



ANNUAL REPORT 2019-2020

Ottawa Chinese Community Service Centre



In-TAC is an initiative of the Ottawa Chinese Community Service Centre with a national presence and international reach. Our multilingual staff members are professionals with extensive business experience.

In-TAC's 600 business partners across Canada include Global 500 companies and leaders in IT, finance and other professions.



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President & Executive Director's Report

It is amazing to reflect on how many things have happened since the last Annual General Meeting for OCCSC. In the fall of 2019, after a successful year of continuing to serve the immigrant community of Ottawa with high quality programs and services, the board of directors was informed that our Executive Director, Sharon Kan, was planning to retire.

Sharon Kan had been the leader of OCCSC for over a decade and helped grow the organization from a small non-profit of ten employees to an organization over five times this size. As a board, we began preparing for what we believed would be one of the greatest challenges to the organizations, finding and replacing the leader of OCCSC.

And then, as we began this work, the entire world changed, with COVID-19, and despite a global pandemic the board continued to search for Sharon Kan's replacement. Staff were forced to find new ways to deliver services to our clients, and we all had to readjust to the new realities of working from home. Within all this tumultuousness, the Board continued its search for a new Executive Director. While the process was long and rigorous, we believe we found the best candidate in Sharon Deng.

Looking back, I am amazed to see how resilient and flexible the staff have been throughout all the changes over that year. Their continued hard work through the pandemic has been awe-inspiring. Looking forward, the board is excited to work with Sharon Deng to steer the organization to greater success through innovation and improving the way we do our business.

On behalf of the board, it is an honour and privilege to be given the opportunity to continue to serve the community with an organization that has such a long history of dedication to immigrants, newcomers, and refugees. I am proud of the work we have done thus far, and eagerly anticipate what the future holds for the organization.

Robert Parungao
President, OCCSC

Sharon Deng
Executive Director, OCCSC

Service Statistics

Client Services

New Clients	2,039
First Time Clients	1,470
Returning Clients	623

Language Program

Number of LINC students enrolled	952
Number of LINC instruction hours provided	4,536
Number of children enrolled in childminding (Reg.& Syrian combined)	123
Number of Syrian refugees in LINC	61
Number of LINC hours for Syrian refugees	1,728

Employment Services

Number of new clients served	3,128
ICT and Accounting professionals trained	235
Employed and professional job placements	157
Hours of training offered	1,875 (hours)
Number of new hiring employer partners	132
Number of volunteer professional mentors trained	90
Number of Virtual Career Expo registered	18,000

Client Services

In 2020, OCCSC celebrated its 45th Anniversary in serving immigrants and refugees destined for the nation's capital. The federal government has been supporting our settlement program throughout the past 4 decades. It has continued to be our most important supporter in fiscal year 2019-2020.

Canada My New Home – was the title of our settlement program. Thanks to Immigration, Refugees and Citizenship Canada or IRCC, we were able to maintain two separate teams of settlement workers to serve our two target groups: mainly Mandarin-speaking immigrants from China, and Arabic-speaking immigrants and refugees from the Middle East region. We had 11 settlement workers, seven on the Chinese team and 4 on the Arabic team, which were led by one program coordinator and one program manager. In addition to our two target groups, have always served English-speaking immigrants and refugees from other parts of the world.

Mandated functions of our settlement team included:

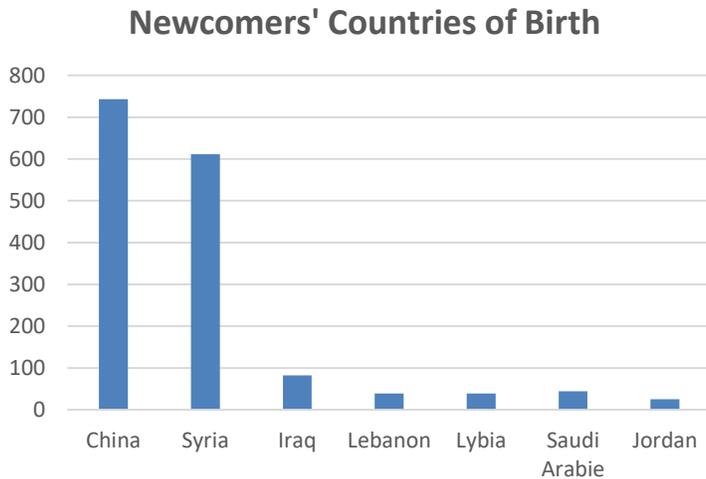
- Needs assessment and referral
- Information and Orientation
- Community Connections.

All first-time clients, either as individuals or family units, start their journey towards meeting their settlement requirements by completing an assessment session with us to establish their unique settlement needs. Once complete, we are then able to determine the appropriate service plan to achieve their settlement goals. Clients can request to complete this process independently, or with the assistance of a member on our settlement team. A completed needs assessment will then lead us to collaborate with other service providers, including but not limited to, various school boards or the local office of the Ontario Health Insurance office where they can go to register their children for school or apply for their health cards.

All newcomers can request follow up interviews with one of settlement workers for one-on-one interview sessions to inquire about any settlement subjects from education, health, housing to language training and Canadian laws and institutions. They are also welcomed to take part in in-person or virtual information and orientation group sessions on a variety of settlement topics. In order to help newcomers to get acquainted with other newcomers, local community service providers and other government institutions, our settlement workers would schedule “community connections” sessions in the form of support groups, parenting groups, community tours and field trips.

According to IRCC's statistics, our settlement program assisted a total of 2,093 immigrants and refugees, of whom 1,470 were first time users and 623 returning clients.

The following chart shows the distribution of our clients based on their countries of birth:

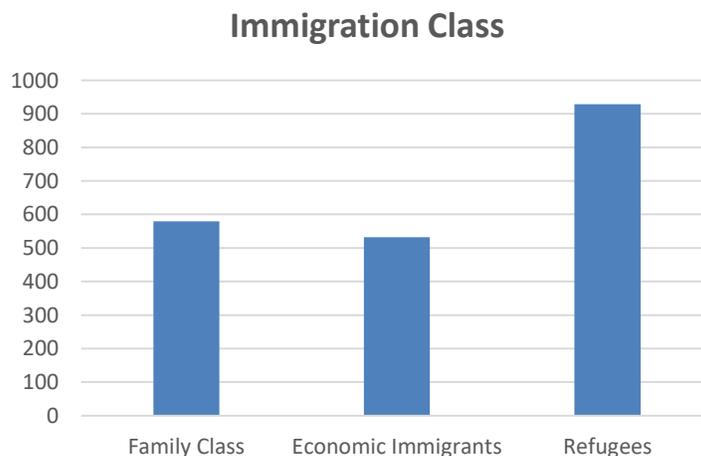


As in all past years, China has been the greatest source of our newcomers. This trend will probably continue if Canada's immigration policy remains unchanged.

Although the Canadian government was no longer sponsoring more Syrian refugees, our agency continued to attract the ones who were privately sponsored. Countries in the Middle East has emerged as our agency's second largest source of immigrants and refugees.

Based on the current trend, we predict that many more immigrants than refugees from the Middle East would be coming to Canada unless the government decides it would sponsor more refugees from that region.

Although the Syrian Initiative is now over, refugee newcomers have continued to access our settlement services, testifying to the greater needs for services than both the sponsored immigrants in the family class and economic immigrants. The chart below clearly shows that this is the case.



Client Services

Our **Newcomer Settlement Program (NSP)** is a much smaller version of our federal settlement program as the funding from the Ontario government could only support one full-time settlement worker. In spite of being much smaller, eligible clients for the service include not only newcomers but also immigrants who have become naturalized Canadian citizens, international students and even refugee claimants. The majority of our clients in this program were immigrants who, though having been in Canada for many years but for a variety of reasons, have not been able to master one of Canada's official languages to do things independently. Most of them were seniors who were sponsored by their children in Canada and those who worked in occupations where speaking English or French was not essential.

With none or very limited official language skills, many of these clients remained unaware of their rights as workers and government regulations affecting different aspects of their daily lives. Many of them require assistance in accessing information on eligibility criteria of a variety of programs and benefits, from employment insurance, drug plan, child tax benefits to the Old Age Security Pension and the Guaranteed Income Supplement programs.

Our lone settlement worker in this program provided needs assessment and referral, information and practical assistance, including filling out application forms and interpretation services, to our clients to help them access available social programs. She has assisted a total of 473 unique clients and delivered 8 settlement related workshops to her clients.



Our settlement workers organized a tour of Ottawa's light rail system



Newcomers on a tour of the Senate Chamber

Client Services

Our **Chinese Family Services** Program targeted low-income Chinese residents who were primarily Chinese seniors who no longer lived with their sponsors for a number of reasons. Because of their age and lack of official language proficiency, they have remained the most vulnerable in our community. The risks they face increase with age, in both physical and mental health. These risks heightened during the pandemic because they could become socially isolated and may not be able to get groceries or health services. During the year, this program provided assistance to 423 unique clients.

Our **Diverse Seniors Social Support** was a multi-agency program managed by the Jewish Family Services of Ottawa. A Chinese-speaking community developer was seconded to OCCSC to work with Chinese seniors who were mostly residents of several seniors' social buildings in downtown Ottawa. The goal of this program is to help these seniors to stay in their apartment as long as they are physically and mentally capable of looking after themselves by encouraging them to remain socially and physically active in social, educational and recreational activities organized by our worker. This program was dependent, to a large extent, on the support of many volunteers who were themselves seniors.



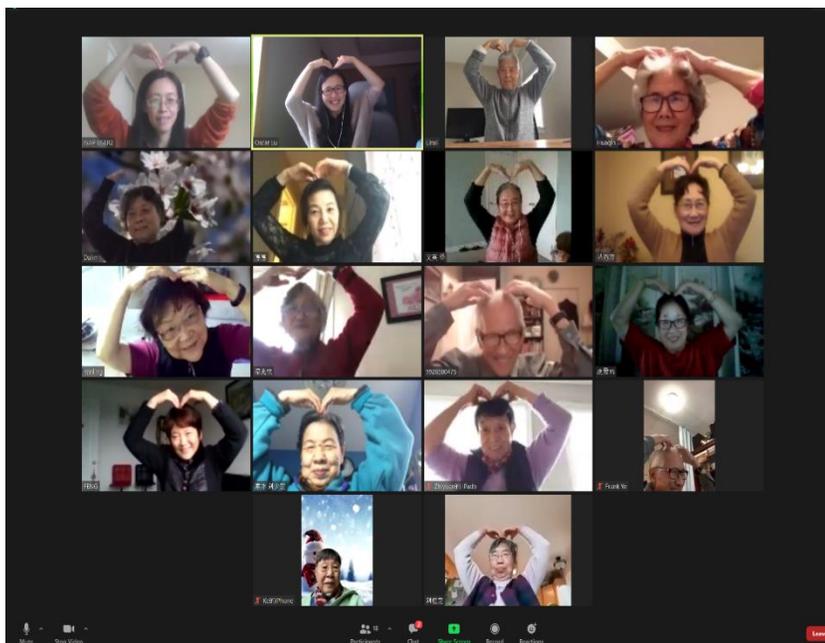
Multicultural seniors enjoying a Chinese dance performance



Multicultural participants and dance performers

Client Services

The **Mental Health Support for the Chinese Community** was a joint project between OCCSC and the Somerset West Community Health Centre (**SWCHC**) that provided health and social services in the Somerset Ward. It was launched in the summer of 2019.



In this partnership, OCCSC has hired a social worker to provide mental health needs assessment to needy clients who referred themselves or were referred by other health professionals. If the clients were found to require further assistance, our social worker would refer them to the psychotherapist posted at the SWCHC. Our social worker also ran monthly workshops to promote mental health and small support groups, sometimes jointly with the psychotherapist.

During the fiscal year, our social worker received 25 intakes or clients who received a thorough needs assessment of their mental health needs. She provided short-term counselling support to 14 clients and had to refer 11 clients to the psychotherapists because they required further assistance.

A virtual group session – Mental Health Maintenance during the Pandemic

During the same period, our social worker delivered 13 group sessions online with a total of 255 participants. She was joined by Alvis Choi, program coordinator of the Yet Keen Seniors Program which was based in Somerset West Community Health Centre, our partner in this Mental Health Support for the Chinese Community Program.

Employment Services

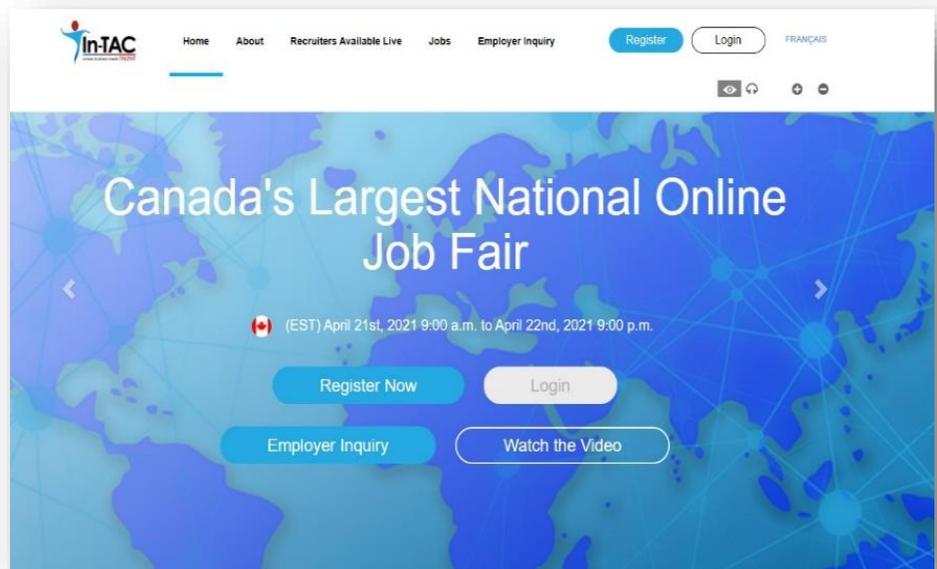
Highlights of In-TAC Employment Services

From April 2019 to March 2020, the In-TAC team has successfully surpassed all government funded program targets. This is in addition to the continued efforts to sustain the capacity of the digital platform services. The highlights include:

1) Self-sustainability Endeavour

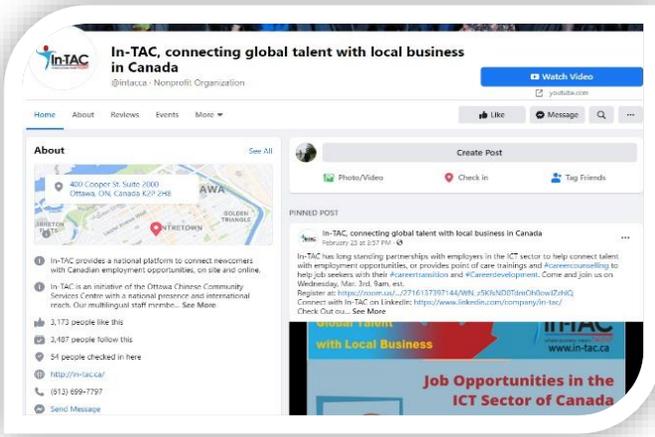
After successful completion of the government funded pre-arrival program, we continued our efforts to sustain the newcomer services through our established digital platform. This service is open to all Canadians, new Canadians and future Canadians in Canada or overseas. This service includes live webinars and events that provide clients with easy access to updated information on living and working in Canada.

This innovative service and interactive platform also attracted partners across the country to showcase the variety of services and opportunities that clients have. In addition to our clients benefiting from the ability to make informed decisions, the organization's ability to self sustain and obtain future funding opportunities is enhanced.



This year, we hosted 138 live webinars with 14800 registrants from 123 countries. One webinar that is worth noting is the "Meet the Employer" webinars that occurs every Thursday, which focuses on connecting clients directly with hiring employers. We also hosted 2 National Virtual Career Expos (VCEs) with 120 employers/agencies, 18000 registered job seekers from over 120 countries. In-TAC VCE has become a brand name and one of the largest online job fair in Canada.

Employment Services



2) Increased Service Awareness via social media

Social media presence played an important role in our success. We communicate webinar and event information on a weekly basis on our Facebook, LinkedIn and WeChat platforms. We had more than 4000 clients with 12 groups in WeChat. 3487 people are following our Facebook page, among of them, 3173 people marked “Like”. We also have 3622 people following our LinkedIn page. Around 15% of our clients knew and registered with In-TAC’s services through our social media engagement.

In-TAC Featured Programs

Navigating the Canadian IT Workplace, is a unique IT career bridging program in Ottawa. Our 12-week training consists of 12 modules that walk our clients through the industry, ranging from the Canadian IT workplace culture to career paths such as cyber security. The program also connects our clients with ICT employers seamlessly to obtain jobs comparable with their skills.



In 2019-20, we trained 116 IT clients, 89 (77%) of them have successfully secured professional IT positions.

Navigating the Canadian Workplace for Accounting Professionals, another unique career bridging program in Ottawa.



This program offered exclusive training to newcomers on QuickBooks, taxation, small business accounting and more! We provided case simulation, internship and job referrals. In 2019-20, 119 clients were trained and 79 clients secured relevant accounting /finance positions.

Employment Services

Advanced Literacy and Essential Skills Program (ALES), is a national training program targeting Internationally Trained Professionals, who are facing challenges in advancing in the Canadian IT Sector. ALES is available in Ottawa, Calgary and Vancouver. The training provided was focused on transferable essential skills including oral and written communication, critical thinking, and teamwork.

In 2019-20, 199 clients joined ALES program, which surpassed the target number of 185.

In-TAC Accounting and Taxation Services - our social enterprise initiative. This initiative had a profound social impact while steadily improving its revenue generating capacity. In 2019-20, 28 interns contributed 4500 volunteer hours to the initiative. 20 interns acquired Canadian professional work experience and 30 new small business clients benefited from our services.

Summary of Services:

Statistics about In-TAC Services (2019-20)	
Number of clients served:	7,400
Number of new clients served:	3,128
ICT and Accounting professionals trained	235
Employed and professional job placements	157
Countries of origin of clients	123
Hours of training offered	1,875 (hours)
Number of new hiring employer partners	132
Number of volunteer professional mentors and mentees trained	90
Number of Virtual Career Expo registered	18,000

Employment Services

Client's Testimonials

The ALES program is designed to address the most essential skills, Oral and Writing communication. Moreover, it touches on other skills that are paramount for individuals, such as critical thinking, retrospectives and emotional intelligence.

No matter how experienced you are, you are bound to find something new and useful from this program, especially taking into consideration that the team behind it is extremely experienced, up-to-date, friendly, and encouraging.

ALES program graduate

NaviCAN IT bridge training program gave me the opportunity to start networking. It helped me understand about the Ottawa labour market. It also gave me tools to prepare resume and interviews and helped me strategize my job search.

*Under In-TAC's help, I got the job working at Innovapost as a full time Risk Management Specialist with the salary \$97,000/year starting from March 9th 2020. I can't imagine I can get this dream job just in 3 months. **This is the best program to find the best IT Job!***

NaviCAN IT program graduate: Patrick Kabongo



Language Program

In this reporting period, April 1, 2019 – March 31, 2020, the following has been provided in the OCCSC **Language Instruction for Newcomers to Canada (LINC)**:

Number of LINC students enrolled	952
Number of LINC instruction hours provided	4536
Number of children enrolled in childminding (reg. & Syrian combined)	123
Number of Syrian refugees in LINC	61
Number of LINC hours for Syrian refugees	1728

The regular LINC classes (non-Syrian) continues to be provided at the central location, 400 Copper St. and at 2 off-sites, Kanata and Barrhaven. The demand for opening more classes in these areas is still high. LINC levels in our program are from Pre-CLB to 5+ (up to CLB 8), with all classes (but 1) being multilevel.



LINC continued to provide high quality services to students of different ethnic and language backgrounds. The idea of smaller classes (20 students per class), a friendly environment, with excellent teachers and a variety of class schedules continued to attract new students. We offer evening and Saturday classes, in addition to those in the morning and in the afternoon.

We organized a number of workshops and presentations to our students, especially to our Syrian classes, with the funding available for pronunciation sessions and on the topics of importance for their smooth settlement, such as: Path to Employment; Social Assistance in Ontario; Canadian Workplace Culture (DOs and DON'Ts); Financial Literacy – Banking in Canada; Role of The Ottawa Police Services; The Ottawa Paramedics Services, etc.

In addition to the classroom teaching and the presentations by the experts in various fields, we have organized a few field trips - to the strawberry picking site, to the pumpkin patch in the fall, then to the Museums of: History, Aviation and Space, Nature, Science and Technology, etc.

Fee for Service Language Training

We have also been delivering English courses (Beginner, Low and High Intermediate and Advanced), as well as a French Beginner course throughout the year, for non-LINC eligible clients, responding to the demand for such courses in the community



Language Program

With the invaluable help from our volunteer-teachers, we continued with the Conversation Circles, offering them three times a week to all those, LINC-eligible or not, who wanted to improve their English conversation skills.



Our LINC for Syrian refugees got the final funding for 2019-2020, so our 3 classes for them continued at the same locations as before, in the areas where most of them had settled down - in the East (at the Chinese Catholic church, Sheng Shen, 1187 Michael St.) and 2 classes in the South (at St. Elias Orthodox church, 750 Ridgewood Ave.).

Childminding (CNC) services accompanied all those 3 classes. This funding came to an end on March 31, 2020, leaving a total of 90 graduates (from the cooking, baking and beautician courses, respectively), many with jobs and some opening their own small businesses.

We had a great time on that unique, extraordinary and extremely valuable project that we, at OCCSC LINC, had created and put in action in partnership with Algonquin College 3 years ago.

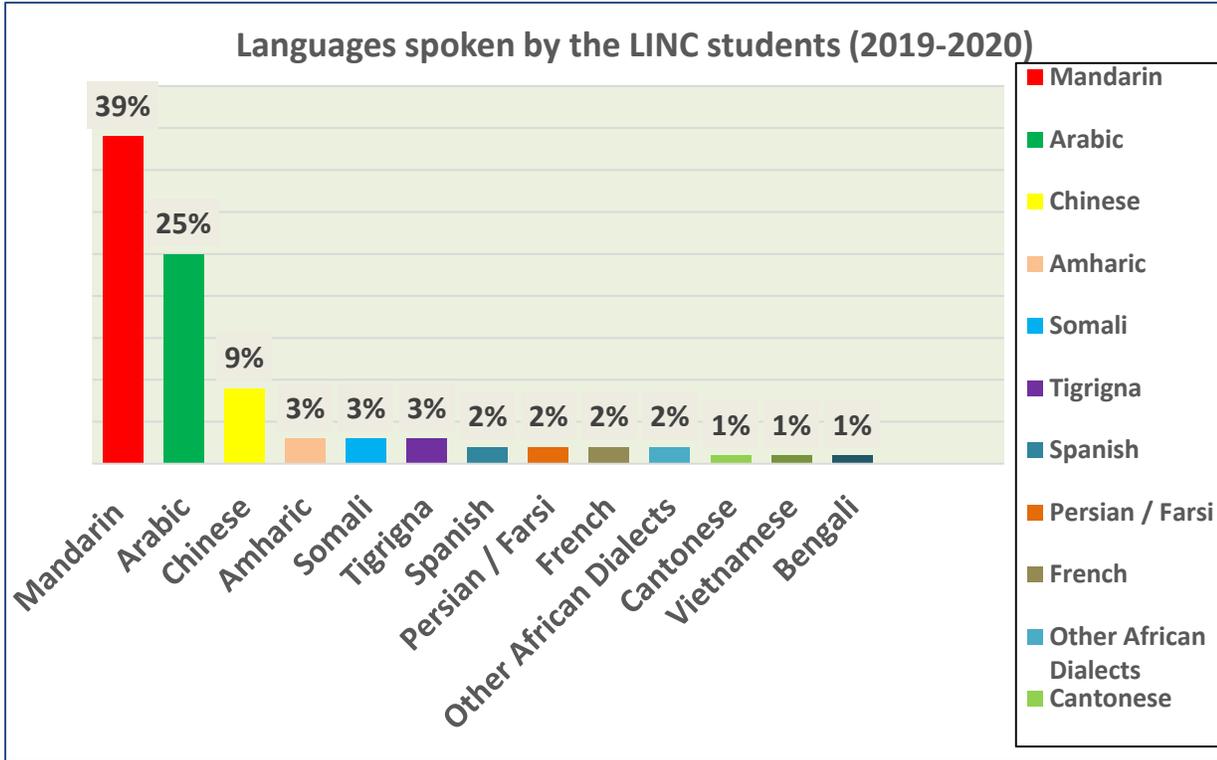
We were both happy and sad – the last 2 courses for Syrian women, the Beauty & Spa, ended in December 2019 and a wonderful graduation took place on January 25, 2020, at Algonquin College.

Syrian students Graduation time at Algonquin College!

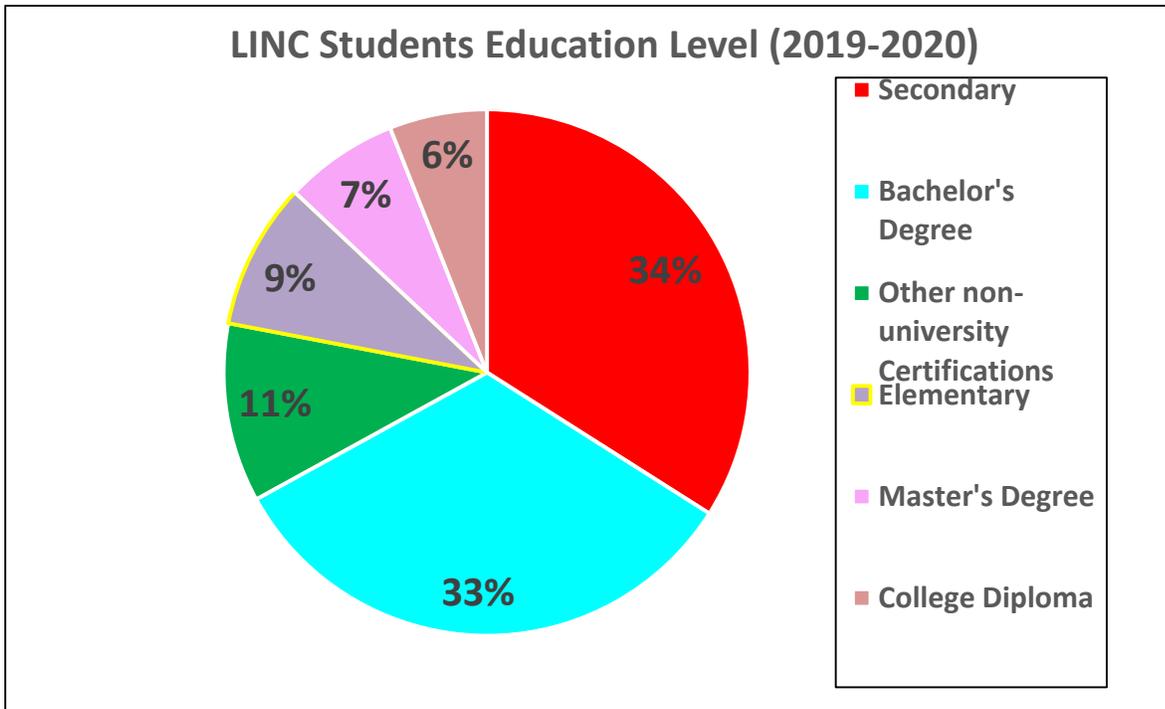


Language Program

We are proud to have students from all over the world in our classes. In this reporting period, they spoke 39 different languages! Please see the chart below as an illustration.



The education level of the LINC students is quite impressive:



Language Program

Life at OCCSC LINC – Field Trips

We always try to do our best in delivering the services, but it is how the recipients feel about it what counts the most!



“When I immigrated to Canada, my English level was very low. I could not listen and speak English. The only one was reading a little English. So I could not find any job. I decided to go to LINC school to learn English for one year. The second year I found a part time job. Then I did the job half day and went to LINC school half day. After that, I got a full time job. Now I go to LINC English class at OCCSC again to improve my English.” *(Sheng Lin)*



“I would like thank LINC & all the staff especially instructor Susan of her hard job & support of Chinese community center for doing great effort with LINC classes. It was really great experience for me. As the handouts given were also great that let me improve my English language as it's my second language, I had learned a lot & gained a lot of information especially while meeting the police officer in the presentation. Discussion in class regarding subjects was also great. so i thanks again everyone to keep LINC classes in great shape & improving it, great thanks for Susan. Thanks.” *(Mohamed Raafat)*



Language Program

LINC childminding (CNC) support service made a huge difference in helping many students bring their eligible-age children to the classes – it is always a winning situation when a LINC class has CNC attached to it. Our Syrian classes proved it best, having children to the full capacity most of the time, as well as our only morning LINC CNC, available to students from 4 classes at the central location.

The happiest place at OCCSC:



LINC has successfully organized yet another memorable International Women’s Day event, on behalf of OCCSC, on March 5, 2020. It was the time that we were slowly learning about the Corona virus invading our space, but we decided to go ahead with the celebration, having it in a smaller place than usual (in our classrooms this time) and not inviting a broad audience.

We had in place hand sanitizers, sanitary wipes, screened the participants with questions about their recent trips abroad, etc., so everything went well! The first provincial lockdown was announced 12 days later, on March 17...

This year’s UN-chosen theme was “*I am Generation Equality: Realizing Women’s Rights*”, We welcomed great presenters, as always – a Keynote Speaker, Diana Sarosi from Oxfam, with the exquisite Guest Speakers: Cathy Dewar, Gloria Rwobahiryia and Jian Zhang. For the entertaining part at the end, we had Shuo Bin Miao singing a traditional Chinese song and Marseil Al Sulaiman & Ammar Baitalmal singing and playing a traditional Middle Eastern instrument, dorbakah.

Settlement Services for Middle-Eastern Newcomers – (SSMN)

Introduction:

OCCSC noticed the importance of providing early assistance to Syrian clients and empowering them to become self-reliant as early and as possible. Accordingly, our agency launched a **Services for Syrian Refugees Program (SSRP)** in early 2016. This tailored program aimed to deliver services in an innovative, convenient and effective manner. Under one roof, we proudly offered a settlement, language training and employment-related services to help resettle Syrian families in Ottawa and assist them in making Canada their new home.

To support our clients, OCCSC has recruited Arabic-speaking professional staff and volunteers. Childminding services were provided on our sites near to their home in East and South of Ottawa.



Settlement services for middle-Eastern newcomers (SSMN)

SSMN is a settlement initiative launched by the OCCSC to provide various settlement services to the Arabic-speaking newcomer population in Ottawa. This program is a continuation of the settlement services for Syrian refugees program (SSRP) that OCCSC had started in 2016.

During the period between April 1, 2019, and March 31, 2020, Immigrants, Refugees, and Citizenship Canada (IRCC) funded OCCSC for the 3rd consecutive year to implement two initiatives addressed mainly to Syrian Refugees in Ottawa. Both initiatives were managed under the SSMN program within the OCCSC clients service department. The service delivery occurred daily at the OCCSC head office and St. Elias Cathedral's satellite rented location. We also succeeded in carrying our services to clients to three more regions in Ottawa (South, East & West), where we occasionally rented premises for service delivery twice a month.

SSMN program operated in two teams and focused on the following activities:

1. Settlement program team
 - Information and Orientation
 - Community Connections
 - Needs Assessment and Referral



Settlement Services for Middle-Eastern Newcomers – (SSMN)

2. Canada Connects, service delivery improvement program (SDI) team

- Women empowerment & women entrepreneurs
- Jobs for men
- STEAM Projects for youth & kids



Implemented Target:

Description	Settlement Program % of Completion	Canada Connect % of Completion
Total Sessions	100.1%	106.7%
Number of Clients	120.2%	138.8%

76% of SSMN clients are mainly refugees from Syria, while most of the rest are Arabic-speaking newcomers and refugees from Middle East Arab countries. The settlement team served **753** new clients, while the Canada Connect team served **452** new clients. Canada Connect provided care to **120** children during their parents' attendance to **34** training and group sessions.

We have cooperated with more than **30** community resource centres and community service providers.

40 families sent their kids to summer camps and got the subsidy. We have Distributed to our clients **313** free tickets of around **\$9K** value from Kids Up Front for different recreation activities, sports games, concerts, plays and museums. Youth clients showed great passion for technology and were referred by us to participate in the research project done by Carleton University Gamifying the Newcomer Youth transition period.

13 men and women found full-time jobs, **4** got their truck driving licences and **9** established their own business.

Settlement Services for Middle-Eastern Newcomers – (SSMN)

Settlement program

Description	Total Sessions	Number of Clients
Information and orientation Sources of information, rights, freedom, law, justice, documents, English/French, employment, income, education, housing, health, finances, transportation, communication, media, citizenship, digital literacy	108	1089
Community Connections Women support, conversation circle, youth support, parenting, cultural/social/recreational, volunteering, library Information	54	659
Total	162	1748

676 clients had their needs assessed. The encountered priority Areas were:

- **Language**
- **Employment**
- **Housing**
- **Health**

Almost all clients showed the ability and interest to become involved in the community. They do feel welcomed, accepted and valued by others. There has been few discrimination and racism incidents at work, in public streets and in schools, however, serious attention to the matters below is highly recommended to achieve a real social cohesiveness and inclusive community.

- **Generational differences**
- **Family relations & gender dynamics**
- **Inter-community tensions**

In the outbreak of Covid-19 in early February 2020, we were very responsive in providing reliable information about the virus to our clients and updating them about the status around the world and Canada. After the emergency declaration in Ontario, we had started delivering the service online and working from home. We have also kept clients updated with Arabic and English resources about self-isolation and preventing the spread of the virus and other issues. We have updated them daily about the status of Covid-19, government action and support programs.

Settlement Services for Middle-Eastern Newcomers – (SSMN)

Canada Connects, service delivery improvement program (SDI)

We focused on connecting the Syrian women, men and youth through facilitating workshops, training, and group information sessions to help women and men find jobs and/or start their own business, leading to better integration in the Canadian Society and establishing financial independence. In addition to youth activities, that focused on science and technology to open horizons for them and motivate them in their higher education.

Description	Total Sessions	Number of Clients
Women Empowerment Status of women in Society, family dynamics and challenges, job market, women's wellness	6	93
Employment - Women Entrepreneurs Sewing, jewelry, art & crafts	67	473
Community Connections - Youth STEAM Recycling days, STEAM challenges, field trips	20	430
Employment - Jobs for Men Truck-driving training program	3	45
Total	96	1041

Conclusion

By the end of the 2019-2020 fiscal year, the Canada Connect program and the settlement services addressed specifically to Syrian refugees came to an end. Accordingly, all the practices and lessons learned from serving Syrian refugees helped us enrich and improve the current OCCSC initiative SSMN (Settlement services for Middle-Eastern Newcomers) that continued offering settlement services to the Arabic-speaking community of newcomers in Ottawa. Our approach is tailored to our client's needs, based on a client-focused assessment, which has been proven successful. There has been a positive impact to the integration of OCCSC's clients and this efficiency has strengthened our agency's capacity to handle more significant settlement projects. Both programs were successful in reaching our projected outcomes. The Syrian refugee community has gained a great deal of knowledge about what they need to settle in Canada. They have also learned about community resources, laws and institutions and, above all, the employment opportunities available in the local economy. Additionally, we have done some great work with the youth in the Syrian community where they were exposed to STEAM fields and we believe that the Syrian youth will certainly consider pursuing higher education.

Settlement Services for Middle-Eastern Newcomers – (SSMN)

Participation in Welcome Ottawa Week (WOW-2019)



1. An open house and clients' business fair, 700 Ridgewood Ave, June 26, 2019

16 Syrian women and men OCCSC clients beneficiaries of the sewing, art & crafts, and entrepreneurship projects displayed their work and promoted their newly established business. Visitors enjoyed food made by Syrian graduates of the LINC culinary program. Free make-up and face painting by LINC Make-up course learners and graduates.



Settlement Services for Middle-Eastern Newcomers – (SSMN)



2. STEAM Art-Creating & colouring WOW Mural, 215 Wurtemberg St, June 23, 2019

47 youth clients in Canada Connects project embarked on the bus from different areas of Ottawa going to the heart of Ottawa to create and colour a massive symbol of the Welcoming Ottawa Week with artist Claudia Salguero, who created the butterfly symbol



Pictures of Activities

Trip to the Museum of Aviation



Settlement Services for Middle-Eastern Newcomers – (SSMN)

Parliament Visit



Ottawa Public Library –Book Mobile in front of OCCSC office



Settlement Services for Middle-Eastern Newcomers – (SSMN)

Testimonials

"I did not believe that I can see DNA, but I did. I will tell my Mom and Dad that I saw DNA."

Mohamad's feedback after attending the " Extract DNA from a banana" STEAM session

"I'm from Syria and would like to thank Ms. Hanadi and Ms. Fidaa for helping my family and me and for sending me to the camp, which has helped me a lot to improve my English language and make friends. It gave me more experience in life. Finally, I would like to thank the Ottawa Chinese Community Service Centre."
"Ahmed Raslan"



"I was referred to OCCSC-SSMN by OCISO in the spike of the pandemic. Since then, I have attended many online workshops about Governmental assistance and other services and benefits provided during the pandemic. My personal experience with the services offered by SSMN was tremendous and benefited me in many ways. I got to know about the Employment Insurance Benefit, and I didn't think I was qualified until I attended their workshops. With your assistance, I applied for the Employment Insurance Benefit (EI) and started receiving the benefit right after that.

I have also succeeded in submitting my Citizenship Application by attending your online workshops.

I am also very keen on attending the Discover Canada series because I am confident that I am well prepared for the citizenship test.

I am very grateful that the settlement counsellors are so responsive in all my requests for the services, and they provide spontaneous assistance, so I always feel that they are ready to help me at any time. "

Amer Zahlan

Treasurer's Report

April 1, 2019 – March 31, 2020 was a good and stable year. A strong and conservative leadership helped OCCSC operate navigate and the year was very steady.

Total revenue for this fiscal year was \$4,750,581 compared to \$5,517,947 in the previous year. Expenses were \$4,593,352 down from \$5,319,367. Our finances largely reflect the fact that our programming and funding were stable year over year. Retained earnings (Net Revenue) this year is \$157,229 down from \$198,580. The generosity of our sponsors, donors, and members, contributed over \$82,000 of this revenue. These donations are a testament to the good work that our staff and volunteers do every day.

The following tables will outline our sources of revenue in contrast with the previous year (table 1), and our expenditures for this fiscal year in contrast with the previous year (table 2)

Table 1: Sources of Revenue

Sources of Revenue	Apr.1,2019– Mar.31,2020 Amount (\$)	Apr.1,2018 – Mar.31,2019 Amount (\$)
Federal Government: Immigration, Refugees and Citizenship Canada	2,831,745	2,831,739
Federal Government: LASI World Skills Inc., MAPLE, Pre – Arrival, Canadian Health Program	1,038,323	1,869,415
Provincial Government: Navigating the Canadian IT and Accounting Workplace, Newcomer Settlement Program, Ontario Ministry of Health Promotion, Pay Equity, Ontario Trillium Foundation, Province of Ontario	470,258	448,027
Municipal Government: City of Ottawa	80,394	85,086
Community Sector & Health Resources and Skills Development Canada: Jewish Family Services, New Horizons for Seniors Program, Caregiver Education & Training, Mental Health	118,375	65,561
Other Income: Tuition Fees, Donations and Fundraising, Interest, Membership, User Fees and Miscellaneous	211,486	218,119
Total Revenue	4,750,581	5,517,947

Treasurer's Report

Table 2: Expenditures

Nature of Expenditures	Apr.1, 2019- Mar.31,2020 Amount (\$)	Apr.1, 2018- Mar.31,2019 Amount (\$)
Advertising and community relations	33,516	71,883
AGM expenses, fundraising and membership	28,299	22,874
Consulting and professional fees	10,749	101,847
Office equipment	7,347	18,022
Office and general expenses	172,121	186,420
Rent and utilities	433,091	475,507
Salaries and benefits including pay equity	3,642,432	4,102,252
Communication/Telephone	60,371	75,236
Training	117,461	139,447
Travel	60,333	100,160
Other expenses (e.g., repairs, maintenance, payroll services, insurance, etc.)	27,632	25,719
Total Expenditure	4,593,352	5,319,367
Net Revenue	157,229	198,580

Our ongoing fiscal agenda includes funding internal initiatives to serve the community and diversify our sources of income. The Finance Committee will continue to review and update the OCCSC finance policy in order to accommodate the development of the organization.

OCCSC would like to acknowledge the support of our funders, found on the following page.

This is the 14th year that we have appointed Ouseley Hanvey Clipsham Deep LLP to audit our financial statements for the fiscal year ending March 31, 2019. With the assistance of our Executive Director, Sharon Kan, and our Accounting Officer, Escolastica Unira, the audit was completed in August 2020 and the results of the audit are contained in Tables 1 and 2 above.

Acknowledgement

We acknowledge and thank the following funders for their financial support of the OCCSC programs and services:

1. Immigration, Refugees and Citizenship Canada



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

2. Employment and Social Development Canada



Employment and
Social Development Canada

Emploi et
Développement social Canada

3. Ministry of Children, Community & Social Services

4. Ministry of Labour, Training & Skills Development



5. City of Ottawa





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