Your Partner in Supporting a Healthy, Vibrant, and Inclusive Community.

Polycultural Immigrant & Community Services offers a broad range of inclusive, community-led support programs for people of all ages and nationalities. We have been working for over 40 years to promote a healthy, vibrant GTA and Region of Peel by offering services tailored to seniors, youth, women, families and newcomers to Canada. Polycultural provides accessible programming at little to no cost, and takes pride in offering individualized support that allows each client an equal opportunity to reach their full potential.

Chairman & Executive Director Message

Polycultural's programs and services have experienced a great response from our community over our 40+ year history. No matter how well we have done, we are always looking for ways to improve for the future. Improvement means responding quickly to the needs of our clients by providing quality services for the betterment of our community. Our guiding principles make it clear that we expect our leaders and employees to do the right thing and think about the impact of their decisions and actions.

Our board of directors is made up of a diverse group of community and business leaders who volunteer their time to promote the health and well-being of our organization. The board leads by setting our strategic direction, focusing on big picture issues, providing clarity to management, actively monitoring the quality of services, operations and fundraising and rigorously evaluating accomplishments against our strategic plan.

Our employees are our treasure. They are an ethical, smart, hardworking team who share our vision, principles and standards. They are active members of professional organizations and work diligently towards the betterment of their local communities.

Outside forces may have made the past few years challenging, but our employees, funders, supporters and communities rose to meet each challenge we were faced with. We are proud to be part of an organization in which the staff rallied around our mission with so much creativity, passion and teamwork, and with our supporters asking “how can we help?”

We have taken a proactive approach over the past two years to fine-tune our policies, structure and services. This process has been both successful and rewarding. We owe so much to our founders, funders, partners, supporters and employees and we would like to take this time to thank all of them for their continued collaboration and support. We look forward to serving our communities and clients for the next 100 years!

Adam Almed
Chairman

Mawon Ismail
Executive Director
Formalizing our strategic objectives has enabled Polycultural to transform our broader vision and mission into definitive and measurable business goals that foster transparency and accountability about our performance as an organization. All business goals have set Key Performance Indicators (KPIs) against which the business and ultimately the employees are measured during annual reviews.

GOVERNANCE
Building organizational Excellence

The organization’s Letter of Patent has been reviewed and amended to cover all current and future activities.

The organization’s bylaws have been reviewed and amended.

All organization’s policies and procedures have been revised, adjusted and new policies have been introduced.

THE BOARD HAS MET SEVEN TIMES IN THE REPORTING FISCAL YEAR
Diversification of our funding sources is one of the main approaches that Polycultural is pursuing in order to reach financial stability. The organization’s goal is to increase the funds from channels other than Citizenship and Immigration Canada to represent 15% of total annual funding.

In order to improve our financial position, we are working towards building a restricted reserve worth three months’ operational budget (about $1.8M). Polycultural’s strategic goal is to ensure that we have $750,000 in our restricted reserve by 2017. The chart below shows that the organization was able to achieve that target in 2015. Currently, the organization is looking to exceed our target by bringing the reserve up to $1,000,000 by 2017.

Our strategic goal is to keep our total operating budget above seven million dollars.
HUMAN RESOURCES

Polycultural’s goal is to maintain a balance between efficiency and manpower. That said, Polycultural is a big family with more than 100 employees and we hope that our family will continue to grow.

Average training hours per employee

Polycultural has a fair hourly rate when compared with OCASI benchmark for organizations of the same size as Polycultural.

Employees’ average annual income (Excluding Senior Management)

The organization was able to increase the annual income per employee by 8% in three years. The goal was to bring our employees into the highest bracket of the market’s benchmark, which we have achieved in all but one category that we hope to adjust in the near future.
As recommended in our Strategic Plan, during the 2014-2015 year, Polycultural focused on expanding marketing and communications capabilities and improving visibility within the community. We have redesigned our client satisfaction surveys, more than doubled our social media presence and posting frequency, created new graphics and flyers for distribution, and updated our website’s layout and content with more accessible and accurate information.

**Tweets**

+376%  
* % increase since Sep. 1, 2014

**Likes**

+37.5%  
* % increase since Sep. 1, 2014

**Followers**

+35%  
* % increase since Sep. 1, 2014

**In Circles (New Social Media Platform)**

+61  
* % increase since Sep. 1, 2014
PROGRAM DELIVERY
SERVING THE DIVERSE POPULATION OF GTA

01/ NEWCOMER SERVICES:
Welcome to Canada
Canada was built as a nation of newcomers, but making the transition to life in Canada isn’t always easy. Polycultural offers information and awareness programming, settlement assistance for adults, children and families as well as a community connections program to broaden newcomers’ networks and make them feel welcome.

- Information and Awareness Program funded by Citizenship and Immigration Canada
- Newcomer Settlement Program funded by the Ontario Ministry of Citizenship, Immigration and International Trade
- Community Connections to allow for newcomer networking and support funded by Citizenship and Immigration Canada
- Settlement Workers in Schools to assist with integration of children into the Ontario school system funded by Citizenship and Immigration Canada

Newcomer Services:

<table>
<thead>
<tr>
<th>Number of newcomers served</th>
<th>2012 - 2013</th>
<th>2013 - 2014</th>
<th>2014 - 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>9,526</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9,273</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9,303</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

New immigrants were able to:

- Obtain timely useful and accurate information
- Make informed settlement decisions
- Understand their rights and responsibilities
- Navigate the human services system
- Access community resources

Under the Newcomer Settlement Program, we provide immigrants with information, guidance and support during their settlement process, and connect them to services and resources in the broader community. These services are open to all newcomers, including permanent residents, refugee claimants and new Canadians.
02/ LANGUAGE LEARNING & SKILLS DEVELOPMENT (LLSD):

The limits of my language are the limits of my world

Ludwig Wittgenstein
ENGLISH LANGUAGE LEARNERS WERE ABLE TO:

- Learn skills for everyday use
- Upgrade skills needed for further training
- Enhance skills for employment
- Participate in social, cultural, and political life

Language Learning & Skills Development:

One of the most effective ways for newcomers to integrate into Canadian society is to learn one of our official languages. Our LLSD programming focuses on Language Instruction for Newcomers to Canada (LINC) classes and citizenship preparation courses, funded by Citizenship and Immigration Canada, for clients to immerse themselves in an English learning environment to discover Canadian history, values and systems.

“I joined Polycultural LINC program four months ago and it has been a wonderful experience for me. I wanted to improve my English and learn more about my new country, Canada. I gained confidence in my ability to speak English with other students, staff and people in my community. I have studied a lot in class about different topics and improved my listening, speaking, reading and writing. My teacher Milanka has patience and knowledge which makes me feel very comfortable in class. At the same time my child has been in a free daycare with warm and helpful childminders which allows me to focus on my learning. I enjoy coming to school to learn English and get important information about life in Canada. I also made many new friends and learnt about different cultures living together. I would recommend every newcomer to register for classes at Polycultural because they will find them very useful and enjoyable.”

Rita Toledo

Number of Individuals Assisted:

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>1,744</td>
<td>2,057</td>
<td>2,265</td>
</tr>
</tbody>
</table>

[Image of a classroom setting with students and a teacher]
Youth & Children Services: Choose the future
Youth and Children Services:

Children and youth growing up in Canada have their own unique challenges and needs regardless of what their background is. Polycultural started to build our youth services component five years ago. Currently, youth services represent the second largest service category within our organization. Polycultural offers programming for at-risk youth, self-esteem and leadership courses, care for children while parents study, and summer camps to keep youth active all summer long.

Jobs for Youth After School (JFYAS) career-readiness program for at-risk youth funded by the Ontario Ministry of Children and Youth Services

Beautiful Girls self-esteem and leadership program funded by RBC Foundation

Summer Camps

Youth Achievers Program (YAP) co-ed leadership program funded by United Way of Peel Region

Care for Newcomer Children child care, activity and engagement program funded by Citizenship and Immigration Canada

“Well, the moment I joined the Youth Achievers program, I felt that I have come to the right place, doing all fun activities. I have been in Canada for almost five years now. As you probably know, Chinese culture is different than Canadian culture. English is my second language. Therefore, I went to the youth achievers to practice my communication in the society. As my days and weeks progressed, I started to realize what my future goal and aspirations are. Youth Achievers program helped me a lot.”

Jie Chen

Youth were able to:

- Get their first job while studying at high school
- Improve their academic achievements
- Enhance their leadership and social skills
- Gain confidence in their skills and abilities
- Have fun during the school year and summer break

Youth and Children Services

<table>
<thead>
<tr>
<th>Year</th>
<th>Program</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012-2013</td>
<td>JFYAS</td>
<td>792</td>
</tr>
<tr>
<td>2013-2014</td>
<td>Beautiful Girls</td>
<td>989</td>
</tr>
<tr>
<td>2014-2015</td>
<td>Care for Newcomer</td>
<td>1,034</td>
</tr>
</tbody>
</table>
SERVICES FOR SENIORS:

As the fastest growing demographic in Ontario, seniors face challenges with isolation, wellness, activity level and more. Polycultural has recently expanded our programming to better serve the needs of our aging population by incorporating senior-specific activities into our course offerings.

Seniors Organized and Supportive (SOS) program to encourage ongoing health and community involvement funded by the Ontario Seniors’ Secretariat

Multicultural Women’s Wellness Program to offer mental health support and address isolation for senior women, funded by the Canadian Mental Health Association (CAMH)

“I am a 71 year old senior. I came to Canada in 1991, sponsored by my husband. I have been a client of Polycultural since May, 2002, when, after being in an abusive relationship for over 40 years I was at the point of nervous breakdown and was referred to Polycultural for help. Since then I am a very grateful recipient of their services. When I left my husband I was homeless. I was able to receive supportive counselling and assistance in accessing services and programs available to live a normal life. I was also helped in getting my pensions and other services for seniors. I can strongly state that support from Polycultural was essential for me to survive this difficult time and because of this support I have received, I am enjoying my life now. I am very grateful for services I have received and still continue to receive.”

S.A.

SENIORS WERE ABLE TO:

Reduce isolation

Make friends and develop an active social life

Learn new skills

Develop a system of support

Access community resources

Number of Individuals Assisted

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Count</td>
<td>20</td>
<td>21</td>
<td>132</td>
</tr>
</tbody>
</table>

Transition to Employment: Your career starts here
Finding gainful employment in a new environment can be stressful. Polycultural eases this transition by offering enhanced language courses, job search workshops, pre-employment personal development programming and internship opportunities.

**Enhanced Language Training (ELT)** English courses from a business perspective funded by Citizenship and Immigration Canada

**Job Search Workshops (JSW)** funded by Citizenship and Immigration Canada

**Pre-Employment Development Program (PED)** personal development courses funded by the City of Toronto

---

### Transition to Employment

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Individuals Served</td>
<td>548</td>
<td>442</td>
<td>433</td>
</tr>
</tbody>
</table>

---

### CLIENTS HAVE:

- A career plan with goals and a plan of action
- Job Search knowledge and skills
- An understanding of worker rights
- Knowledge of workplace culture and employer expectations
- Work experience and professional networks
- An understanding of professional qualification recognition
- Meaningful or alternative employment
- Knowledge of workplace culture and employer expectations

---

01/ Enhanced Language Training (ELT) English courses from a business perspective funded by Citizenship and Immigration Canada

02/ Job Search Workshops (JSW) funded by Citizenship and Immigration Canada

03/ Pre-Employment Development Program (PED) personal development courses funded by the City of Toronto
Healthy is happy
HEALTH AND WELLNESS:
Made possible by a broad range of community partnerships, Polycultural's health and wellness programming gives participants the opportunity to make friends, network and learn in addition to making healthy changes to improve their lives and the lives of their families.

INDIVIDUALS WERE ABLE TO:

- Develop healthy habits
- Exercise more
- Explore a healthier lifestyle
- Learn how to take care of their health

Sheridan Neighbourhood Family Program (previously Sheridan Active Living) supporting the Sheridan-Clarkson high-needs-neighbourhoods of Mississauga, funded by United Way of Peel Region

Let’s Move and Groove physical wellness program funded by the Ontario Ministry of Tourism, Culture and Sport
SPECIALIZED COUNSELLING:
Help when you need it
SPECIALIZED COUNSELLING:

Specialized counselling programs address personal and family problems such as family breakdown, domestic violence, parenting issues, disabilities, financial difficulties, homelessness and gambling addiction. In addition, our programming assists clients in accessing medical, social and legal assistance.

Partner Assault Response Program (PAR) to address domestic violence in the Russian and Polish communities funded by the Ontario Ministry of the Attorney General

Family Support Program to support marginalized and vulnerable groups at risk for addiction, family and inter-generational issues, funded by the City of Toronto

Problem Gambling Services funded by the Canadian Mental Health Association (CAMH)

INDIVIDUALS WERE ABLE TO:

01/ Examine and change beliefs to stop unhealthy and abusive behaviours

02/ Stop family violence

03/ Get connected to mainstream services and programs

Change addictive behaviours

Cope with stress effectively

POLYLICIOUS 2014

Our Annual Fundraising Event
A copy of financial statements audited by Jeffrey Milgram Professional Corporation is available from Polycultural Immigrant and Community Services.

Statement of operations (Year ended March 31, 2015)

2015 2014

Revenues

Government of Canada 6,912,656 6,679,553
Province of Ontario 324,358 250,064
City of Toronto 103,135 27,475
United Way 90,000 48,582
Ministry of Attorney General 52,959 53,282
Newcomer Settlement program 104,899 104,749
Other grants 28,722 21,927
Other revenues 12,385 4,469
Amortization of deferred grants 38,386 34,154
Donations and fundraising 31,205 78,575
Fee for services 122,604 125,966

7,821,309 7,428,796

Expenses

Amortization 70,470 34,154
Cleaning and maintenance 98,600 74,826
Computer and technology 30,287 25,114
Employees benefits 910,013 912,747
General and office 92,708 132,763
Insurance 23,250 21,900
Memberships 6,550 5,725
Ministry of Attorney General 54,275 53,282
Mortgage interest 4,069 8,602
Newcomer Settlement program 106,188 104,749
Professional fees 34,139 18,477
Rent and occupancy costs 1,084,312 943,398
Salaries 4,931,452 4,690,739
Sales tax 55,833 52,752
Subcontract 2,357 14,835
Supplies 101,475 94,463
Telephone 43,249 29,771
Transportation- Subsidies 15,328 13,195
Transportation- staff 25,353 22,235

7,689,908 7,253,727

Excess of revenues over expenses 131,401 175,069
<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADMIN OFFICE</td>
<td>17 Four Seasons Place, Suite 102</td>
</tr>
<tr>
<td></td>
<td>Toronto ON M9B 6E6</td>
</tr>
<tr>
<td>TORONTO SOUTH WEST</td>
<td>27 Roncesvalles Avenue, Suite 407</td>
</tr>
<tr>
<td></td>
<td>Toronto ON M6R 2K2</td>
</tr>
<tr>
<td>ETOBICOKE CENTRAL</td>
<td>3363 Bloor Street West</td>
</tr>
<tr>
<td></td>
<td>Etobicoke ON M8X 1G2</td>
</tr>
<tr>
<td>SCARBOROUGH SOUTH</td>
<td>3225 Eglinton Avenue East, Unit 111</td>
</tr>
<tr>
<td></td>
<td>Scarborough ON M1J 2H7</td>
</tr>
<tr>
<td>SCARBOROUGH NORTH</td>
<td>3660A Midland Avenue</td>
</tr>
<tr>
<td></td>
<td>Scarborough ON M1V 0B8</td>
</tr>
<tr>
<td>MISSISSAUGA SOUTH WEST</td>
<td>2225 Erin Mills Parkway</td>
</tr>
<tr>
<td></td>
<td>Mississauga ON L5K 1T9</td>
</tr>
</tbody>
</table>

www.polycultural.org