providing them with information, tools, resources, and community support to fully integrate in the life of the province.

During December 1, 2015 and March 31, 2016 the program has delivered the following services:

- | | |
|--|----|
| • Sponsorship Information Sessions: | 12 |
| • Sponsorship Training Sessions: | 12 |
| • Number of Groups in process of preparing the application | 70 |
| • Number of Sponsorship application accepted | 34 |

Below you will find a selection of services offered to refugees by the ORRP Syria program:

- Case management services, including assessment of refugee needs and goals, referral and coordination with outside agencies
- Facilitating access to health , education, language training and employment supports

- Engaging local landlords re making housing available to refugees
- Providing specialized services to help refugees find and maintain affordable housing, including information about housing rights and responsibilities, support managing landlord/tenant relations and eviction prevention interventions.

Tibetan Resettlement Project Ottawa (TRPO) “90% complete!”

- TRPO is a “Community Sponsor” working with CCI as the co-sponsor to bring 98 stateless Tibetans from northeastern India to Ottawa between 2013 and 2017.
- As of November 2016, 91 have arrived. Of these, 19 have moved on to other cities, mainly for work. So 72 are living in Ottawa (including 10 families with children).
- In terms of our formal responsibilities to the newcomers, 29 have lived here less than a year, and 7 are still to come, making a total of 36 for whom we are responsible at present.
- Newcomers are assigned “mentors” – volunteers who provide the human contact with new arrivals and help them settle. The contact with mentors has been found to be especially important for families, where children, youth and adults all have different and changing needs.
- Remarkably, all the adults except the mothers of infants are working. Many are in the service industry or with small manufacturing companies. Some jobs are full-time, while others are only part-time or on-call (with uncertain hours). We have put emphasis on trying to improve newcomers’ employment outcomes, with mixed success.
- New arrivals get free housing for up to three months, during which time they get a small allowance for living expenses and help to get work. After that they should become self-supporting, but the term can be lengthened if they need ESL courses before getting a job.
- The supply of free housing through Ottawa hosts has largely been exhausted, so more funds are now going into renting apartments (particularly for families with children), supplemented by spaces provided by earlier arrivals in their apartments.
- Newcomers get furniture and kitchenware, bedding and winter clothing through in-kind donations organized by the project.
- The average cash expenditure per person was under \$1,000 for the first years of the project, but has doubled in the last year with the additional expenditures for housing.
- Since mid-2013, the project has raised about \$125,000, and has access to a rainy-day fund of a further \$50,000 if needed. Recently, the earlier arrivals made significant donations.

Background:

- TRPO is the local organizer for the national non-profit Project Tibetan Society, which is bringing 1,000 stateless Tibetans to 5 cities in Canada from 5 settlements in India, keeping people from the same settlement together as much as possible.

- The Tibetans become permanent residents on arrival, but there is no government funding for resettlement as such.
- TRPO has a volunteer Board of 12, each with an area of responsibility such as employment, mentoring or in-kind donations. The Board is assisted by about 24 active volunteers and mentors.
- As co-sponsor, CCI provides settlement services. The CCI Foundation accepts donations and provides tax receipts. The Ottawa Newcomer Medical Centre provides its services.
- TRPO has a website (<http://trpo.aum.ca>) where its newsletter can be found.

Bridging programs

Career Transitions for International Medical Doctors

The *Career Transitions Program* provides sector-specific employment preparation, counseling services and employer outreach to assist international medical doctors (IMD) in securing alternative employment in the health sector that makes effective use of their skills. The Career Transitions program is delivered in partnership with LASI World Skills and is funded by the Ontario Ministry of Citizenship and Immigration.

Career Transitions is approximately 30 hours in length and covers topics such as:

- Canadian business culture and health sector jobs
- Transferable skills
- Retraining possibilities
- “Action Plans”
- How IMDs can market themselves for employment
- Writing effective résumés and cover letters
- Succeeding in job interviews
- PLUS: Ongoing support with résumés and cover letters, interview preparation, job search and career guidance.

Highlights:

- 143 IMDs applied to the Career Transitions Program
- 97 IMDs participated in the Career Transitions Program
- 53 IMDs gained employment in the Health Sector
- 36 IMDs received volunteer positions in the Health Sector
- 15 IMDs pursued Continuing Education
- 27 IMDs accessed Mentoring component of the program
- The Career Transitions team contacted over 75 employers in the Ottawa region

We are proud to inform you that during 2015-2016 fiscal year 9 clients got Residency Positions

Challenges:

Marketing:

The three main challenges faced by the Career Transitions Program continue to be a lack of adequate promotional materials. Considering that our main competitors when approaching potential employers are well resourced staffing and recruiting agencies, this is a considerable challenge. While the job development services we provide are free services and are to the advantage of employers, this information is not being conveyed to employers through the existing materials, which are largely out of date or no longer accurate.

It has also been mentioned by clients and employers that the Career Transitions website (linked from the CCI webpage) is also out of date and in need of refreshing. Many of the links do not work and much of the information is out of date. As a tool to recruit and register IMGs, an information resource for the clients, or a point of contact for potential employers, the website is largely ineffective.

Recruitment and Accessibility:

It is generally felt that changes to CIC's skilled workers program and the introduction of the Express Entry program, has had an impact on the program, specifically our ability to recruit IMGs. The number of IMGs reaching out directly to the program has slowed recently. As a result the reliance on referrals from other agencies and service providers in the community has increased.

Another recent trend has been the issue of access for IMGs with small children. There have been repeated withdrawals, primarily by women with children, from the program due to the workshop schedule (evenings 6-9PM).

Opportunities:

- Online delivery of Career Transitions Program

Communications

The Communications department is responsible for managing CCI Ottawa's brand and ensuring the conformity of all CCI documents with branding standards; assisting fundraising and donor engagement; promoting CCI through the World Wide Web by providing content and design decisions for CCI's website; monitoring media and coordinating media calls with journalists; producing Newsletter material reflecting CCI activities and partnerships.

Highlights:

- Our organization was using the former Catholic Immigration Centre (CIC) acronym versus the new Catholic Centre for Immigrants (CCI) acronym on many online

platforms. To create a clear CCI brand, we developed visual identity guidelines for consistency in the use of logos, fonts and colors. We reconfigured our email system to reflect the CCI acronym; developed consistent email signatures for staff and changed telephone recording messages to reflect the new CCI name.

- The decommissioned Catholic Immigration Centre (CIC) website was removed from the World Wide Web and a new CCI website was designed and developed to reflect the new institutional look and feel and updated with new content about our activities. Within the year our website traffic increased from 370 visits to 675 visits. We also created a separate website for the Catholic Centre for Immigrants Foundation. Another highlight was the launch of our YouTube channel as a platform for CCI videos. We redesigned former CIC videos to reflect the new CCI acronym.
- Many CCI programs were using different display stands and promotional materials to showcase their activities at public events. This created confusion since of these promotional materials didn't include CCI Ottawa's official name. To overcome this situation and create a consistent brand for all CCI programs, we produced display stands and bookmarks which matched the new CCI website. These materials emphasised our website as the source for updated information on our activities.
- When the Canadian government committed to helping Syrian refugees, we produced a bilingual newsletter asking our donors for their support. In December and March we produced two bilingual electronic newsletters to inform the public on the work we were doing with Syrian refugees.
- We proactively responded to hundreds of media calls and public inquiries about our involvement with Syrian refugees in Ottawa.

Opportunities:

CCI Ottawa is recognized for its role in assisting Syrian refugees. Through CCI's website and online presence we will continue to share our achievements.

Ottawa Local Immigration Partnership Council

Highlights:

2015-16 was marked by many changes including a federal election and a consequent shift in immigration policies and priorities, the arrival of a large number of refugees in a few months, a municipal restructuring the effects of which are still not clear, a public outcry of anti-black racism (after a black man died during an altercation with police officers on Hilda Street), and – internally – significant changes in OLIP leadership that saw the retirement of the OLIP Council Chair and the chairs of three OLIP tables: health, education, and language sector tables. Throughout these changes, OLIP convened partners' reflection, engaged the public in dialogues, strengthened alignment with key partners, and consolidated the gains made in the ending OIS Action Phase and launched new collaborative action initiatives. The paragraphs below summarize our progress in the period between April 2015 and March 2016 and beyond, under three headings:

1. Planning & Alignment of Priorities with Key Partners
2. Internal Changes, Growth & Deepened Action
3. Awareness Development & Public Engagement

Planning & Alignment of Priorities with Key Partners

- a. OLIP partners refreshed the Ottawa Immigration Strategy (Fall 2015 – June 2016)
- b. Alignment with the Refreshed Municipal Immigration Strategy (Fall 2015 – April 2016)
- c. Strengthened partnership with the Champlain LHIN (Fall 2015 to current)
- d. Strategic Planning & Alignment with the LASI Coalition (2016)

Internal Changes, Growth & Deepened Action

- e. OLIP Partners Welcomed Alex Munter as the 2nd OLIP Council Chair (May 2016)
- f. Shifts in the leadership in 3 OLIP Sector Tables (2016)
- g. Scaling-up the Equity Project (Sept 2016 – July 2016)
- h. Planning for the Health & Wellbeing Needs of Immigrant Seniors (September 2016)
- i. Equity in Education: A new Collective Impact Initiative (Fall 2016 – current)

Public Engagement & Awareness Development

- a. CAWI-OLIP Convened a Forum on Anti-black Racism to explore how Ottawa residents felt anti-Black racism was impacting their lives (August 2016)
- b. The History & Legacy of Refugees Resettlement in Ottawa (June 2016)
- c. Ottawa Joined the World to Stand with Refugees, Celebrate World Refugee Day, and Kick-start #WOW2016 (June 2016)
- d. *Discover Community* is a New Series of Activities Added to Welcoming Ottawa Week, designed to bring attention to the history of immigration in Ottawa neighborhoods as well as the contribution of immigrants and the thriving diversity that is lived daily in Ottawa

Treasurer's Report

Treasurer's Report for the year ended March 31, 2016

The Catholic Centre for Immigrants (CCI) had another successful year. Total revenue was \$8,071,023 and total expenses were \$7,961,817. This resulted in a net operating surplus of \$109,206.

At March 31, 2015, CCI had total assets of \$2,965,436 and total liabilities of \$1,831,074. This result gave us net assets of \$1,134,362. Net assets include Building and General Reserves to provide for future building expenses or contingencies. The actual amount that is unrestricted is only \$385,611.

We wish to thank the Ottawa Archdiocese, les Soeurs de la Charité and les Filles de la Sagesse, for their continued support of our organization.

On behalf of the CCI Finance Committee, I would like to thank my fellow committee member, Luise Czernenko-Reid for her assistance and continued support throughout 2016. I am also very gratefully to Anna Szymanowicz and the staff of the CCI Finance Department; Lucila Spigelblatt and Dianne Webb. Without their diligence, dedication and hard work CCI would not be able to continue to deliver on its mission to assist newcomers to Canada.

I also wish to recognize the work of the CCI and CCI Foundation Board, our volunteers and our staff for their dedication in supporting CCI activities.

Yours truly,

Alfonso Movilla
Treasurer

Related Organizations

The Catholic Centre for Immigrants Foundation

The CCIF develops and implements programs to raise funds for the work of the Catholic Centre for Immigrants. Although a separate corporation with its own Board and other structures the Foundation is an integral and important of the CCI family.

Highlights:

- Raised \$363,957, contributed \$220,310 to CCI programs and ended the year with net assets of \$711,170.

8069697 Canada Centre

8069697 Canada Centre is a charity that owns and manages 2 buildings (219 Argyle Street and 204 Boteler Street) and is a part of the Catholic Centre for Immigrants, Ottawa family.

Highlights:

- The Canada Centre contributed \$140,000 to CCI programs and ended the year with net assets of \$2,727,141.