



ANNUAL REPORT

2018-2019

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.



TABLE OF CONTENTS

President's Report	04
Executive Director's Report	05
Service Statistics	07
Client Services	08
Volunteer Program	14
Employment Services	16
Language Program	21
SSRP Program	27
Treasurer's Report	29



President's Report

Planning for Success in a Constantly Changing Environment

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 quality service and 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.

A big part of looking into the future for an organization like OCCSC is thinking carefully about what steps to take next in order to ensure success. The three strategic priorities for the board continue to be: working towards financial sustainability, becoming an organization that values, respects and cares for all members of its community, and ensuring the organization is trusted in the community.

This year has been stimulating for the board of directors, as we made various funding and direction-setting decisions for OCCSC in the pring that were quite complex. These decisions were largely guided by the three key principles from the five-year plan. Moving forward, we have already identified many issues that we will have to address in the near future, but are excited to meet these challenges head on ranging from succession planning for the organization to ways in which we can diversify our financial management. It truly is an exciting time for OCCSC.

I would like to take this opportunity to express my deepest thanks to the volunteers who are the backbone of our organization, and all the amazing work the staff do every single day. The reputation of OCCSC stands on its own. We are known in the community and by funders as a high quality service provider that are responsible and dependable.

Robert Parungao
President, OCCSC



Executive Director's Report

OCCSC has developed a five-year strategic plan to sustain and improve our work as we continue to provide necessary programs and expand the different services in demand. In planning our services, we are conscious of IRCC policies, while participating in consultations, webinars, and surveys to offer our input.

OCCSC's all services model of delivery continues to serve our clients with seamless effort, regardless of where our clients originate from. This fiscal year the Settlement Program served a total of 2,393 clients of in-which 34% were from Syria, 24% from different parts of the world, while 42% were from China. This shows the agency, in reality, is multicultural instead of an ethnic specific agency. We have also extended our services to different sites in Barrhaven and Kanata, with the increasing need for immigrant services in different parts of the city. We were also successful in receiving some new funding for the Caregiver program and in helping Syrian Refugees.

Our language program has served 820 students plus 95 who are Syrian Refugees. With Algonquin College, 83 Syrians were trained in different fields that helped them find jobs or start their own business after graduation.

In 2018, In-TAC had surpassed all program targets and continued improving its core competence, i.e. bridge to employment services for skilled immigrants, employer engagement and digital service platforms. After a successful pilot in Pre-Arrival Services the program ended late 2018. On the positive side; NaviCanIT started a renewed 3-year contract with provincial funding. The ALESWORK program successfully rolled out services nationally in Vancouver and Calgary. The In-TAC National Virtual Career Expo became the largest online job fair in Canada.

However, it is quite challenging to sustain employment services with short term funding in most cases. Sustainability through diversified funding continues to be the top priority in 2019 to ensure better support for a newcomers' successful integration into the labour market.

IRCC's new 5-year Call for Proposal is different from the past 3-year cycle, giving stability to agencies to have more time to plan and implement programs. We have submitted proposals to continue our programs. We have also submitted new innovative programs proposals to address needs to empower immigrant women and engaging employers and entrepreneurs in helping skilled immigrants.

While most of our programs are dependent upon funding from the government, we continue to serve what is important according to the OCCSC Mission. This is demonstrated in the numerous events we host or promote with support of other agencies to understand the needs and services of immigrants and refugees. Major events like our Annual Welcome Fair with over 30 community partners and attended by over one thousand visitors throughout the day. We also organised an International Women's Day Event attended by over 200 women and was emceed by the host of CTV Morning Live. We also organised events during Ottawa's Welcome Week by showing our services to Syrian Refugees.

Working with volunteers continues to be the main focus to help bridge the gaps between newcomers and Canadians in both outreach and direct services. From April 2018 - March 2019, 252 volunteers contributed 8,820 hours to OCCSC.

OCCSC has good coverage among the communities, especially with the growing strength of our Radio and Volunteer program. In the past 9 months we have 18,000 visits to our web-site and the audience will grow through our We-chat account. We have lots of testimonials and success stories we can share on our web-site and social media to show the important contributions made by immigrants and refugees to Canada.

With In-TAC as our employment program we have all the infrastructure needed to fill the gaps to engage more employers to meet our labour market needs. As an agency with all available services, OCCSC is strong enough to serve immigrants the best way we can. All our sponsors, partners and employers have given us tremendous support to carry out our work.

I would like to thank all the funders for their support in our programs. Again I am grateful to all the dedicated staff, board members and volunteers who contribute to the extensive work OCCSC is engaged in every day. I am hopeful that we can continue to welcome and assist immigrants and refugees as they integrate in Ottawa and other cities across Canada. We are committed to helping newcomers while benefitting Canada as we have been for over the past over 44 years.

Sharon Kan
Executive Director
OCCSC



Service Statistics

Client Services

New Clients	2,393
Clients from China	981
Clients from Syria	814
Volunteers	252
Donated hours by volunteers	8,820

Language Program

Number of LINC students enrolled	820
Number of LINC instruction hours provided	4,158
Number of children enrolled in childminding (Reg.& Syrian combined)	234
Number of Syrian refugees in LINC	95
Number of LINC hours for Syrian refugees	1,713

Employment Services

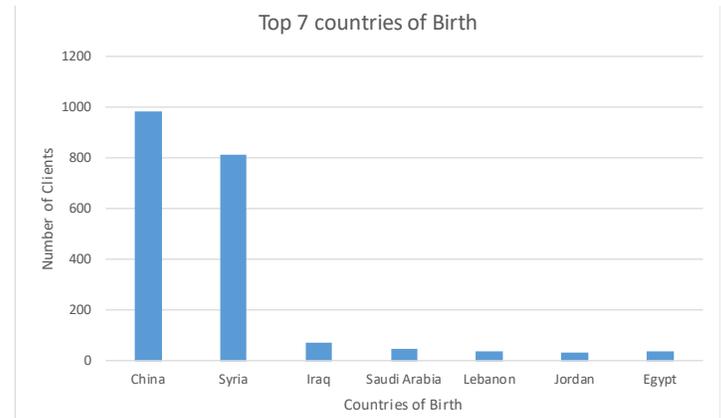
Number of Pre-arrival clients served	3,187
Number of new clients served	2,959
ICT and Accounting professionals trained	194
Employed and professional job placements	138
Country of origin of our clients	132
Hours of training offered	1,875 (hours)
Number of new hiring employer partners	118
Number of volunteer professional mentors trained	90
Number of Virtual Career Expo registered	15,800

Client Services

In fiscal year 2018-2019 the **Client Services Department** operated four ongoing programs and two short-term projects. All these programs, regardless of the funding bodies, provide support and assistance to new and not so new immigrants and refugees including those who have become Canadian citizens, international students and temporary foreign workers.

Ongoing Programs

I. Canada My New Home – Funding for this program comes from Immigration, Refugees and Citizenship Canada (IRCC). We had two target groups, namely, immigrants from China and refugees from Syria. IRCC also funded our **Canada Connects** program which was designed to enhance the settlement service for Syrian refugees and to ensure they got additional support in training and employment. Settlement and Employment services for Syrian refugees will be covered in a separate section titled **Services for Syrian Refugee Program or SSRP**.



Countries of Birth of newcomer clients

In fiscal year 2018-2019, we served a total of 2,393 clients of whom 981 were born in China and 814 were born in Syria. The remaining 598 were born in other countries. Clearly, OCCSC is, in reality, a multicultural settlement organization instead of just an ethnic-specific agency serving only one ethnic group.

Canada My New Home has three major components:

- Needs assessment and referral – settlement needs assessment, internal or external referrals
- Information and Orientation – individual information inquiries and information/orientation workshops
- Community Connections – support groups, parenting groups, community tours, volunteers training and deployment

Settlement Services delivered at our main office in downtown Ottawa

Space for new housing development is running out in downtown Ottawa. Younger newcomer families with children are increasingly attracted to Ottawa's suburbs such as Barrhaven and Kanata. However, the availability of convenient public transit and amenities such as social housing for seniors still makes downtown the settlement choice for many older adults and seniors.



Our settlement workers were on duty Monday to Friday during regular hours ready to meet with newcomer clients with or without appointments and to answer their information inquiries or refer them to other service providers. They would also, if necessary, help our clients to complete applications for government services such as Canada Child Benefits or Ontario Health Insurance Plan. Our intake worker would help first-time clients complete a settlement needs assessment and draw up a settlement plan which they could use to achieve their settlement goals.

Home Safety Workshop delivered at our Main Office

Our main office in downtown Ottawa provided not only enough workspace for all workers of our three departments, it was also equipped with several reasonably sized classrooms that could be used for multiple purposes. In fact, workers from our department

Client Services

regularly used these classrooms for settlement workshops and English Conversation Circles for seniors. There was also a computer lab where we delivered our “computer literacy” classes for seniors every Friday. Clients could also use the computers to search for online information. There was an on-site childcare centre for clients to leave their young children while they were attending language classes or seeing our settlement workers.



By-laws and Enforcement Workshop at our Main Office

in Barrhaven and Western Ottawa Community Resource Centre (WOCRC) in Kanata have allowed us to do just that.

Barrhaven

Throughout the past fiscal year, one of our settlement workers ran a weekly group called Happy Kitchen for Chinese newcomers on Friday mornings and an information inquiry session on Friday afternoons at SNCHC. The same worker also ran a Mandarin play group at the **City View Early Child Centre** every Wednesday afternoon.

Another settlement worker led a women exercise group at SNCHC between 12:30 and 2:30 pm, and a personal inquiry session between 2:30 and 4:30 pm every Wednesday afternoon. In addition, the same worker delivered a weekly settlement information session between 2:00 and 4:00 pm at the **Ruth E. Dickinson Library** on Thursdays afternoon.

Kanata

We had one settlement worker organizing a weekly parenting group at WOCRC between 1:30 and 3:30 pm on Tuesdays. Newcomer parents from China learned about Canada’s education system, its philosophy, child welfare legislations and parenting skills required in the Canadian context.

In addition, the same settlement worker ran a weekly settlement information session between 9:00 and 11:30 am at SS#1Community House located at 400 Goldridge Drive in Kanata. This is a City of Ottawa property for which we had to make rental payment.

Services Delivered at Itinerant Locations

Growing population in Ottawa in the last two decades and lack of space for new housing in the city core has led to fast expansion of the suburbs, in particular, Barrhaven and Kanata. The availability of new housing in these suburbs has been increasingly attractive to newcomer families and in particular those from China. This was why several years ago we decided to create at least one itinerant location each in Barrhaven and Kanata to bring our settlement service to our newcomer clients who have settled there.

As we did not have additional funding to set up at least one satellite offices in these two suburbs, we decided to partner with local service providers which would let our settlement workers access their facilities to deliver our settlement service. We were very thankful that South Nepean Community Health Centre (SNCHC), City View Early Child Centre



A group of Chinese newcomers visiting Rideau Hall, the official residence of Canada’s Governor General

Client Services

Orleans

Although we knew that Orleans, which is east of Ottawa, did not attract as many newcomers as Barrhaven and Kanata, we nonetheless did try to promote our settlement service by organizing a monthly settlement information session at the Orleans Library.

Outreach

Although our centre has been around for more than 40 years and is known to most Chinese newcomers who have settled in Ottawa. How-



Community Connections Activity – encouraging newcomers to participate in the community

- **Newcomers Welcome Fair**

To reach out to newcomers who have yet to make their first contact with our agency, we would organize our annual Newcomer Welcome Fair in Barrhaven and Kanata. In 2018, the fair took place on May 6 at the All Saints High School in Kanata.



Newcomers Welcome Fair 2018 at All Saints High School in Kanata



A tour guide describing interesting aspects of Rideau Hall to a group of Chinese newcomers who were led by one of our settlement workers

ever, for those who have just arrived, finding out about what our centre does

exactly will still take time. This is why our efforts to reach out to those newly arrived will never stop. Over the years, we have used many different ways to reach out to newcomers. In fact, establishing itinerant locations in Barrhaven, Kanata and Orleans is in fact one of the best ways to reach out to newcomers who have settled there.

Client Services



Guests and OCCSC reps at the fair (left to right) OCCSC ED Sharon Kan, MPP Jack MacLaren, MP Karen McCrimmon, Mayor Jim Watson, Councillors Allan Hubley & Marianne Wilkinson, OCCSC President Robert Parangao

The Fair was a fun-filled event that featured cultural dance and singing performances, games for children and many exhibitors including mainstream institutions such as Algonquin College, Roman Catholic School Board, Ottawa Public Health and Ottawa Fire Services. We estimated that up to 1100 people attended the event. We want to thank all the businesses and media outlets that provided sponsorship support.

- **Website, Monthly Newsletter and Radio Program**

In addition, our centre has maintained a website at www.occsc.org where newcomers can browse our basic services, events and even read our monthly newsletter. More recently, we have successfully partnered with the local multicultural radio station, CHIN Radio, whereby our centre has been given airtime to broadcast our own program in Mandarin between 8:00 and 11:00 pm every Sunday evening. Our program featured settlement information workshops delivered by our settlement workers, interviews and talks about interesting aspects of Canada's institutions, culture and history. The purpose of our show is to help newcomers better understand Canada as one of Western democracies, its practices and beliefs.

- **WeChat Platform**

We are in the process of applying for a public account with WeChat so that we will be able to use its platform to communicate with more potential newcomer clients including those who may have settled in smaller communities around Ottawa.

II. Newcomer Settlement Program - funded by Ontario Ministry of Children Community and Social Services targeting Chinese immigrants regardless of length of residence in Canada, international students and refugee claimants. Its services are very similar to those of **Canada My New Home** but on a much smaller scale. Last year, this program assisted 256 unique clients and delivered 8 settlement workshops to 126 participants. The lone settlement worker could serve Chinese immigrants from China and Hong Kong in both Mandarin and Cantonese. In addition to answering inquiries, she also helped clients to complete application forms, and provided interpretation service at the offices of other service providers where our clients were seeking services. She also organized a tour of a local nursing home to help a group Chinese seniors understand its services, fees and admission process.

III. Chinese Family Services – was funded by the City of Ottawa for many years through its Community Funding Program. We had one counsellor who worked with low-income Chinese immigrant families many of whom were Cantonese-speaking. In recent years, this program is increasingly accessed by Chinese seniors with special needs. Since 2017, our centre has received additional funding from the City to hire a part-time social worker to work with vulnerable Chinese seniors who live alone and exhibit deteriorating physical and /or mental health symptoms.

Client Services

IV. Diverse Seniors Social Support (DSSS)

– funded by Champlain Local Health Integration Network (LHIN). This is a joint project of a partnership consisting of 5 settlement agencies, one community health centre and one ethnic association. It was led by the Jewish Family Services of Ottawa. Our lone community worker worked predominantly with Chinese seniors who were tenants of City of Ottawa’s social housing in the Centretown area. The goal of this program is to support Champlain LHIN’s initiative “Aging At Home” by helping seniors to live safely in their own homes for as long as they desire. This is achieved by encouraging seniors to live a more active lifestyle by participating in educational, social and recreational activities organized by our community worker. The health workshops



Multicultural seniors enjoying a Chinese dance performance



Multicultural participants and dance performers

help seniors learn about healthy eating and living. Cultural activities organized included Chinese New Year celebration. Recreational activities included an annual picnic attended by seniors from many cultural communities. Last year, the annual picnic took place on July 23 at Britannia Park and featured multicultural performances.

Short-term Projects

- I. **Chinese Caregivers' Training and Education Project** – funded by the Ontario Ministry of Health and Long Term Care for a period of two years (2018-2020). As the name of the project suggests, its purpose was to provide education and training to family members who had to care for their loved ones who were predominantly seniors with chronic or critical health issues. Among these caregivers were spouses of seniors. They provided round the clock care and in so doing may have neglected their own health and mental health needs. Over time, the demand for their time and energy was generating a lot of stress and even burnout on them. They need outside support to help them cope. They needed to learn more about their loved one's health conditions or diseases and the skills to provide better care. They also needed to learn when to take a break to replenish their energy and spirit.

In terms of education, the caregivers learned about Ontario's health system for seniors including care support services, geriatric services and senior psychiatry services in the Champlain region. They also learned about housing choices, from assisted living to long term care and retirement residence. Our project coordinator also offered information on wills and power of attorney, government programs from tax credits to the Ontario Disability Support Program. She also encouraged caregivers to take advantage of accessible parking permit and OC Transpo's Para Transpo service.

- II. **New Horizon Program** – The federal Department of Employment and Social Development provides annual funding to community groups across the country to create short-term projects for the benefits of seniors including projects that encourage seniors to actively participate in the community, become volunteers and address elder abuse problem.

Our 2018-2019 project targeted Chinese seniors living in downtown Ottawa, Nepean and Barrhaven. We recruited 20 volunteers to act as instructors in Practical English and Social Media Training classes held in the three areas. A total of 102 Chinese seniors participated in 96 sessions of Practical English and 130 seniors took part in 56 sessions of Social Media Training where they learned how to use WeChat as a communication tool.

In participating in th OCCSC's Volunteer Program recruits, trains and deploys volunteers according to the requests from OCCSC's Settlement, Language Training, and Employment Support Departments. Between April 2018 and March 2019, **252** individuals served in our volunteer program and together they donated a total of **8,820** hours to our organization.

Conclusion

With 44 years of continuous service to the immigrant community in Ottawa, services offered by OCCSC's Client Services Department have gained the trust and support of all three levels of government. The fact that we have received additional funding from Immigration, Refugees and Citizenship Canada (IRCC) to help settle hundreds of government-sponsored refugees in Ottawa was the best testimony to our claim. Our staff is committed to provide similarly high quality services to all potential clients in the years to come.

Volunteer Program

OCCSC's Volunteer Program recruits, trains and deploys volunteers according to the requests from OCCSC's Settlement, Language Training, and Employment Support Departments. Between April 2018 and March 2019, 252 individuals served in our volunteer program and together they donated a total of 8,820 hours to our organization.

The volunteers who served in our Settlement Department acted as instructors in weekly digital literacy and practical English classes. Some volunteers joined our Happy Kitchen program in Barrhaven by teaching participants how to do Sichuan dishes.



Volunteer instructor teaching Practical English



Volunteers and staff at our 2018 Newcomer Welcome Fair

were looking for work in these two fields. As well, 30 volunteers with accounting background helped low-income Canadians complete their 2018 income tax returns in our free income tax clinic.

65 volunteers worked in various capacity at our Newcomers Welcome Fair, which was held on May 6, 2018, at the All Saints Catholic High School in Kanata. This event featured fun activities for children, cultural performances, information booths, and photo opportunities with

Volunteers also served in our Language Training Department by teaching newcomers in the English Conversation Circle program.

Our Employment Support Department ran a Mentoring Program by recruiting Canadians who worked in the IT and accounting fields. Their job was to mentor newcomers who



A newcomer family with politicians (from left to right: MPP Jack MacLaren, MP Karen McCrimmon, Mayor Jim Watson, Councillor Allan Hubley & Marianne Wilkinson)



Event volunteer coordinators in the Canada Day and Eid Al-Fitr events received their service certificates presented by MP Chandra Arya, Mayor Jim Watson, City Councillor Michael Qaqish, Imam Delic of South Nepean Muslim Community and OCCSC executive director, Sharon Kan

VIPs. It was attended by VIPs from 3 levels of government. 34 organizations including private and community service providers and businesses took part in the exhibition. The event attracted well over 1000 people, sponsors and over 1,100 participants. Our volunteer team included an event coordinator, event emcee, photographers, a graphic designer, a communication editor, a balloon animal artist, face painting artists, bake sale volunteers, venue set up workers and many more.

Volunteer Program



OCCSC's Radio program volunteers and guest speakers who shared their integration experience.



100 plus volunteers taking part in our Annual Volunteer Appreciation Party

Connects Project which complemented our Syrian settlement program by providing additional support for Syrian refugees in the area of employment skills training. Other volunteers helped supervise Syrian youths in project activities such as field trips at and recycling days.

Apart from supporting program activities, some of our volunteers served our agency by acting as clerical and administrative workers, such as in substituting for our regular receptionist, translating or editing articles for our monthly newsletter. Our outreach worker also recruited volunteers to host our radio show on Ottawa CHIN Radio which is on air between 8:00 and 11:00 Sunday evenings.

To show our appreciation for the contributions made by our volunteer team, we launched a Volunteer Appreciation Party on June 22, 2018 at our main office. Over a hundred volunteers responded to our invitation. Our president and executive director were on hand to express our gratitude and gave out certificates of recognition and souvenirs. They were asked to stay for dinner served by our employees.

The government of Canada believes that immigration is a 2-way street which means that both the newcomers and Canadians need to come together and understand one another. Our volunteer program helps to achieve this objective.

33 volunteers assisted in our Annual Fundraising Gala on Thursday, November 29th at the St. Elias Banquet Centre. The event raised a total of \$43,000. Our volunteers assisted in the planning, promotion and implementation of the event, Many volunteers assisted the Settlement Services for Refugees Program, including but not limited to, workshops in computer and smartphone app literacy, legal knowledge, and English language skills to assist with the transition to their new lives in Ottawa. 40 volunteers assisted in our Canada Day and Eid Al-Fitr Celebration,

with around 200 clients from 70 Syrian families, 30 VIPs and partners attending the event at St. Elias Cathedral. The volunteers assisted in planning and organizing the event, performances, photos, face painting, a henna tattoo booth, event set up and clean up.



Canada Connects Project youth volunteers serving meals to the homeless and needy at Shepherds of Good Hope Canada Connects

Our volunteers also played an active role in our Canada



Volunteer Employment mentors with staff at the OCCSC Annual Volunteer Appreciation Party

Employment Services

Highlights of In-TAC Employment Services



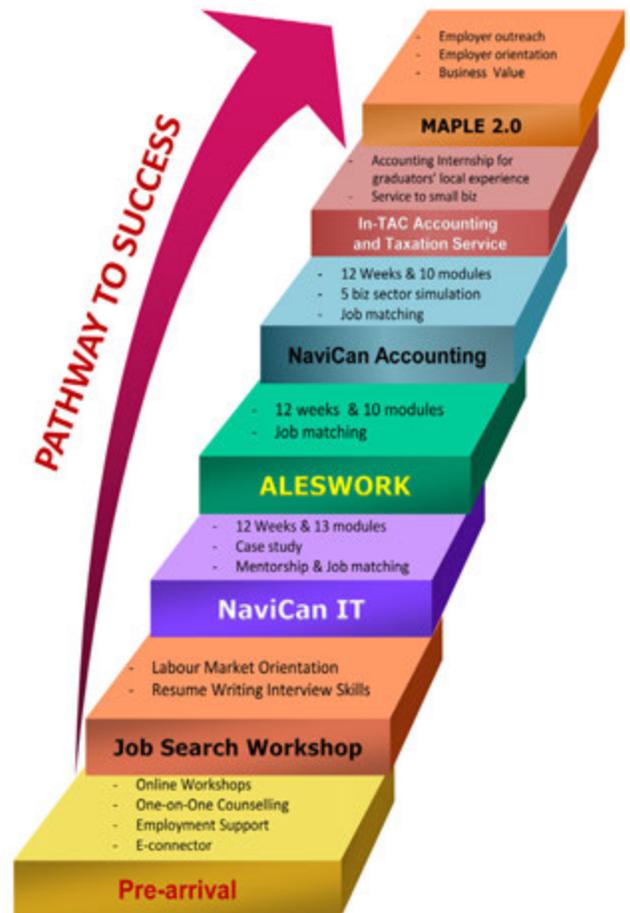
In 2018, In-TAC has surpassed all the program targets and continued improving its core competence, i.e. bridge to employment services for skilled immigrants, employer engagement and digital service platform.

2018 was a critical year for securing funding for our Pre-arrival services for future. The project has rated as top three performers among 25 projects in IRCC evaluations and outperformed in all targets, but unfortunately did not get the final approval after 2 rounds of competitive bidding and 2 three-month extensions. The project has sadly been without further funding by the end of 2018-2019 fiscal year.

ww

The unstable funding has directly affected the operation capacity, staff, the future services and growth. We have seen the highest staff turnover in the last decade, with 14 staff leaving or being laid off. Our operation capacity in national employer engagement network and digital service platform has also severely handicapped, resulting in massive scaling down.

On the positive side, NaviCanIT started the renewed 3 year contract, with the new funder MTCU as a result of the Ontario government restructuring; ALESWORK program successfully rolled out the ser-



Employment Services

ices nationally in Vancouver and Calgary; The accounting and taxation social enterprise progressed solidly in its self-sustainability endeavour; and In-TAC National Virtual Career Expo became the largest online job fair in Canada.



In 2018, **In-TAC Pre-arrival project** served 3187 clients. As a result of continued innovation in client outreach and engagement, content development and social media marketing, our Pre-arrival project successfully doubled its on-line service efficiency (the average number of clients in group sessions increased from 20 to over 40 per session). The In-TAC Virtual Career Expo has become a brand name, with 15,800 participants from over 132 countries and employment opportunities in 95 Canadian cities.



Employment Services

In-TAC Featured Activities

Navigating the Canadian IT Workplace, is a unique IT career bridging program in Ottawa. This program offers exclusive training to internationally-educated IT professionals. Our 12-week training and professional practicum exposes our clients to Canadian workplace culture, local business practices and professional ethics. It provides participants with a better understanding of the local ICT labour market.

This project connects our clients with local ICT industry employers to develop a seamless, two-way, win-win integration process.



Over 70% of our trained participants have successfully found professional IT jobs.

Navigating the Canadian Workplace for Accounting Professionals, a unique career bridging program in Ottawa. This program offers exclusive training on QuickBooks, taxation, financial communi-



cation and more to internationally-educated accounting professionals. We provide case simulation, co-ops, job referrals and other placement opportunities.

Employment Services

In-TAC Mentorship Program helps internationally educated professionals



enhance cultural competence and professional, leadership and networking skills. At the same time, it provides volunteer opportunities for experienced professionals to be a positive role model to highly-skilled new Canadians who are looking to integrate into the local economy.

In-TAC Advanced Literacy & Essential Skills in the Workplace (ALESWORK) is a national training program targeting Internationally Trained Professionals (ITPs) who are facing challenges in advancing in the Canadian IT Sector.



In-TAC Accounting and Taxation Services, our social enterprise initiative, had a profound social impact while steadily improving its revenue generating capacity. 30 interns contributed 4772 volunteer hours to the initiative. 70% interns acquired Canadian professional work experience and 25 new small business clients benefited from our services.

Community Volunteer Income Tax Program (CVITP) of CRA, since 2010 In-TAC has annually hosted tax clinics and arranged for volunteers to prepare income tax and benefit returns for low-income individuals and families. In the last 9 years (2010-2018), In-TAC has trained 217 volunteers, and served 1936 low-income individuals and families with their income tax returns. This shows that In-TAC is compassionate and charitable and takes satisfaction in providing a valuable service to the community. In 2019, 32 trained volunteers helped 224 individuals and families with their income tax returns.



Employment Services

Outlook for 2019

Outlook for 2019 is challenging, as even though employment services are the most impactful services to new immigrants, the funding in this stream is often limited, given in short term and pilot approach, therefore, very unpredictable. NaviCanAccounting program is due to expired in 2019 and a new CFP will be open in spring for possible funding in next 5 years.

As mentioned earlier, the cut in government funding will affect our service capacity and growth in 2019. Sustainability through diversified funding continues to be the top priority in 2019, to ensure a better support for newcomers' successful integration into labour market.

The summary of the service performance indicators are as the statistics table:

Statistics about In-TAC Services for AGM 2019 (2018-2019)	
Number of Pre-arrival clients served	3,187
Number of new clients served:	2,959
ICT and Accounting professionals trained	194
Employed and professional job placements	138
Countries of origin of clients	132
Hours of training offered	1,875 (hours)
Number of new hiring employer partners	118
Number of volunteer professional mentors and mentees trained	90
Number of Virtual Career Expo registered	15,800



Language Program

In this reporting period, April 1, 2018 – March 31, 2019, the following has been provided in the OCCSC LINC:

Number of LINC students enrolled	820
Number of LINC instruction hours provided	4158
Number of children enrolled in childminding (reg. & Syrian combined)	234
Number of Syrian refugees in LINC	95
Number of LINC hours for Syrian refugees	1713

As before, the regular LINC classes (non-Syrian) were provided at the central location, 400 Copper St. and at 2 off-sites, one in Kanata and one in Barrhaven. The demand for opening more classes in these areas is still high. LINC levels provided 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 background, following the LINC curriculum and the Contribution Agreement. The idea of smaller classes (we were contracted for 20 students per class), a friendly environment, with excellent teachers and a variety of class schedules continued to attract new students. *We remain the only provider in the city that offers evening and Saturday LINC classes*, in addition to the classes offered in the morning and in the afternoon.

As it has become our trademark, 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: Financial Literacy – Banking in Canada; Strategies for Employment; Social Assistance in Ontario; Canadian Workplace Culture (DOs and DON'Ts); The Ottawa Police Services; The Ottawa Paramedics and their role in the society, etc.



In addition to the classroom teaching and the presentations by the experts in various fields, we have organized a few field trips, too, such as: to the strawberry picking site, to the pumpkin patch in the fall, to Parliament Hill (before its West Wing closed for the next 10 years), then to the Museums of: History, Aviation and Space, Nature, Science and Technology, etc.

We have been delivering 6 cost-recovery English courses, Beginner, Low and High Intermediate (2x) and Advanced (2x) throughout the year, for non-LINC eligible clients, responding to the demand for such courses.

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 extended funding for 2018-2019, 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.

LINC received a one-time sponsorship from the TD Bank in March 2019, for a series of 8 workshops aiming at young newcomer women who have experienced obstacles in integrating in the society, for various reasons. These workshops that continued until the end of May helped the participants understand some of the essential values that our society is built on and also they gave them some basic guidelines on where to turn to either continue their education or to become job ready. Judy Fong and Jason Sarault, Branch Managers at 2 TD Canada Trust locations, visited OCCSC on March 5 and presented us with their cheque. It was a great moment and we extend our sincere appreciation for their generous support and trust in us and our pilot project. Partners like TD Bank make a difference in enabling non-profit service providers, like OCCSC, in their attempt to create and present innovations that otherwise would not be possible, with the main goal to serve newcomers to Canada and Ottawa better, helping them integrate and start their successful careers and life in general in their new country.

Life at OCCSC LINC

In the classroom:

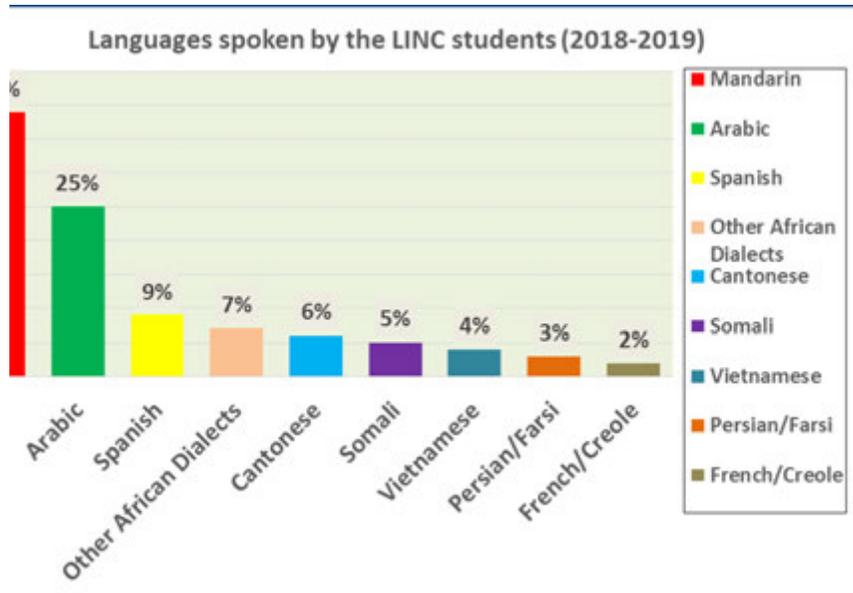


Field trips:

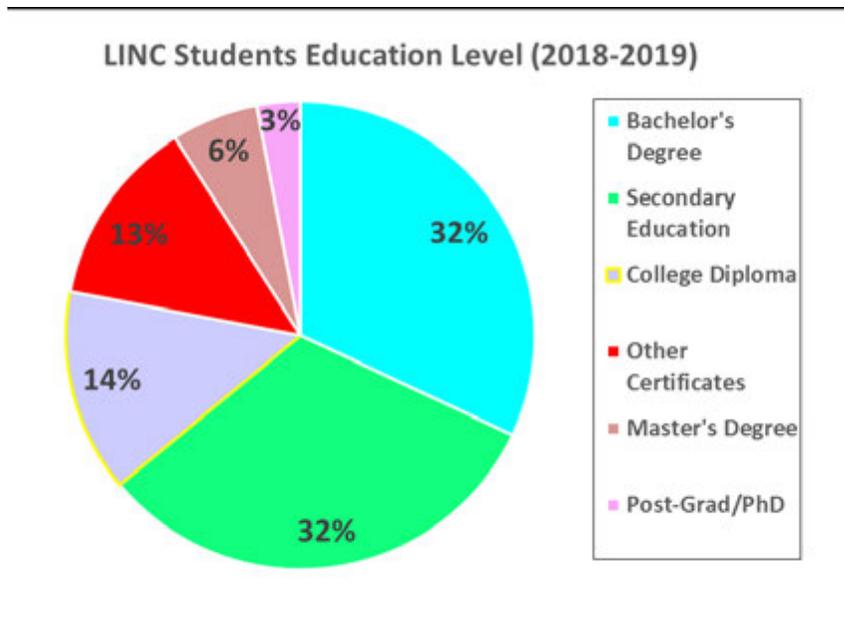


Language Program

We are proud to have students from all over the world in our classes. In this reporting period, they spoke 38 different languages! Please see the chart below as an illustration.



The education level of the LINC students is quite impressive:



Language Program



LINC has successfully organized yet another memorable International Women's Day event, on behalf of OCCSC, on March 7, 2019.

Keynote Speaker was Member of Parliament, Karen McCrimmon, with three other remarkable Guest Speakers: Theresa Kavanagh, the City of Ottawa Councillor, Natasha Wood, Algonquin College Professor and Jing Ping Tang, a Businesswoman & Entrepreneur. The event was beautifully emceed by Carleton University Journalism student, Ellen Spannagel, who did a great job again. The panelists shared their knowledge, experiences and visions based on the United Nation's theme: Think equal, build smart, innovate for change, as well as their achievements and inspiring stories with a personal touch. There was also a beautiful Chinese dance to entertain the audience of about 200 people.

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

"Thanks to the Chinese Community Service Centre LINC program, where I am studying to improve my English, I had an interview with Foreign Affairs for a position to teach Arabic to diplomats. Recently I was called for my first day and it was exhilarating experience. That allowed me to work in my domain as a holder of a master degree in Arabic literature with many years as an Arabic language teacher in Syria and Jordan!" Mohammad Alhaj Ali, from Syrai, LINC ¾

"I landed in Canada about one year ago. My landing experience was a bad one, because I kept asking immigration officer to repeat her questions. It was very embarrassing for me because I had learned English for more than 6 years and I still had problem understanding people's questions. Therefore I decided to improve my listening comprehension and practice my oral expression by taking LINC. My first class was very recently and I already learned a lot. Thanks to the teacher, I've started to expand my vocabulary, know my grammatical mistakes when making sentences and be able to understand conversations more easily. Other than these language improvements, I actually benefit more from the Canadian experience which the teacher share in class, because it is not only English, but also Canadian. In conclusion, I, as a matter of fact, regret not to take LINC program earlier."

Chia-shin, from Taiwan, LINC 5+

Language Program

Partnership

We have continued our partnership with the Algonquin College School of Hospitality and Tourism. Fifteen new Syrian students, from the Assistant Baker course, had a graduation ceremony on July 19, 2018, bringing a total to 60 Syrians with such (or/and cooking course) certificate! Three new courses followed – another Assistant Baker (ending in December 2018, with 13 graduates) and 2 brand new courses, for Syrian women – 12 of them graduated in March 2019 from the Beauty & Spa course and 10 others in May 2019.

Quite a number of those graduates are now working in the food industry, e.g. in a school cafeteria, at different fast-food chains, in a few catering companies and now 4 couples, all 8 the food-courses graduates, have opened their own businesses! We, at OCCSC, are extremely proud of their achievements; we try to help their first steps by ordering food from them for different events, helping them in many other ways, too, to promote their stores. The 3 businesses are: Middle-Eastern Sweets (a booth at Billings Bridger shopping centre), Shami's Bakery (at Convent Glen Plaza, 6469 Jeanne D'Arc North in Orleans) and Big Bite Kitchen (at Byward Market, 169 York St., Ottawa) – the fourth store will be open soon (summer of 2019), by another Syrian graduate couple, in Westborough!

Here is the testimonial of one Syrian graduates – she has completed both the Assistant Baker and the Beauty & Spa courses:

"A year ago, we came to Canada leaving everything behind, not knowing what our future may hold. Ever since we got here, we've felt so welcomed by everyone. We've always had a dream of opening our own restaurant and one day, we received a message from the Ottawa Chinese Community Service Centre (OCCSC), LINC program, about a kitchen skills program learning opportunity at Algonquin college, that offering us the chance to be a part of it as newcomers. It seemed too good to be true. I emailed the center and got an instant reply to have an interview about it. We couldn't believe it was happening at the beginning. We met with the language programs manager, Mrs. Snezana Minic, this great lady who welcomed us and made us feel so optimistic about it, she gave us the support and motivation in every way she could. We completed our kitchen skills program, where we benefit a lot and learned about kitchen safety, cooking skills, working in groups, preparing large quantity for a full menu, and how to manage work in a real kitchen environment. It was a great knowledge and experience added to us. After that we got our certificates and had our graduate ceremony with great spirit from our chef, colleagues and with the presence of Mrs. Minic, who was really happy and proud of all of us - and that was our first step to starting a business with our partners, We have opened our restaurant, Big Bite Kitchen in April 2019, it was the dream that we wanted and here it is now! We got lucky with our store's location in Downtown Ottawa in By Ward Market on York Street. It is a small Mediterranean- Canadian take-out restaurant which we started from scratch, and we are so proud of this accomplishment. This journey meant a lot to us and helped us to stand on our feet independently, we made it with the help of the Ontario Government, the Ottawa Chinese Community Service Center LINC program, and a special thanks goes to the great lady who put herself in the newcomers shoes and tried to make things smoother and easier for them, Thank you Mrs. Snezana Minic." Racha Pharaon, a Syrian graduate from the partnership program with Algonquin College

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 prove it best, having children to the full capacity most of the time, as well as our only morning LINC CNC, available to students at the central location.



The happiest place at OCCSC, CNC (Cooper, Michael St. & 2 Mooney's Bay sites):



Services for Syrian Refugees Program (SSRP)

More than 2,500 Syrian refugees have arrived in Ottawa since November 2015.

Early 2016, OCCSC decided to contribute and respond to Canada's commitment to help resettle Syrian refugees in Ottawa OCCSC by launching a special program: The Services for Syrian Refugees Program (SSRP).w

In late December 2016, the federal government offered OCCSC additional financial resources for the purpose of helping Syrian refugees. Accordingly, OCCSC settlement and language departments developed new projects tailored specifically for Syrian refugees.

Starting January 2017, SSRP opened 2 satellites within walking distance from the two locations where around 150 families have settled in the East-end of Ottawa and in the Mooney's Bay area.

Ottawa Chinese Community Service Centre



Settlement services, employment & entrepreneurship support, as well as LINC language classes were brought to the clients under one roof, helping them to easily and quickly integrate into the Canadian Society.

The cumulative number of Syrian refugees who have benefited from OCCSC's Settlement Services since we've started in 2016 is above 2100 clients. Significant results were achieved in advancing their economic and social integration in our community

Description	Settlement Services	Canada Connect
Number of Clients received services	1050	452
Number of sessions / workshops / Trips	168	109

Services for Syrian Refugees Program (SSRP)

The SSRP settlement initiative was composed of two main streams; Information & Orientation and the Canada Connects (A social approach for Integration) initiatives:

1 - Settlement Information & Orientation initiative:



Information and orientation	Community Connections	Digital literacy
One on one basic needs assessments and referrals	City recreation centers, Libraries, Boys & Girls Clubs, Businesses, Police Community Programs	Practical training in using technology & smartphones: Translation, Finance, Banking, E-Forms, Transportation
Group sessions about life in Canada, laws, taxes, education, housing, health, employment, income, social assistance, family budgeting, rights and responsibilities, sex education and parenting	Engagement activities for children: painting and singing. For youth leadership & volunteering	Online driving orientation and G1 exam preparation

2- Canada Connects (A Social Approach for Integration) initiative:



Women Empowerment , Syrian Women Entrepreneurs	Jobs For Men	STEAM Projects for kids and youth (Ages 8+)
Entrepreneurship & Topic-based workshops, Clothes Alteration, Creative Arts and Crafts	City recreation centers, Libraries, Boys & Girls Clubs, Businesses, Police Community Programs	Critical Thinking & Team-Building, Design and build 3D models, using data & sensors
Mentorship support, On-line trade	Mentorship support	Tech Tours and E-Waste Collection

Treasurer's Report

April 1, 2018 – March 31, 2019 was a good and stable year after a very challenging one. Early in the year saw some cash flow issues as IRCC was delayed in its funding. A strong and conservative leadership helped OCCSC operate navigate the first couple of months and the remainder of the year was very steady.

Total revenue for this fiscal year was \$5,517,947 compared to \$5,417,924 in the previous year. Expenses were \$5,319,367 up from \$5,211,643. Our finances largely reflect the fact that our programming and funding were stable year over year. Retained earnings (Net Revenue) this year is \$198,580 down from \$206,281. The generosity of our sponsors, donors, and members, contributed over \$66,000 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, 2018 – Mar.31,2019 Amount (\$)	Apr.1,2017 – Mar.31,2018 Amount (\$)
Federal Government: Immigration, Refugees and Citizenship Canada	2,831,739	2,644,721
Federal Government: LASI World Skills Inc., MAPLE, Pre - Arrival	1,869,415	2,026,806
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	448,027	494,190
Municipal Government: City of Ottawa	85,086	61,451
Community Sector & Health Resources and Skills Development Canada: Jewish Family Services, New Horizons for Seniors Program, Caregiver Education & Training	65,561	14,898
Other Income: Tuition Fees, Donations and Fundraising, Interest, Membership, User Fees and Miscellaneous	218,119	175,858
Total Revenue	5,517,947	5,417,924

Treasurer's Report

Table 2: Expenditures

Nature of Expenditures	Apr.1, 2018- Mar.31,2019	Apr.1, 2017- Mar.31,2018
	Amount (\$)	Amount (\$)
Advertising and community relations	71,883	123,853
AGM expenses, fundraising and membership	22,874	21,953
Consulting and professional fees	101,847	151,932
Office equipment	18,022	44,672
Office and general expenses	186,420	227,272
Rent and utilities	475,507	448,322
Salaries and benefits including pay equity	4,102,252	3,800,907
Communication/Telephone	75,236	83,351
Training	139,447	172,227
Travel	100,160	110,454
Other expenses (e.g., repairs, maintenance, payroll services, insurance, etc.)	25,719	26,700
Total Expenditure	5,319,367	5,211,643
Net Revenue	198,580	206,281

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, especially Immigration, Refugees and Citizenship Canada and the Ontario Ministry of Citizenship, Immigration and International Trade for their contributions to our organization and the services we provide to those new to Canada.

This is the 13th 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 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. Ontario Ministry of Training, Colleges and Universities

4. Ontario Ministry of Health and Long-Term Care



5. City of Ottawa Community Funding





OTTAWA CHINESE COMMUNITY SERVICE CENTRE

400 Cooper Street, Suite 2000
Ottawa, Ontario K2P 2H8
Tel: (613) 235-4875
<http://www.occsc.org>



Facebook@OttawaChinese



Twitter@ChineseOttawa